

% of Calls Not Responded to in Seven Days Metro Animal Services



KPI Owner: Daisy Blakeman

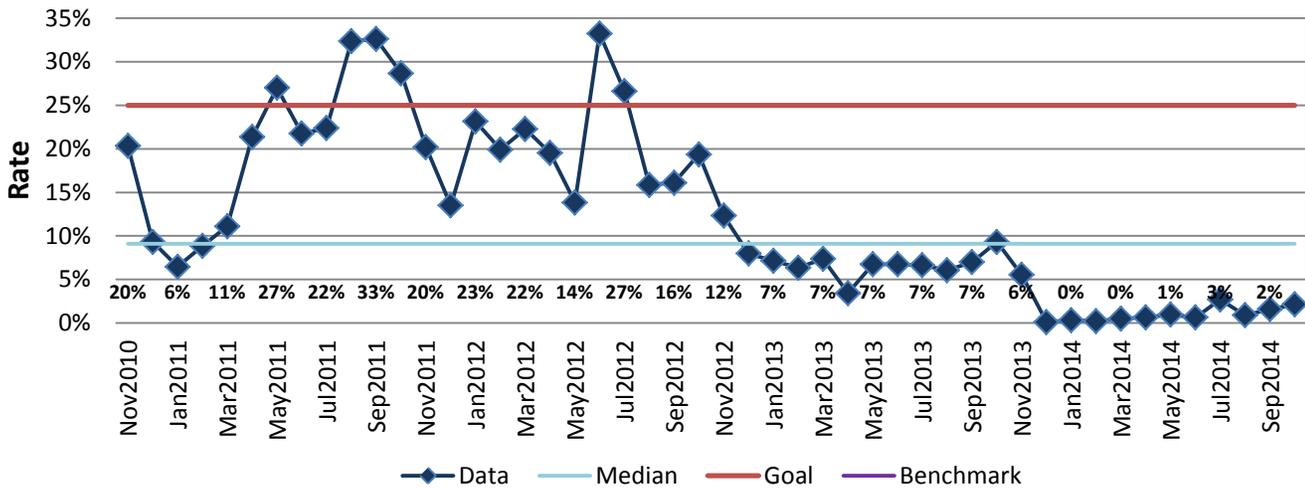
Process: Field Services

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 21% from Oct. 2011 to Sep. 2012 Goal: Decrease the % of Calls not Responded to in 7 Days or Less to 25% or less Benchmark: TBD	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The monthly percentage of calls not responded to within 7 days Why Measure: Improve the quality and timeliness of services Next Improvement Step: Redefine goal. Officers are being encouraged to do more runs. Will train officers in particular areas to become experts.

How Are We Doing?

Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual	
25%	1.4%		25%	2.1%	
Rate	Rate		Rate	Rate	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.