MAS: Percentage of Calls Not Responded to w/in 7 Days

Measurement method:	Number of calls not responded to within 7 days divided by the total number of calls received
Why measure?	Enhance agency efficiency and improve the quality and timeliness of the services provided by MAS
What is our goal?	Reduce the percentage of calls not responded to within 7 days
How are we doing?	YTD Goal = 25%; YTD Average = 26%; MTD = 37%

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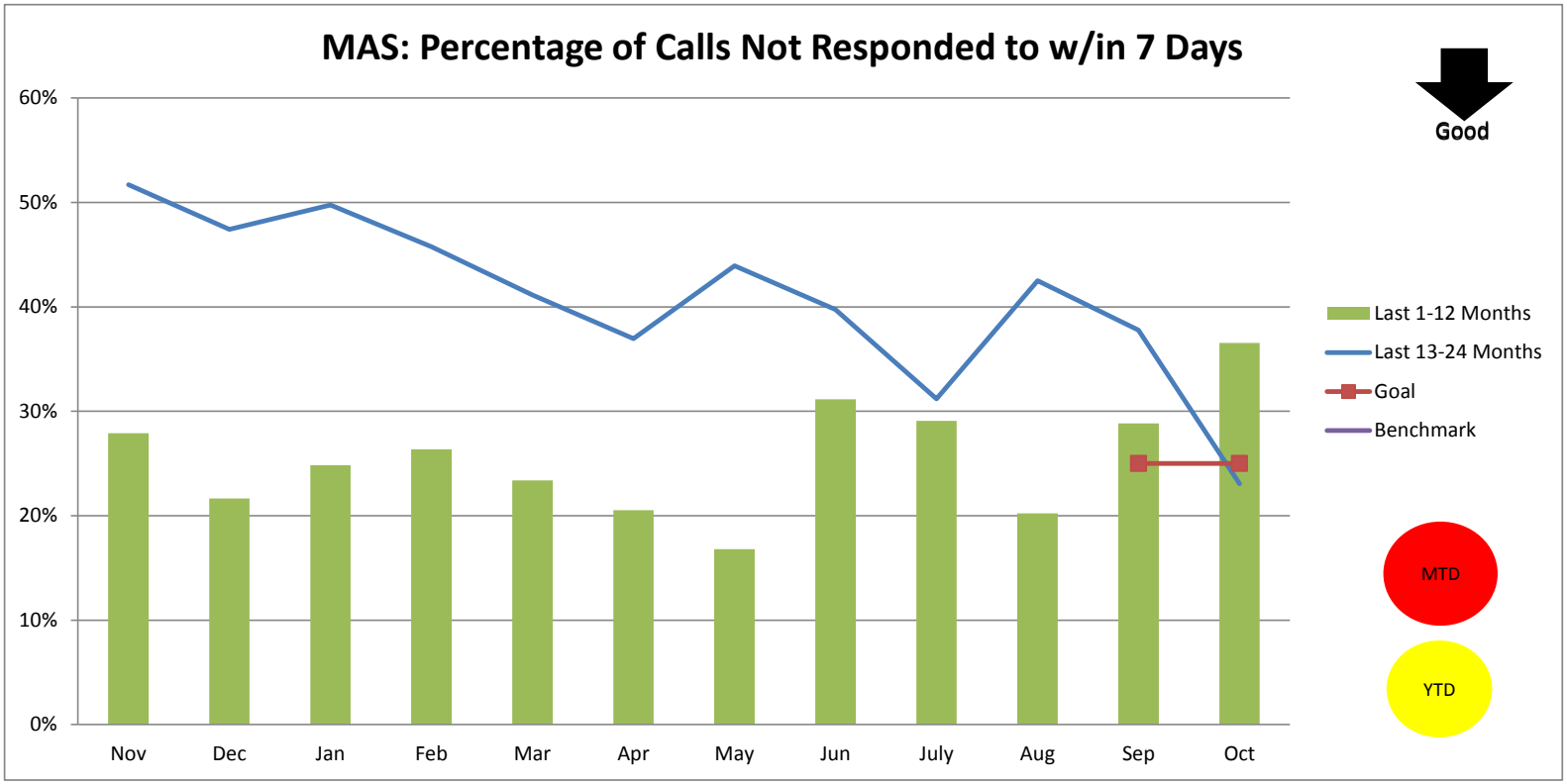

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	52%	47%	50%	46%	41%	37%	44%	40%	31%	43%	38%	23%	41%	42%	8%	N/A
Last 1-12 mos.	28%	22%	25%	26%	23%	21%	17%	31%	29%	20%	29%	37%	26%	26%	5%	N/A

Forum Date: 11/7/12