Unresolved Complaints
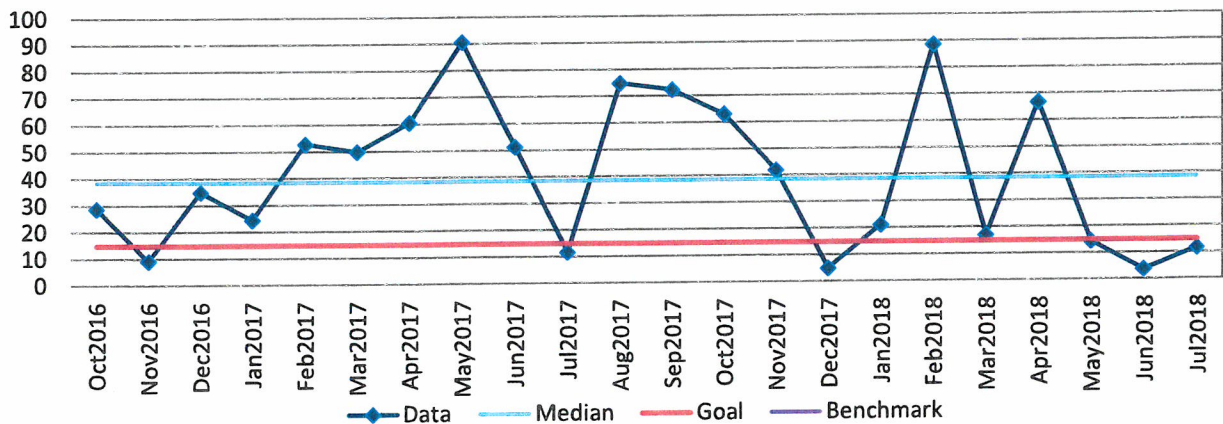# Metro Parks

LouieStat

KPI Owner: Wesley Cox

Process: Implement and Maintain Safe Amenities

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg. CY15 = 15% Goal: Remain at or below CY15 Average (15%) Benchmark: TBD	Data Source: Hansen, Public Inbox Goal Source: LouieStat KPI data Benchmark Source: TBD	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: % Complaints unresolved by the 15th of the following month Why Measure: Measure impact of Dare to Care program. Next Improvement Step: Validate data entry and administrative concerns

How Are We Doing?

Aug 2017-July 2018 12 month goal	Aug 2017-July 2018 12 month actual		July 2018 Goal	July 2018 Actual	
15 %	41 %	🔴	15 %	12 %	🟢
Percent	Percent		Percent	Percent	

Unresolved Complaints

Good

Legend: Data — Median — Goal — Benchmark

Aug2017-Jul2018 Pareto Analysis

	Park Maintenance	Miscellaneous	Parks Inbox	Louisville Loop	Twitter
Number	95	45	16	14	8
Individual %	75%	36%	13%	11%	6%

Legend: Number — Cumulative % — Individual %