

Community Complaints Air Pollution Control District



KPI Owner: Matt King

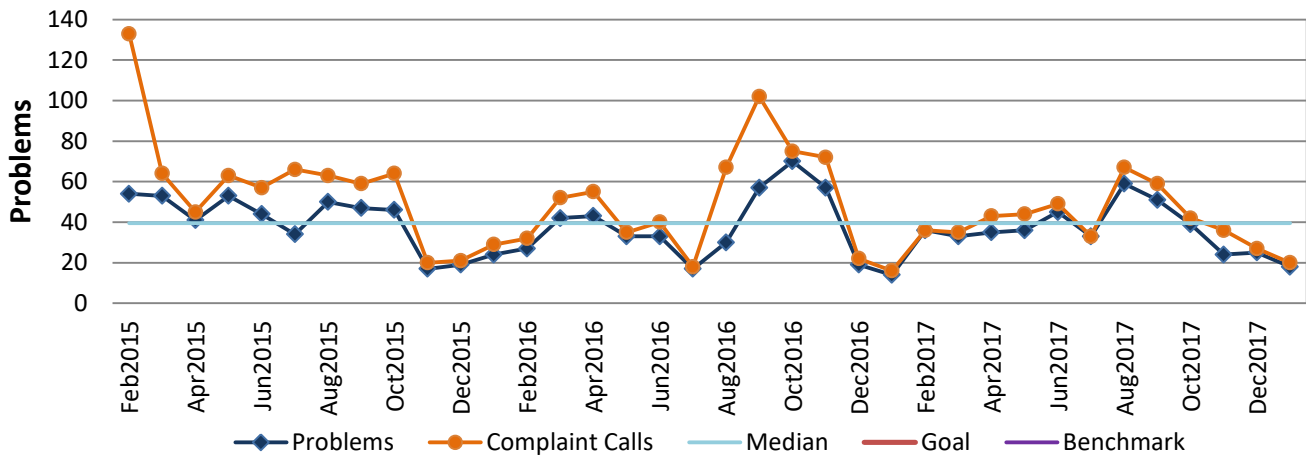
Process: Community Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: N/A Benchmark: N/A	Data Source: Infor Public Sector Goal Source: N/A Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Complaint Count 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?

Feb2017-Jan2018 12 Month Goal	Feb2017-Jan2018 12 Month Actual		Jan2018 Goal	Jan2018 Actual	
N/A	434		N/A	18	
Problems	Problems		Problems	Problems	

Community Complaints



Feb2017-Jan2018 Pareto Analysis

