

Metro 311 Abandoned Rate Emergency Services



KPI Owner: Jody Duncan

Process: 311 Communications

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jan-Jun '15 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: Metro 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 Metro 311 divided by the total number of calls sent to Metro 311 agents Why Measure: Improve citizen experience w/ gov. service delivery Next Improvement Step: Continue to participate in the Accela project; implement visual boards

How Are We Doing?

09.02.17-02.24.18 6 Month Goal	09.02.17-02.24.18 6 Month Average		02.18.18-02.24.18 Goal	02.18.18-02.24.18 Actual	
6%	10%		5%	15%	
% of Calls	% of Calls		% of Calls	% of Calls	

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