

Subject: FW: New Way

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From: **Hubele, Kurt** <KHubele@ci.richland.wa.us>

Date: Fri, Dec 16, 2011 at 2:29 PM

Subject: New Way

To: LeRoy McNulty <leroy.mcnulty@tegrisinc.com>

LeRoy,

We, RFD Prevention, have been discussing how we can measure our efforts in gaining compliance and what are successful outputs and outcomes. One particular output we are considering is **the percentage of compliant properties that are less than 90 days overdue**. When we figure in the time spans between the property owner arranging for a contractor, the contractor scheduling the appointment, conducting the testing and the date they finally enter the records, most of our properties are overdue for a time. By accepting that most properties will be overdue for a time and allowing for some leeway, we find that we are very effective using Tegriss. Figuring the above output, we are at 97% general compliancy today! That is a huge improvement from where we were before we started using Tegriss. Any thoughts?

Just so you know, at 90 days overdue we sent a correction letter and follow that letter with a Notice of Civil Violation letter. We have been 100% successful with the few stragglers that reach this stage of the process.

Kurt