

Community Complaints Air Pollution Control District



KPI Owner: Matt King

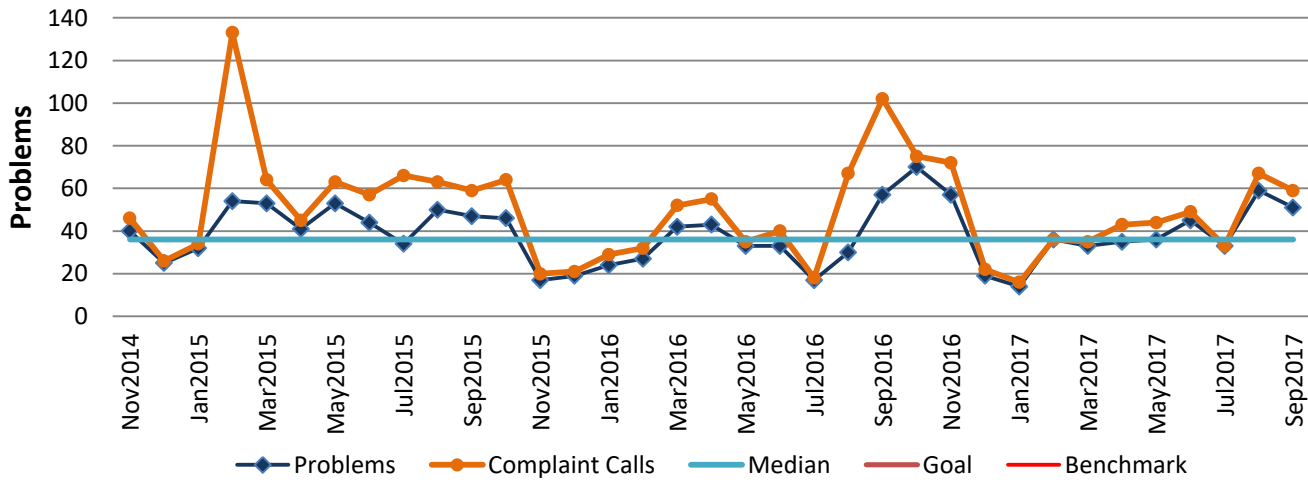
Process: Community Compliance

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: TBD	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?

Oct2016-Sep2017 12 Month Goal	Oct2016-Sep2017 12 Month Actual		Sep2017 Goal	Sep2017 Actual	
N/A	488		N/A	51	
Problems	Problems		Problems	Problems	

Community Complaints



Oct2016-Sep2017 Pareto Analysis

