

Amenity/Site Complaints Resolved Metro Parks



KPI Owner: Tim Jones

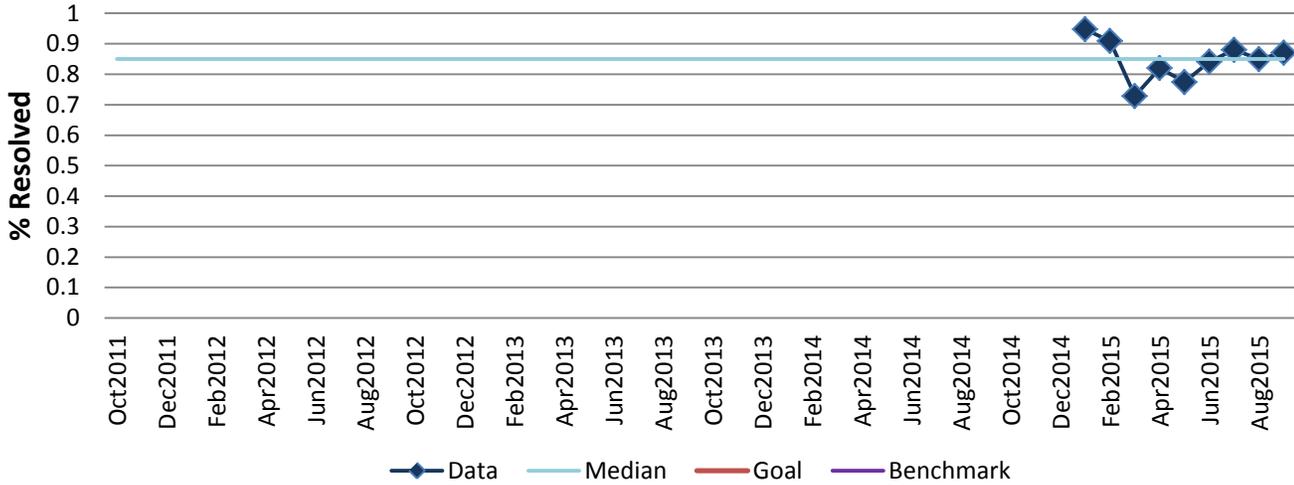
Process: Implement & Maintain Safe Amenities

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: MetroCall, Public Inbox Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Percent of combined MetroCalls and Public Inbox complaints resolved by the 15th of the following month. Why Measure: To better understand areas for improvement Next Improvement Step: Create baseline, benchmark, and goal.

How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Average		Sep2015 Goal	Sep2015 Actual	
TBD	85%	⬆️	TBD	87%	⬆️
Percent	Percent		Percent	Percent	

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Sep2015 Pareto Analysis

