

Metro 311 Abandoned Rate Emergency Services



KPI Owner: Jody Duncan

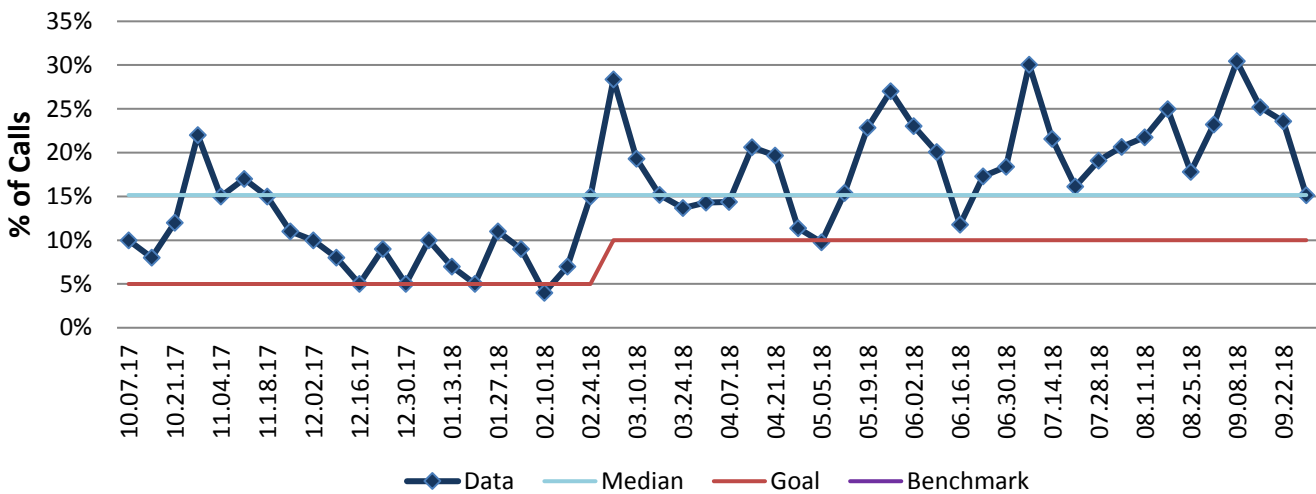
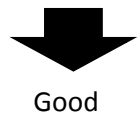
Process: 311 Communications

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jan-Jun '15 average - 31% 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: Dept Internal Tracking 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

How Are We Doing?

10.01.17-09.29.18 12 Month Goal	10.01.17-09.29.18 12 Month Actual		09.23.18-09.29.18 Goal	09.23.18-09.29.18 Actual	
8%	16%		10%	15%	
% of Calls	% of Calls		% of Calls	% of Calls	

Metro 311 Abandoned Rate



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable when performance is not best in class.