

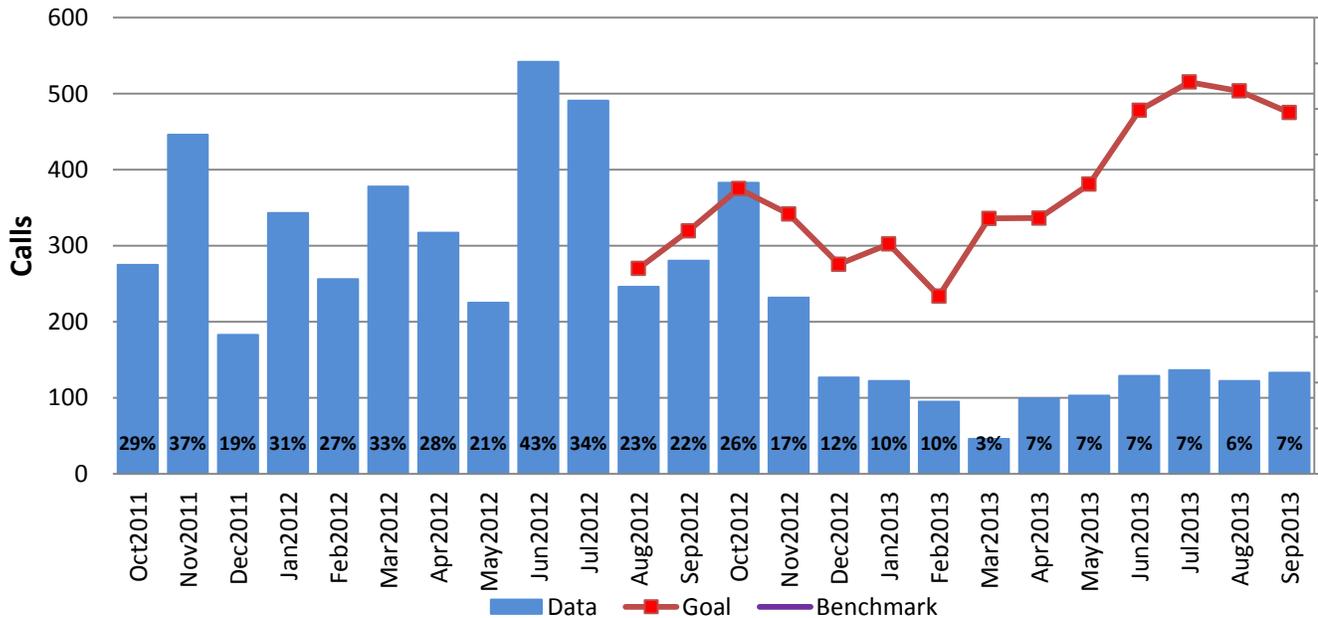
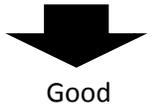
Calls Not Responded to in 7 Days or Less

Metro Animal Services

11/12/2013

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 Calls not Responded to in 7 Days or Less to 25% or less of total calls received	
How are we doing?					
Oct2012-Sep2013 12 Month Goal	Oct2012-Sep2013 12 Month Actual		Sep2013 Goal	Sep2013 Actual	
4,554	1,727		475	133	
Calls	Calls		Calls	Calls	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

Calls Not Responded to in 7 Days or Less



LOUISVILLE METRO
**OFFICE OF
PERFORMANCE
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