

# Moving Average of Percent of Rezoning Plan Reviews with Missed Deadlines Develop Louisville



KPI Owner: Emily Liu

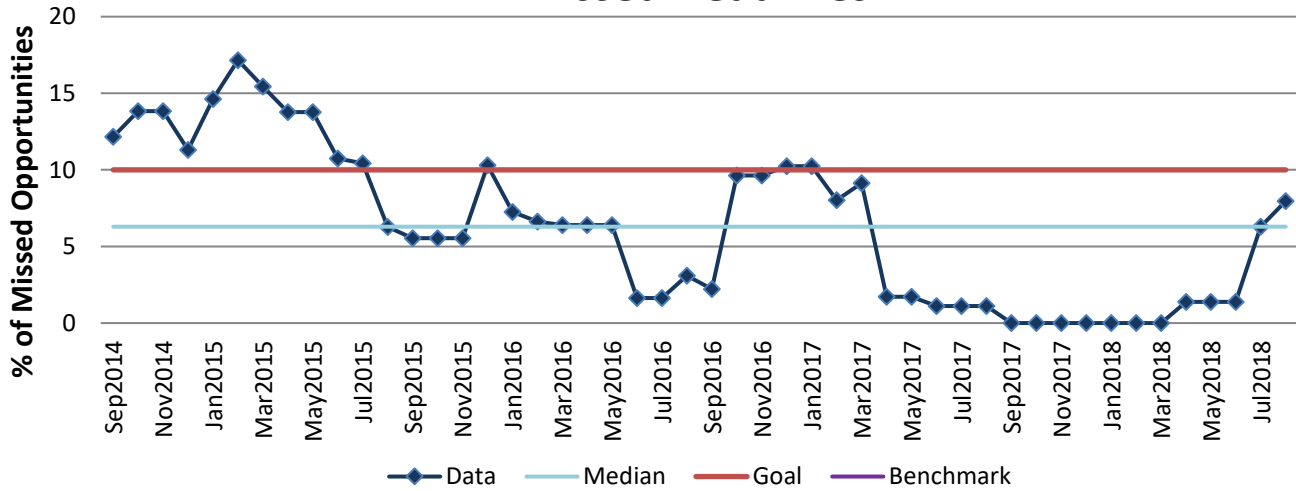
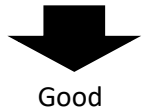
Process: Rezoning Process

| 10/12/2018  | Source Summary  | Continuous Improvement Summary  |
|---|---|---|
| Baseline: TBD<br>Goal: Missed deadlines on less than 10% of review opportunities<br>Benchmark: 10% Error Rate | Data Source: Rezoning Timeline Spreadsheet<br>Goal Source: Scope Summary<br>Benchmark Source: Rezoning Timeline | Plan-Do-Check-Act Step 8: Monitor and diagnose<br>Measurement Method: Six month moving average of the percent of rezoning plan review opportunities with missed deadlines<br>Why Measure: To monitor staff performance standards for rezoning cases<br>Next Improvement Step: Track and monitor staff performance standards for all Planning case types |

## How Are We Doing?

| Sep2017-Aug2018<br>12 Month Average Goal | Sep2017-Aug2018<br>12 Month Average Actual |  | Aug2018 Goal              | Aug2018 Actual            |  |
|--|--|--|---------------------------|---------------------------|--|
| <b>10</b>                                | <b>2</b>                                   |  | <b>10</b>                 | <b>8</b>                  |  |
| % of Missed Opportunities                | % of Missed Opportunities                  |  | % of Missed Opportunities | % of Missed Opportunities |  |

## Moving Average of Percent of Rezoning Plan Reviews with Missed Deadlines



**Root cause analysis is not necessary because there is no gap between the goal and current performance.**