

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 5: Pilot short term and/or long term solutions Measurement Method: The total 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: Optimize the way Service Requests are handled for non-Hansen users using Lean concepts

How Are We Doing?

10.04.15-10.01.16 12 Month Goal	10.04.15-10.01.16 12 Month Average		09.25.16-10.01.16 Goal	09.25.16-10.01.16 Actual	
8%	25%		10%	40%	
Percent	Percent		Percent	Percent	

MetroCall 311 Abandoned Rate



Good

