Table 1 Percent of solid waste code complaints responded to within 20 days (first inspection).

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2008 (baseline) | Q1 2009 | Q2 2009 | Q3 2009\* | Q4 2009 | Q1 2010 | Q2 2010 | Q3 2010 | Q4 2010 | Q1 2011 |
| 77 | 81 | 80 | 91 | 94 | 99 | 87 | 93 | 91 | 98 |

\* First PDSA cycle implemented.

Table 2 Number of days to resolve solid waste code complaints.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2008 (baseline) | Q1 2009 | Q2 2009 | Q3 2009\* | Q4 2009+ | Q1 2010 | Q2 2010 | Q3 2010 | Q4 2010 |
| 135 | 101 | 90 | 75 | 77 | 75 | 53 | 43 | 32 |

\* First PDSA cycle implemented.

+ Additional PDSA cycle implemented.