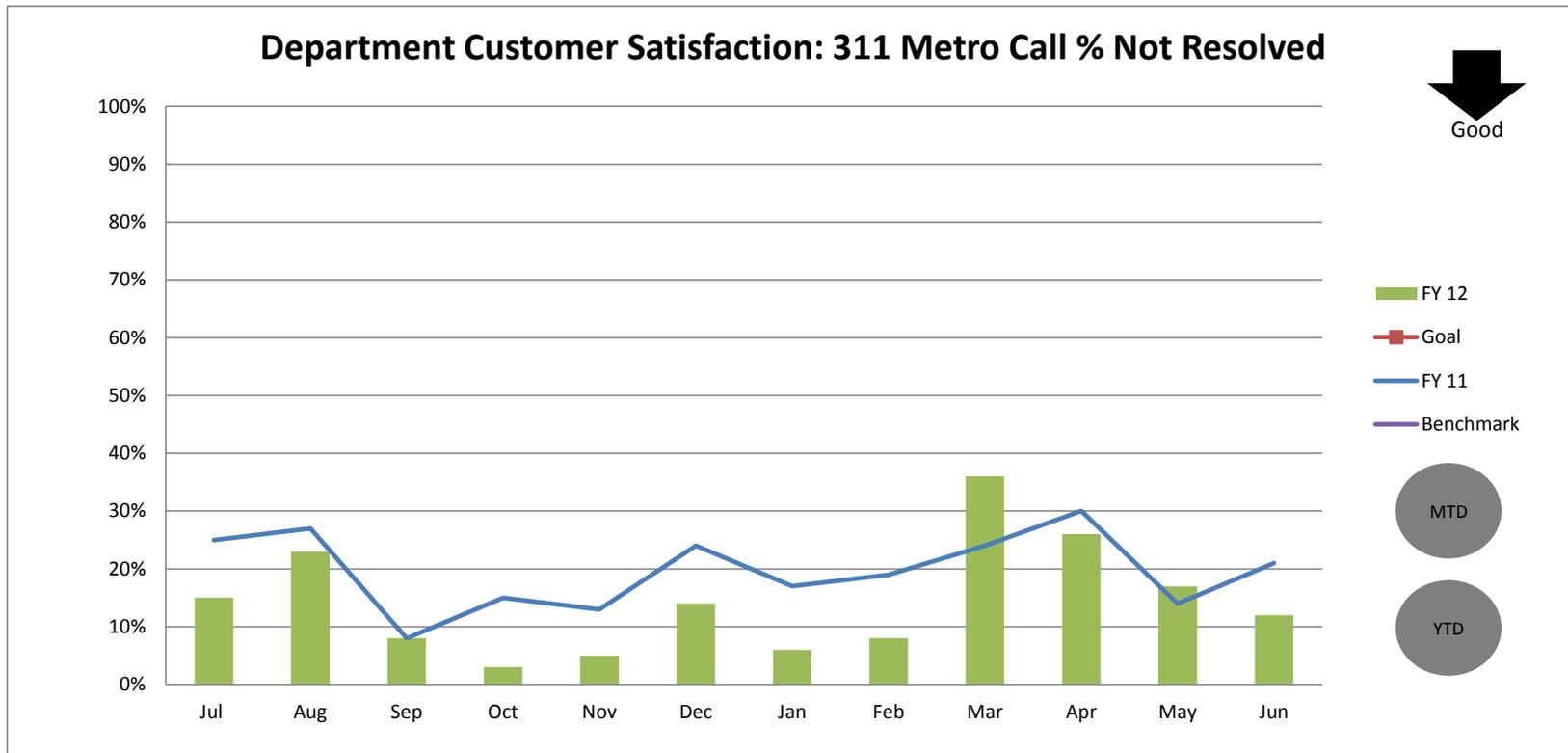


# LMPHW: Metro Call/311 Entries Not Resolved

Measurement Method: Percent of service requests in the MetroCall System (aka 311) that are not resolved  
 Why Measure? To see how well LMPHW is meeting citizen needs.  
 What is our goal? To increase the % of entries that are resolved in a timely manner.  
 How are we doing? YTD Goal was not defined; YTD Average: 14.42%. MTD: 12%



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Median	Standard Deviation	Totals
FY11	25%	27%	8%	15%	13%	24%	17%	19%	24%	30%	14%	21%	19.75%	20.00%	7.71%	N/A
FY12	15%	23%	8%	3%	5%	14%	6%	8%	36%	26%	17%	12%	14.42%	13.00%	7.45%	N/A