

Community Complaints Air Pollution Control District



KPI Owner: Matt King

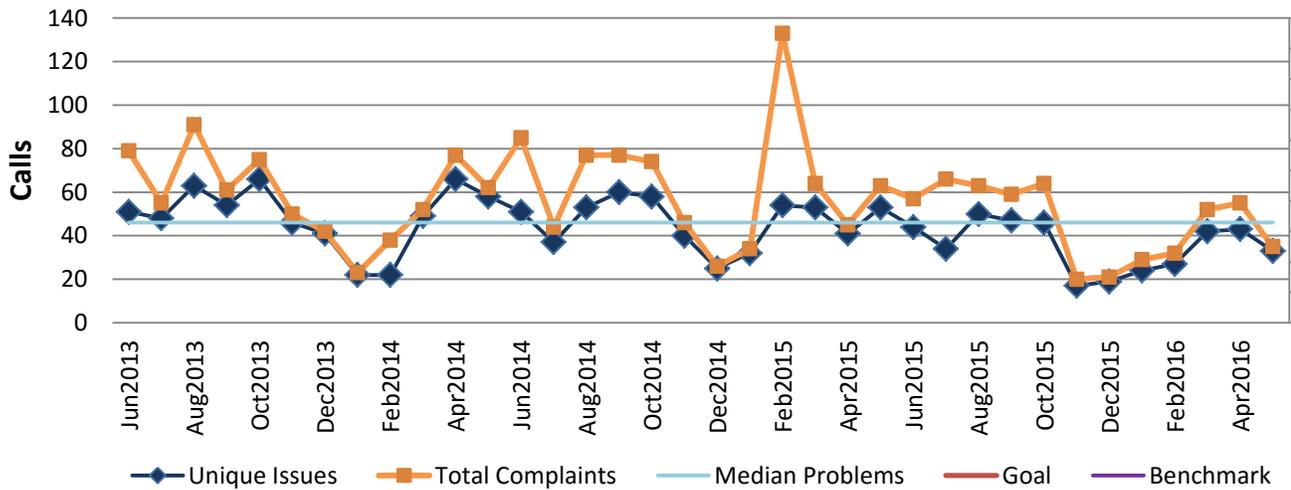
Process: Community Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: Infor Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Total Complaints: total # of complaint calls for issues; Unique Issues: number of issues with one or more complaint calls Why Measure: To understand workflow and community AQ concerns Next Improvement Step: Continue new staff training; greater data entry consistency; streamline fact gathering; encourage resolution at earliest opportunity.

How Are We Doing?

Jun2015-May2016 12 Month Goal	Jun2015-May2016 12 Month Actual		May2016 Goal	May2016 Actual	
TBD	426		TBD	33	
Unique Issues	Unique Issues		Unique Issues	Unique Issues	

Community Complaints



June 2015 - May 2016 Pareto Analysis

