

Median Processing Time - Title V Construction Permits Air Pollution Control District



KPI Owner: Matt King

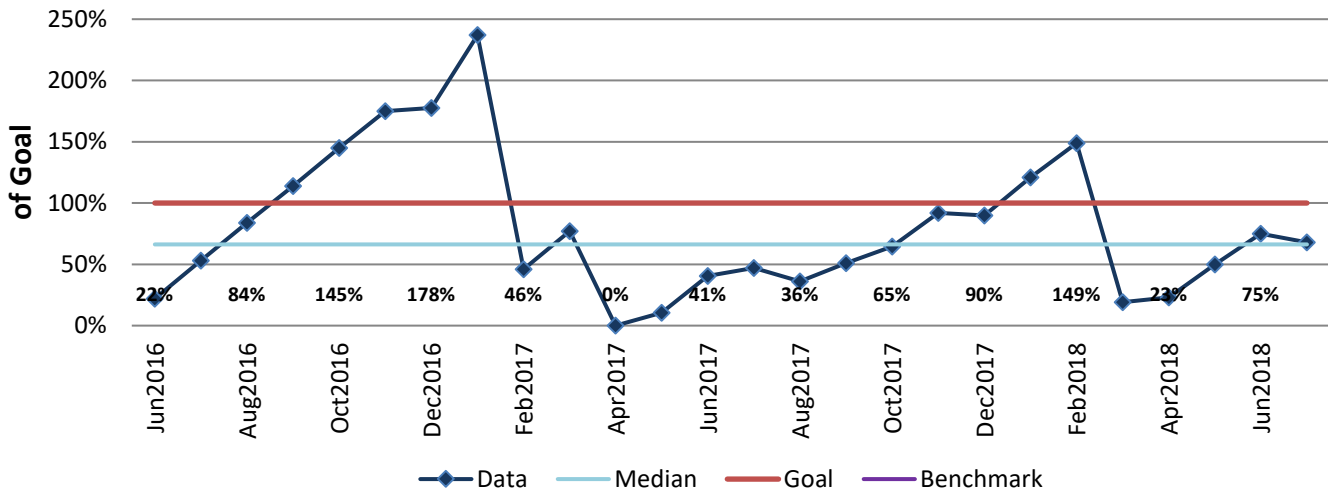
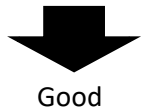
Process: Issuing Title V Construction Permits

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: To complete permit issuance process in ≤100 days of application date, including draft permit review within 2 months of permit application date and final permit issuance within 3 months of application date Benchmark: 182%	Data Source: Infor Public Sector Goal Source: APCD Benchmark Source: KY DAQ	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Compare median days that all Title V construction applications have been open compared to goal Why Measure: To focus resources to ensure customer service is maintained at world class levels Next Improvement Step: Continue monitoring and focus resources to continuously meet established goals

How Are We Doing?

Aug2017-Jul2018 12 Month Goal	Aug2017-Jul2018 12 Month Actual		Jul2018 Goal	Jul2018 Actual	
100%	70%		100%	68%	
of Goal	of Goal		of Goal	of Goal	

Median Processing Time - Title V Construction Permits



Title V Construction Permits	Started	Completed	Days to Complete	Goal	Completed Median % of Goal	Open
Feb 2018	0	0	-	100	-	0
Mar 2018	2	0	-	100	-	2
Apr 2018	5	0	-	100	-	7
May 2018	0	1	228	100	228.0	6
Jun 2018	1	1	58	100	58.0	6
Jul 2018	3	1	63	100	63.0	8