

# 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<br>Goal: Reduce the abandoned rate to either 5% from October through February (slow season) or 10% from March through September (busy season)<br>Benchmark: 5% | Data Source: Metro Activity Spreadsheet<br>Goal Source: Dept Management Team<br>Benchmark Source: Comparison Cities | Plan-Do-Check-Act Step 6: Validate that solutions work<br>Measurement Method: The number of abandoned calls to Metro 311 divided by the total number of calls sent to Metro 311 agents<br>Why Measure: Improve citizen experience w/ gov. service delivery<br>Next Improvement Step: Continue to participate in the Accela project; implement visual boards |

## How Are We Doing?

| 09.02.17-02.24.18<br>6 Month Goal | 09.02.17-02.24.18<br>6 Month Average |  | 02.18.18-02.24.18<br>Goal | 02.18.18-02.24.18<br>Actual |  |
|-----------------------------------|--------------------------------------|--|---------------------------|-----------------------------|--|
| <b>6%</b>                         | <b>10%</b>                           |  | <b>5%</b>                 | <b>15%</b>                  |  |
| % of Calls                        | % of Calls                           |  | % of Calls                | % of Calls                  |  |

## Metro 311 Abandoned Rate

