

# Monthly Professional Standards Unit Complaints Louisville Metro Police Department



KPI Owner: Assistant Chief Greg Burns

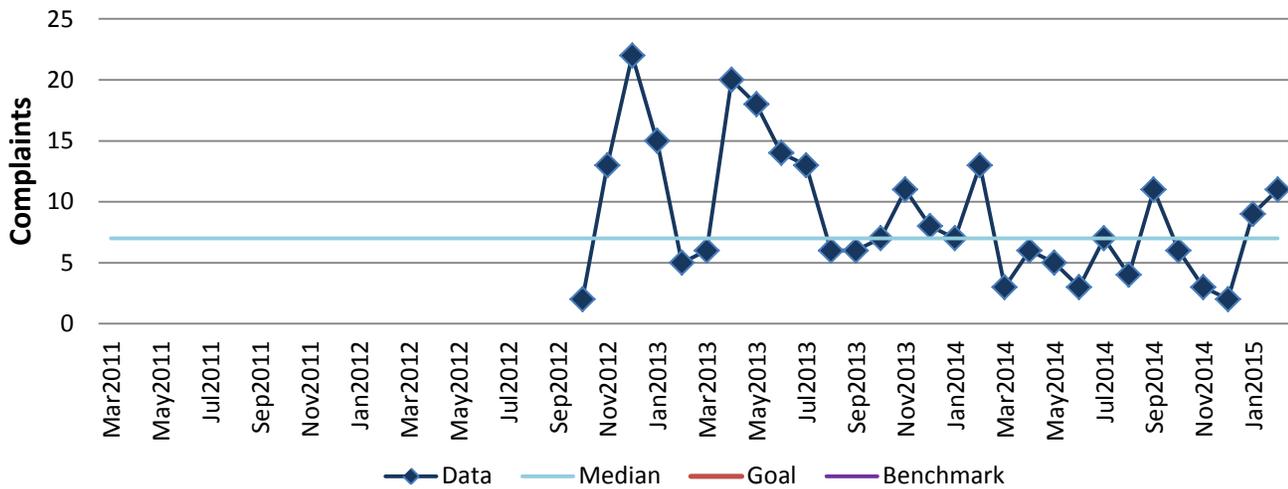
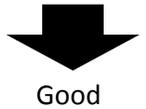
Process: Special Investigations

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: N/A  Benchmark: N/A	Data Source: LMPD PSU Unit Goal Source: N/A  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Measure the number of Professional Standards Unit complaints that are taken each month. Why Measure: To ensure LMPD is providing professional service and to assist in identifying and correcting training deficiencies. Next Improvement Step: TBD

### How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
<b>N/A</b>	<b>70</b>	⚡	<b>N/A</b>	<b>11</b>	⚡
<b>Complaints</b>	<b>Complaints</b>		<b>Complaints</b>	<b>Complaints</b>	

## Monthly Professional Standards Unit Complaints



## Most Common Complaints CY 2014

