

# Boarding & Cleaning Cases Resolved Codes & Regulations



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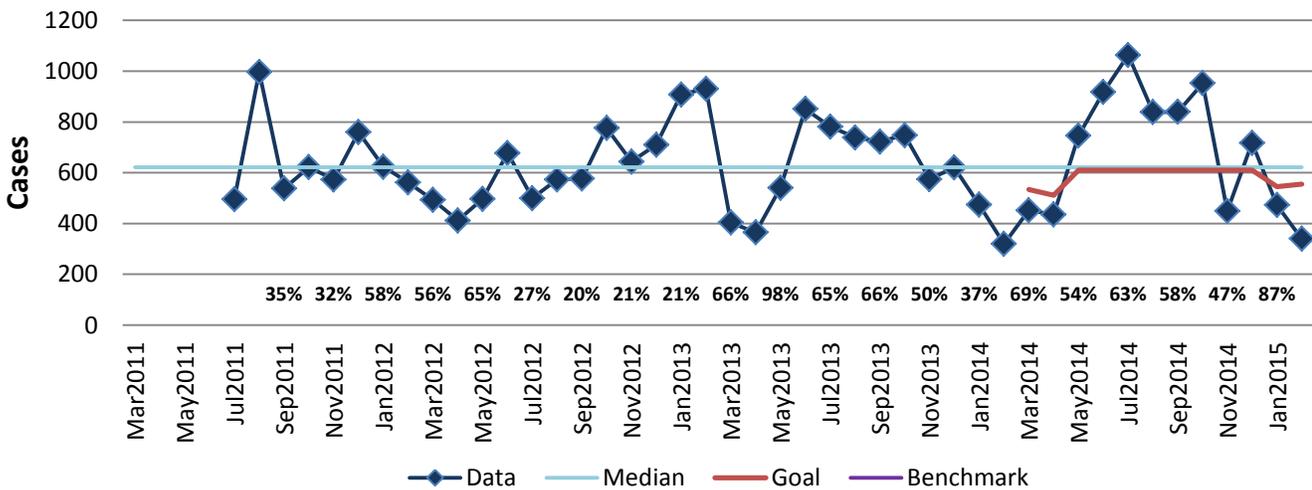
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 Monthly average: 604 cases resolved  Goal: Abate 610 properties a month. If the number of open cases falls below 610, then abate 100% of open cases  Benchmark: TBD	Data Source: Hansen  Goal Source: Department Strategic Plan  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The total number of cases resolved for the boarding, cleaning and cutting of vacant and abandoned properties  Why Measure: Quantify capacity for the Vacant Lots Crew  Next Improvement Step:

### How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
<b>7,025</b>	<b>7,775</b>	🚦	<b>555</b>	<b>340</b>	🚦
Cases	Cases		Cases	Cases	

## Boarding & Cleaning Cases Resolved



Root cause analysis is not necessary because there is no gap between the goal and current performance.