

Percent of Rezoning Plan Review Opportunities with Missed Deadlines Develop Louisville



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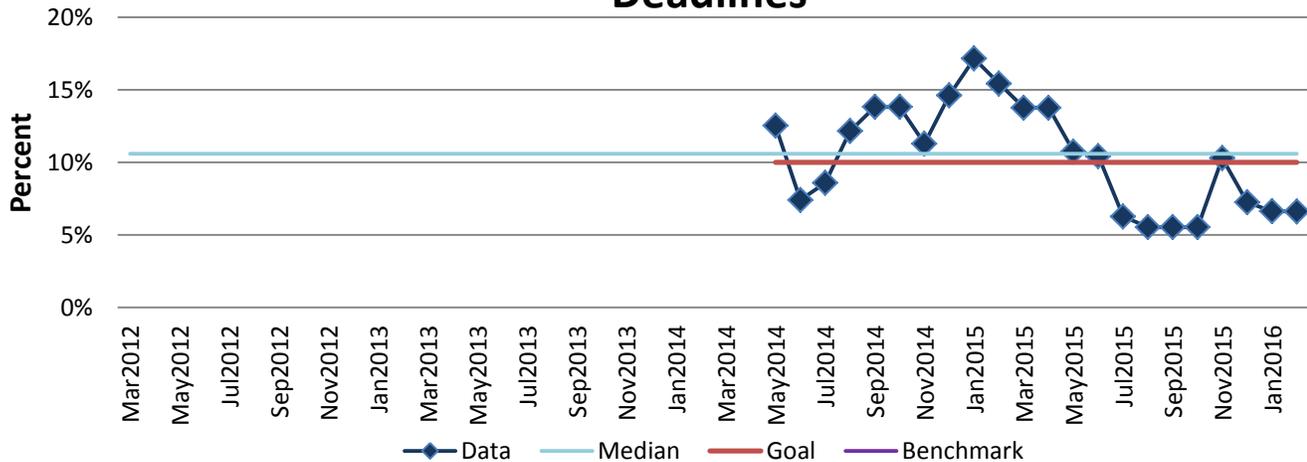
Process: Rezoning Process

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 rolling 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?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
10.00%	8.53%		10.00%	6.62%	
Percent	Percent		Percent	Percent	

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.