

Community Complaints Air Pollution Control District



KPI Owner: Steven Gravatte

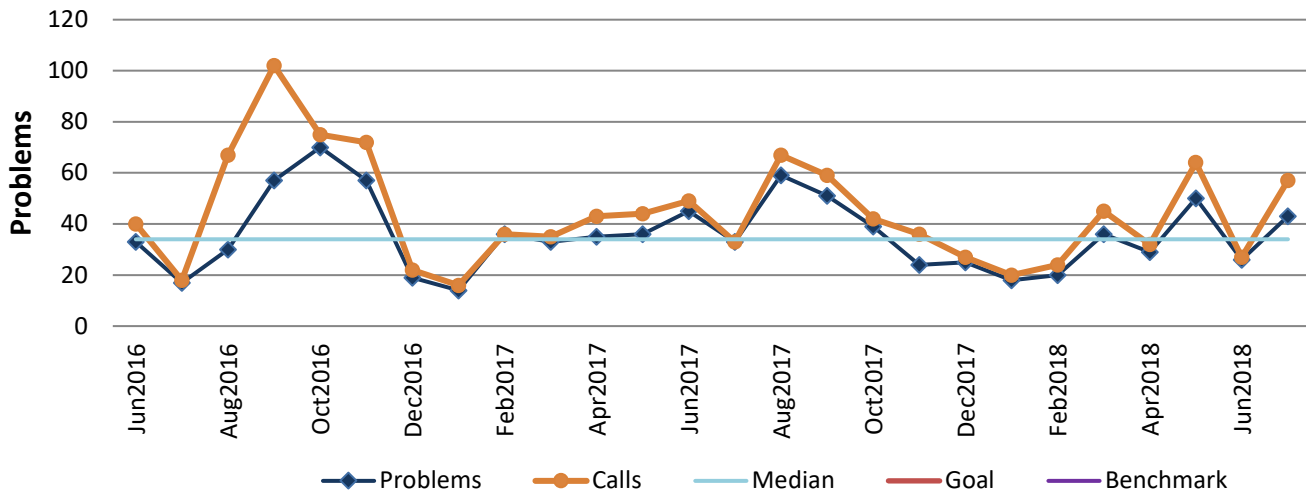
Process: Community Compliance

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: N/A	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?

Aug2017-Jul2018 12 Month Goal	Aug2017-Jul2018 12 Month Actual		Jul2018 Goal	Jul2018 Actual	
N/A	420	🚦	N/A	43	🚦
Problems	Problems		Problems	Problems	

Community Complaints



Aug2017-Jul2018 Pareto Analysis

