

Contract Management Parking Authority of River City (PARC)



KPI Owner: Gerald Howell & Tiffany Propes

Process: Contract Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Current Operation Contract Goal: 1.5 < LD's issued per month, other performance standard set in operation contract Benchmark: N/A	Data Source: PARC Accounting Dept. Goal Source: PARC Operations Contract Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Based performance to contract expirations Why Measure: To review and monitor contracted personnel for compliance Next Improvement Step: Standardizing operational action items for more constancy in results

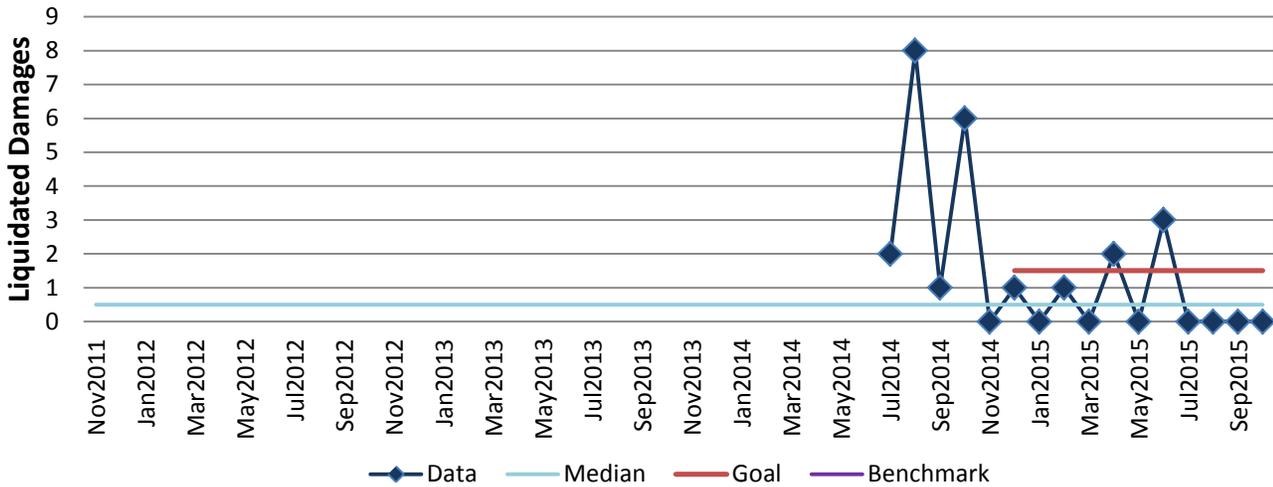
How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
17	7		2	0	
Liquidated Damages	Liquidated Damages		Liquidated Damages	Liquidated Damages	

Liquidated Damages- Assigned



Good



Column Chart Jul 2014 -May 2015

