

Professional Standards Unit Louisville Metro Police Department



KPI Owner: Assistant Chief Greg Burns

Process: Special Investigations

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13, 129 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 PSU 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

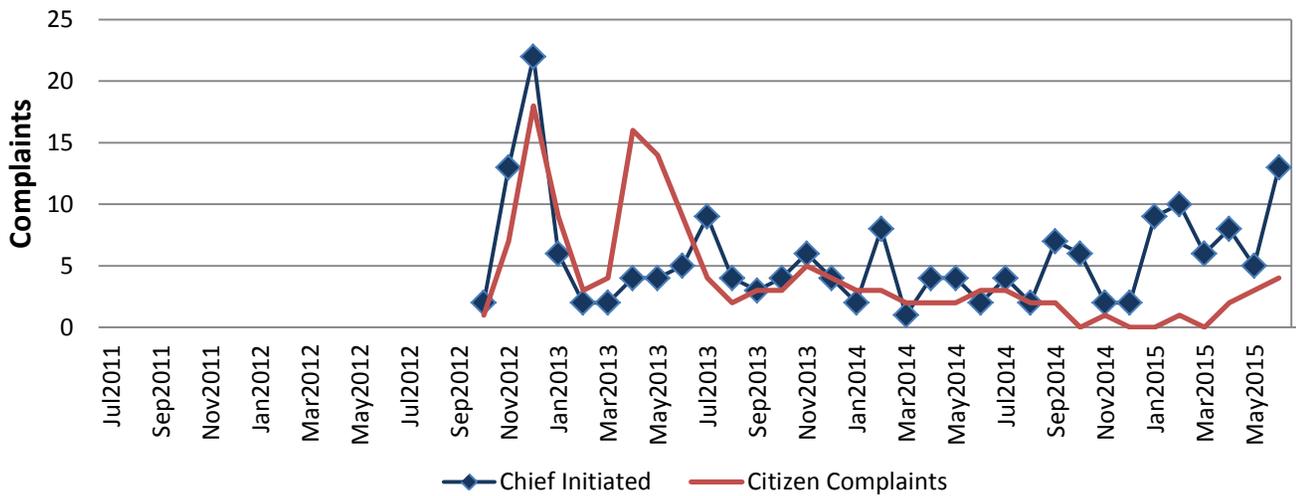
How Are We Doing?

12Month Citizen Complaints	12 Month Chief Complaints		June 2015 Citizen Complaints	June 2015 Chief Complaints			
18	74			4		13	
Complaints	Complaints			Complaints		Complaints	

Professional Standards Unit



Good



2015 PSU Allegations

