

Open Records Requests Air Pollution Control District



KPI Owner: Michelle King

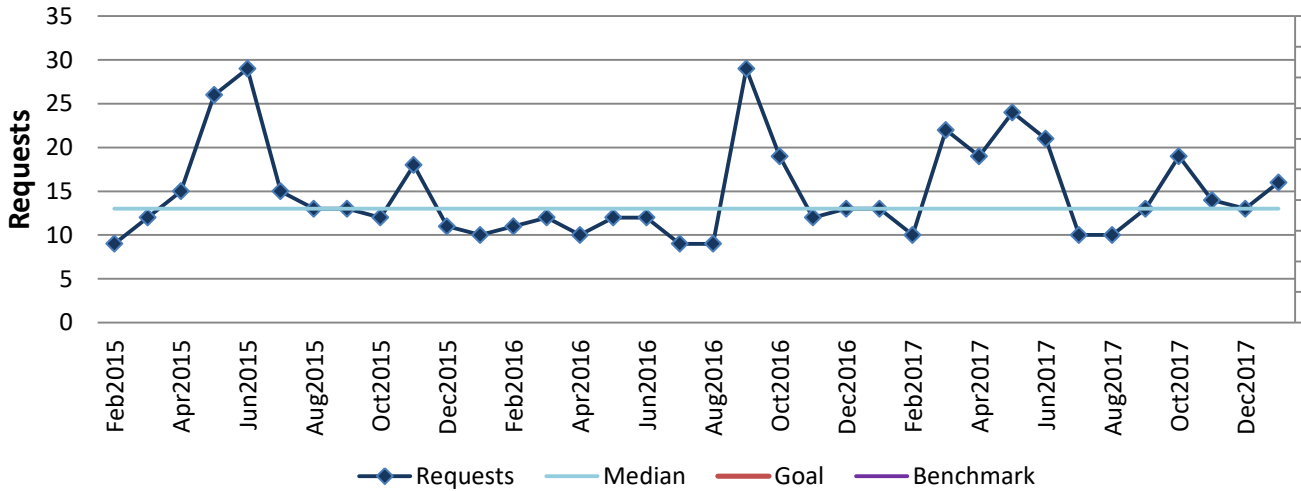
Process: Administration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY15; monthly avg. of 15.6 requests Goal: N/A Benchmark: N/A	Data Source: APCD ORR database Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The count of open records requests received by month. Why Measure: Understand work load and ORR sources. Next Improvement Step: Determine if further KPI development is useful.

How Are We Doing?

Feb2017-Jan2018 12 Month Goal	Feb2017-Jan2018 12 Month Actual		Jan2018 Goal	Jan2018 Actual	
N/A	191		N/A	16	
Requests	Requests		Requests	Requests	

Open Records Requests



Feb2017-Jan2018 Pareto Analysis

