

# Median Processing Time - Title V Renewals Air Pollution Control District



KPI Owner: Paul Aud

Process: Issuing Title V Renewals

| Baseline, Goal, & Benchmark  | Source Summary  | Continuous Improvement Summary  |
|--|---|---|
| Baseline: TBD<br>Goal: To complete permit renewal process in ≤18 months of application date.<br>Benchmark: TBD | Data Source: Hansen<br>Goal Source: APCD Regulation 2.16 Section 5.2.1.7<br>Benchmark Source: TBD | Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions<br>Measurement Method: Compare median days that all Title V renewal applications have been open compared to goal.<br>Why Measure: To focus resources to enable completion within regulatory timeframes.<br>Next Improvement Step: Continue aligning resources to keep pace with new applications while processing existing ones. |

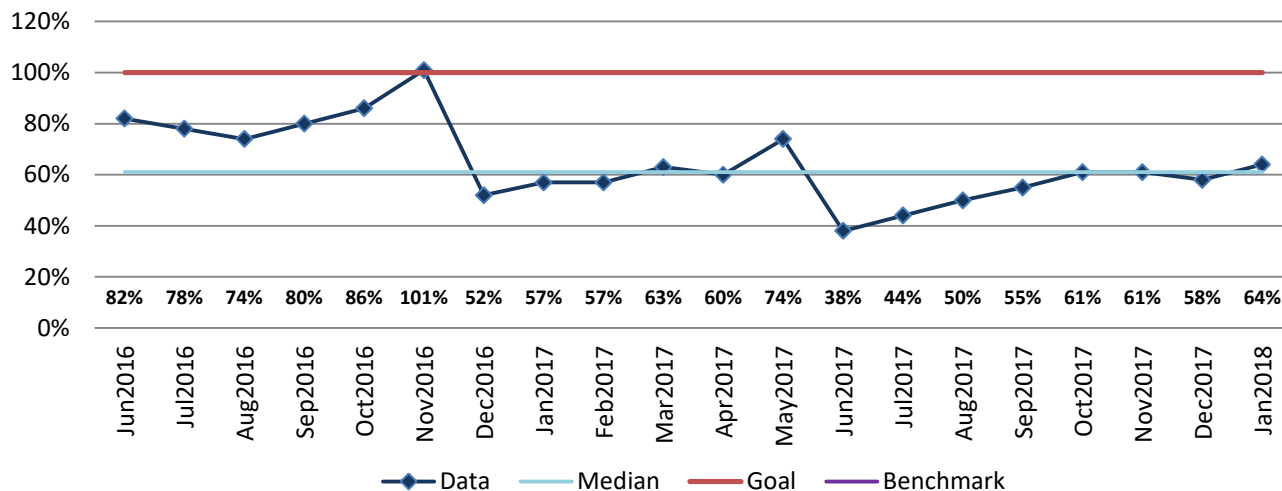
### How Are We Doing?

| Feb2017-Jan2018<br>12 Month Goal | Feb2017-Jan2018<br>12 Month Actual |  | Jan2018 Goal | Jan2018 Actual |  |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| <b>100%</b>                      | <b>57%</b>                         |  | <b>100%</b>  | <b>64%</b>     |  |
| of Goal                          | of Goal                            |  | of Goal      | of Goal        |  |

## Median Processing Time - Title V Renewals



Good



| Title V Renewals | Started | Completed | Days to Complete | Goal | Completed Median % of Goal | Open |
|------------------|---------|-----------|------------------|------|----------------------------|------|
| Aug 2017         | 1       | 0         | -                | 540  | -                          | 12   |
| Sep 2017         | 0       | 0         | -                | 540  | -                          | 12   |
| Oct 2017         | 0       | 0         | -                | 540  | -                          | 12   |
| Nov 2017         | 1       | 0         | -                | 540  | -                          | 13   |
| Dec 2017         | 2       | 2         | 791              | 540  | 147                        | 13   |
| Jan 2018         | 0       | 0         | -                | 540  | -                          | 13   |