

EMS: % of MetroCall 311 Entries Not Resolved

Measurement method:

The percent of work requests driven by citizen complaints that are not resolved

Why measure?

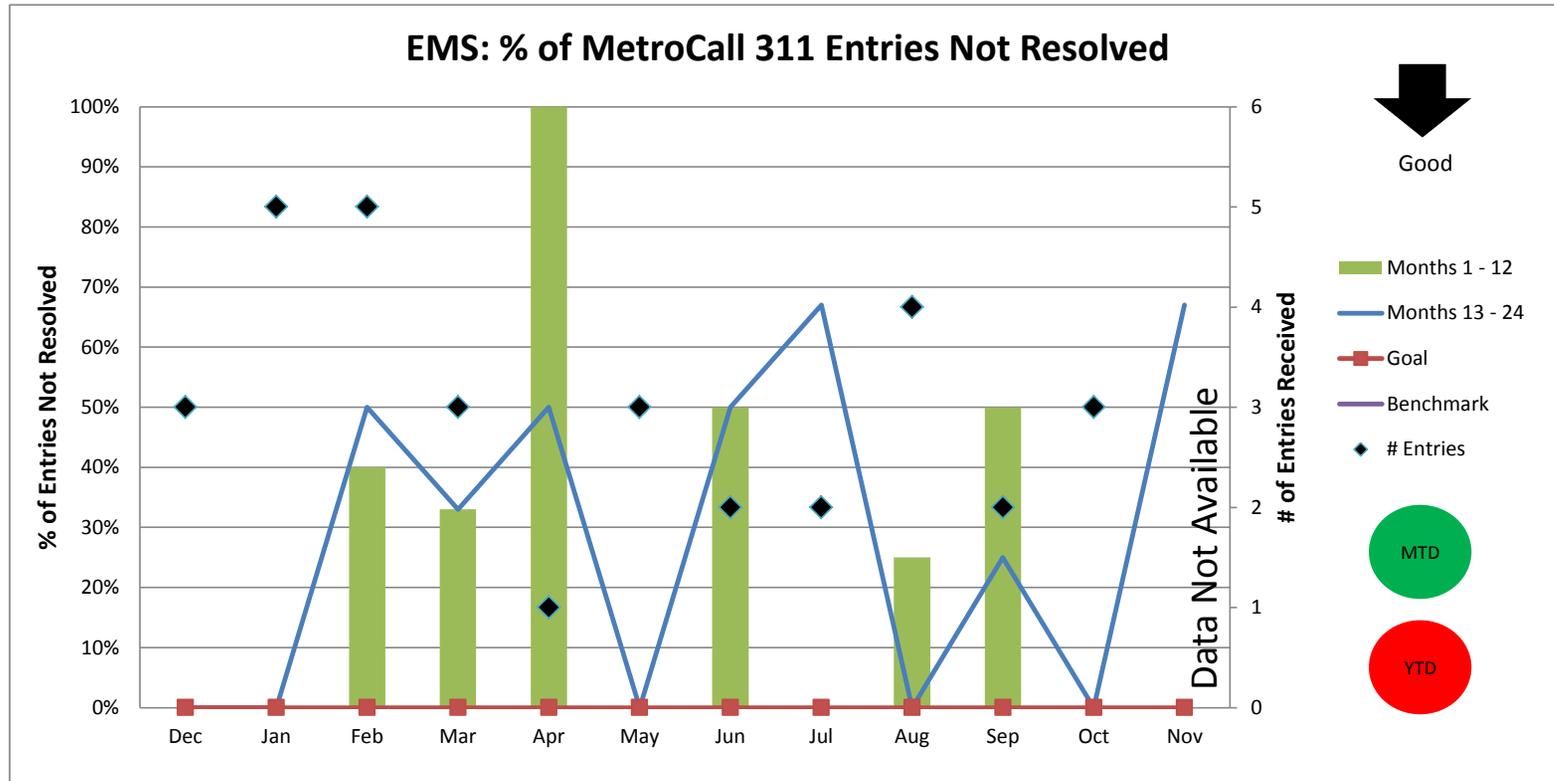
To see how well EMS is meeting citizen needs

What is our goal?

Reduce the % of MetroCall 311 entries not resolved

How are we doing?

YTD Goal = 0%; YTD Average = 27%; MTD = 0% (in October)



	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	0%	0%	50%	33%	50%	0%	50%	67%	0%	25%	0%	67%	29%	29%	28%	N/A
Last 1-12 mos.	0%	0%	40%	33%	100%	0%	50%	0%	25%	50%	0%	X	27%	25%	32%	N/A