

MetroCall 311 Abandoned Rate EMA/MetroSafe



KPI Owner: Jody Duncan

Process: Receive, Answer and Process 311 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jan-Jun '15 - 31% average Goal: Reduce the abandoned rate to either 5% from October through February (slow season) or 10% from March through September (busy season) Benchmark: 5%	Data Source: MetroCall Activity Spreadsheet Goal Source: Dept Management Team Benchmark Source: Comparison Cities	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The total number abandoned calls to MetroCall 311 divided by the total number of calls sent to MetroCall 311 agents Why Measure: Ensure timely service and provide a positive interaction with Louisville Metro Government Next Improvement Step: Implement solutions to everyday issues; provide Lean Training to MetroCall 311 employees and do two small "Kaizen" events

How Are We Doing?

August 2015 Goal	August 2015 Average		08.31.15 Goal	08.31.15 Actual	
10%	35%	🚦	10%	41%	🚦
Percent	Percent		Percent	Percent	

MetroCall 311 Abandoned Rate



Good

