

Develop Louisville

KPI Owner: Emily Liu

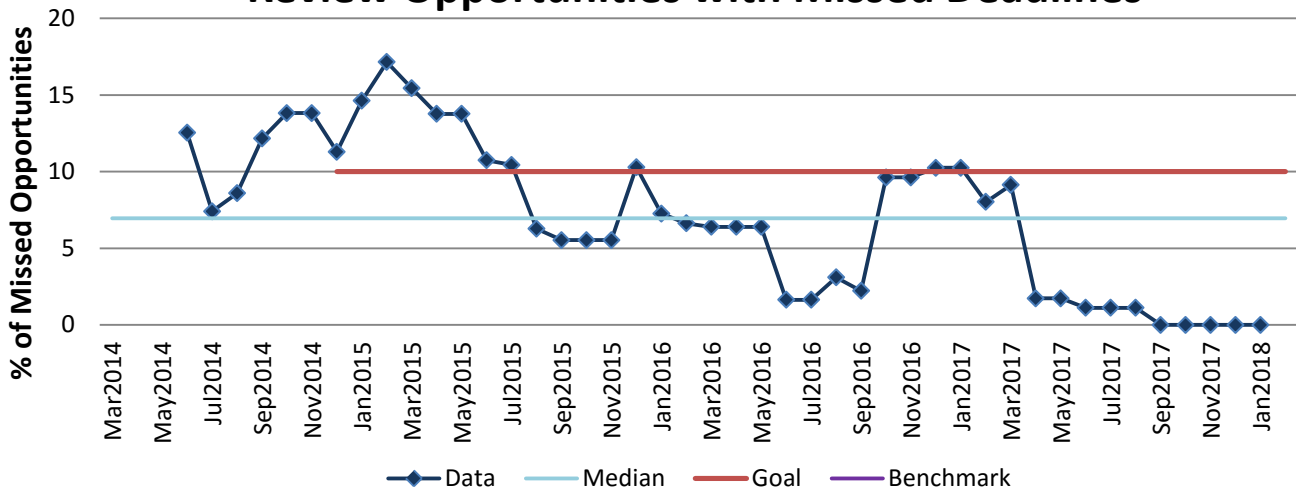
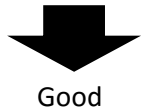
Process: Rezoning Process

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

How Are We Doing?

Feb2017-Jan2018 12 Month Average Goal	Feb2017-Jan2018 12 Month Average Actual		Jan2018 Goal	Jan2018 Actual	
10	1.45		10	0.00	
% of Missed Opportunities	% of Missed Opportunities		% of Missed Opportunities	% of Missed Opportunities	

Six Month Moving Average of Percent of Rezoning Plan Review Opportunities with Missed Deadlines



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