

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



KPI Owner: Paul Aud

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: Hansen 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.

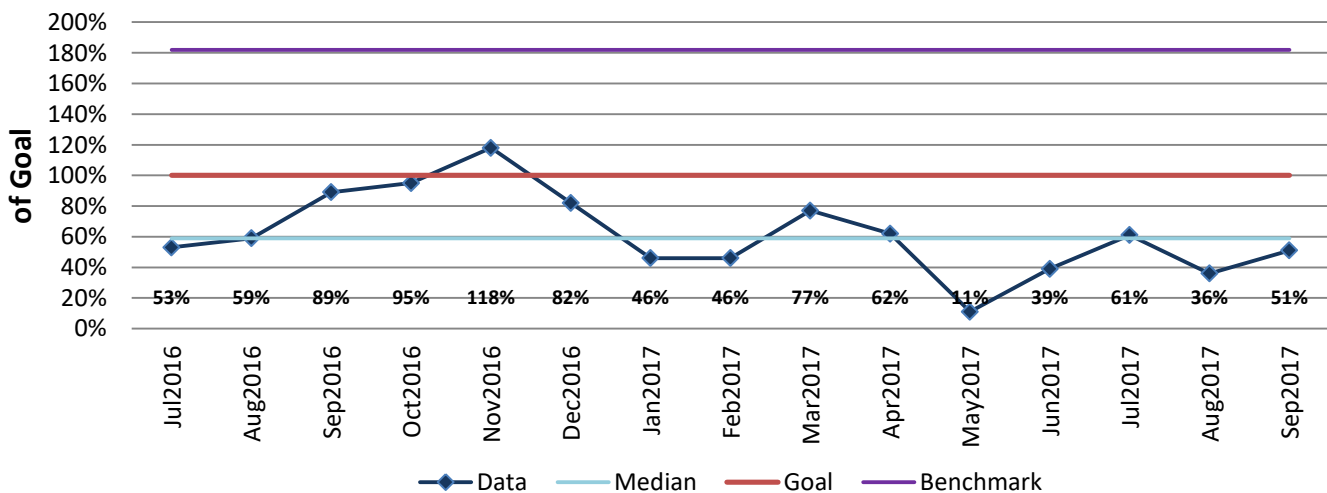
How Are We Doing?

Oct2016-Sep2017 12 Month Goal	Oct2016-Sep2017 12 Month Actual		Sep2017 Goal	Sep2017 Actual	
100%	60%		100%	51%	
of Goal	of Goal		of Goal	of Goal	

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Good



Title V Construction	Started	Completed	Days to Complete	Goal	Completed Median % of Goal	Open
Apr 2017	0	2	95	100	95.0	0
May 2017	2	0	-	100	-	2
Jun 2017	1	0	-	100	-	3
Jul 2017	1	0	-	100	-	4
Aug 2017	2	1	80	100	80.0	5
Sep 2017	0	1	106	100	106.0	4