

Open Records Requests Air Pollution Control District



KPI Owner: Michelle King

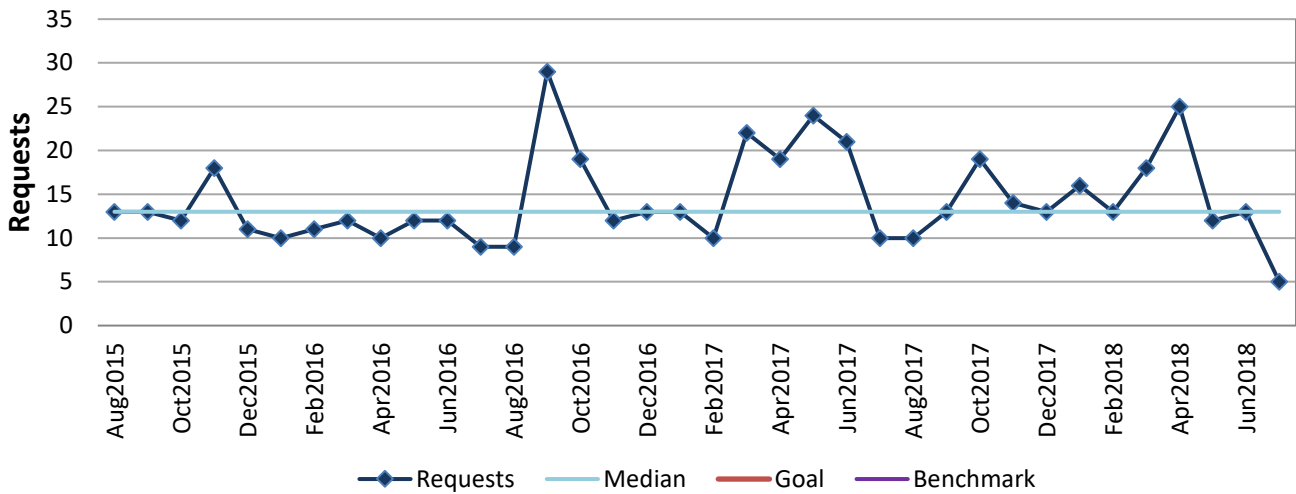
Process: Administration

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?

Aug2017-Jul2018 12 Month Goal	Aug2017-Jul2018 12 Month Actual		Jul2018 Goal	Jul2018 Actual	
N/A	171	🚦	N/A	5	🚦
Requests	Requests		Requests	Requests	

Open Records Requests



Aug2017-Jul2018 Pareto Analysis

