

MetroCall 311 Abandoned Rate Emergency Services



KPI Owner: Jody Duncan

Process: 311 Communications

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 6: Validate that solutions work Measurement Method: The number of abandoned calls to MetroCall 311 divided by the total number of calls sent to MetroCall 311 agents Why Measure: Improve citizen experience w/ gov. service delivery Next Improvement Step: Continue to participate in the Accela project; continue to investigate root causes/validate solutions

How Are We Doing?

02.28.16-02.25.17 12 Month Goal	02.28.16-02.25.17 12 Month Actual		02.19.17-02.25.17 Goal	02.19.17-02.25.17 Actual	
8%	28%		5%	22%	
Percent	Percent		Percent	Percent	

MetroCall 311 Abandoned Rate



Good

