

# Calls Not Responded to in 7 Days or Less

## Metro Animal Services

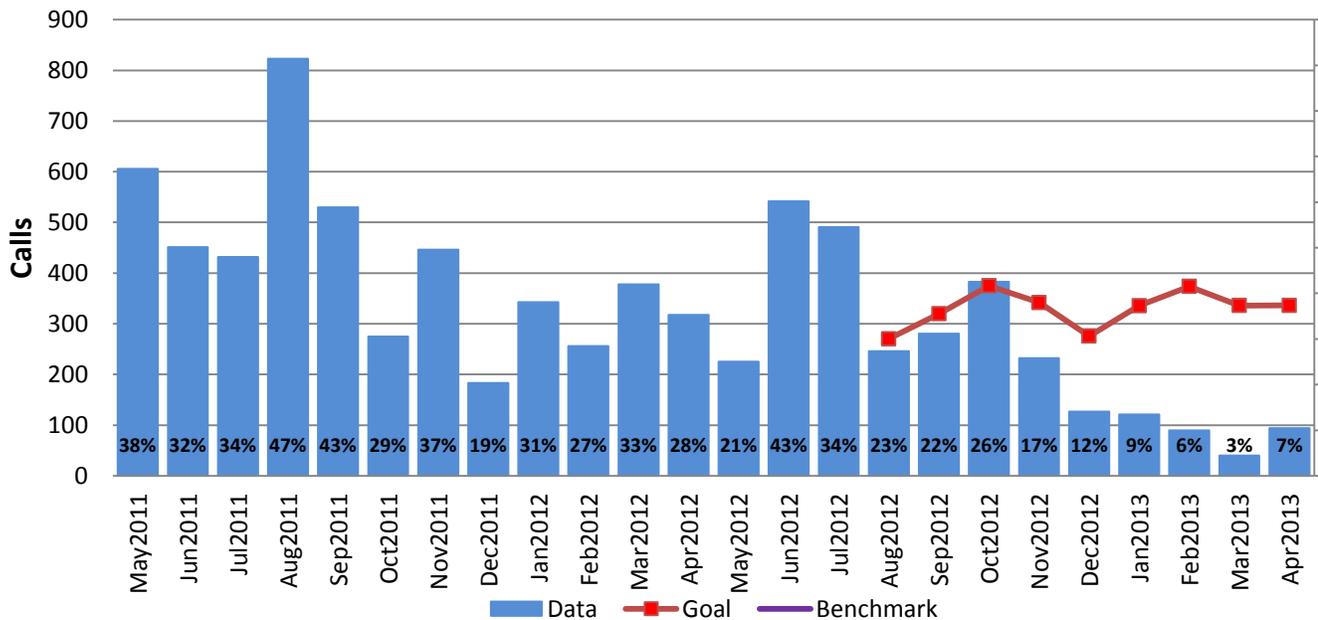
5/28/2013

Measurement method		Why measure?		What is our goal?	
The monthly number of calls not responded to within 7 days		Enhance agency efficiency and improve the quality and timeliness of the services provided by Metro Animal Services		Decrease the % of Calls not Responded to in 7 Days or Less to 25% or less of total calls between September 2012 and June 2013	
How are we doing?					
May2012-Apr2013 12 Month Goal	May2012-Apr2013 12 Month Total		Apr2013 Goal	Apr2013 Actual	
3,647	2,871		336	94	
Calls	Calls		Calls	Calls	
Note: Raw data supporting this chart will be available on the open data portal in the future. <a href="http://portal.louisvilleky.gov/service/data">http://portal.louisvilleky.gov/service/data</a>				<b>Performance Stoplight Key</b> Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

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Good



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