

# PSU Complaints

## Louisville Metro Police Department



KPI Owner: Deputy Chief Michael Sullivan

Process: Special Investigations

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13, 129 Goal: Reduce complaints compared to previous year Benchmark: N/A	Data Source: LMPD PSU Goal Source: LMPD Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of PSU complaints that are taken each month Why Measure: To ensure LMPD is providing professional service by in identifying and correcting training deficiencies Next Improvement Step: Continue to monitor and diagnose

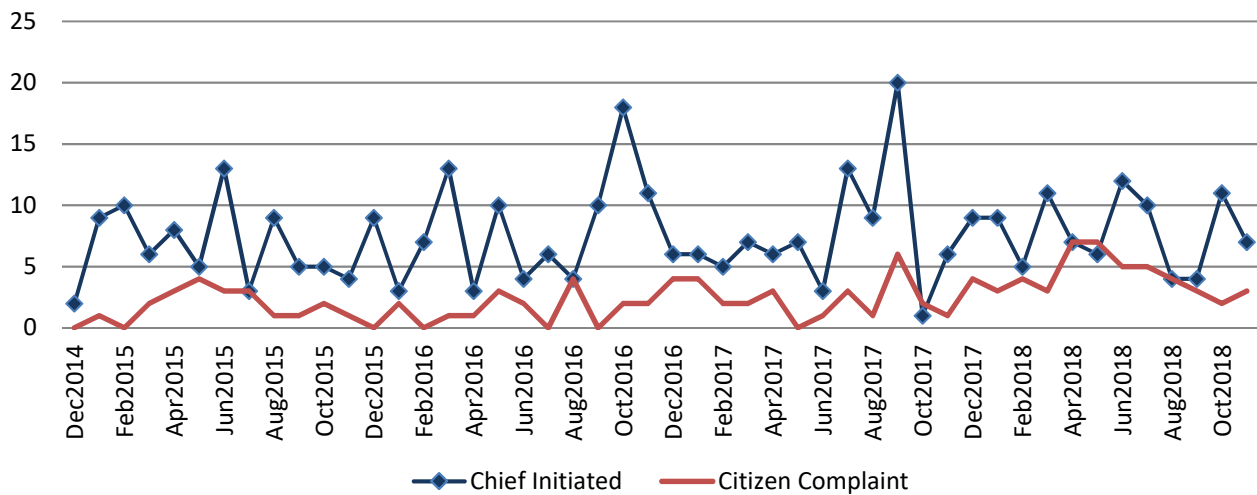
### How Are We Doing?

Dec2016-Nov2017 12 Month Actual	Dec2017-Nov2018 12 Month Actual		Dec2016-Nov2017 12 Month Actual	Dec2017-Nov2018 12 Month Actual	
<b>89</b>	<b>95</b>		<b>29</b>	<b>50</b>	
Chief Initiated	Chief Initiated		Citizen Complaints	Citizen Complaints	

## PSU Complaints



Good



**The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.**