

January 29, 2018

**CAMPUS PLANNING KEY PERFORMANCE INDICATORS**

<b>DIVISION</b>	<b>VARIABLES MEASURED</b>	<b>KPI</b>	<b>RELATED PRIORITY</b>
CAPITAL	Number of Major/Minor Capital Projects Approved per month; Routing Times	75% of approvals routed up through AVC CAS in <1 week*	Responsiveness; Customer Service;
CAPTIAL	Ongoing communications with project team stakeholders	Provide weekly update comments on active CPMS cases	Responsiveness; Customer Service; Communication
ENVIRONMENTAL	Number of EICs Signed per month	75% of EICs signed within 1 week of request*	Responsiveness; Customer Service
ENVIRONMENTAL	Providing timely CEQA input	Number of CPMS cases commented on	Responsiveness; Customer Service; Communication
PHYSICAL	Providing timely physical planning input	Number of CPMS cases commented on	Responsiveness; Customer Service; Communication
PHYSICAL / CAPITAL / ENVIRONMENTAL	Review 100% of Campus Planning processes each year (office of record)	Annual review of planning approval processes and improvements as necessary	Streamlining; Quality Improvement.
PHYSICAL / CAPITAL / ENVIRONMENTAL	Customer satisfaction, focusing on communications and timeliness	By January 2019 establish first annual customer satisfaction survey	Customer Service; Quality Improvement
PHYSICAL / CAPITAL / ENVIRONMENTAL	Project profiles updates	Update OneDrive project profiles on a monthly basis	Customer service; Communication; Responsiveness