

Rate of Metro Ditch Drainage Service Requests



Taking Longer Than 1 Month Public Works & Assets

KPI Owner: Jeff Brown

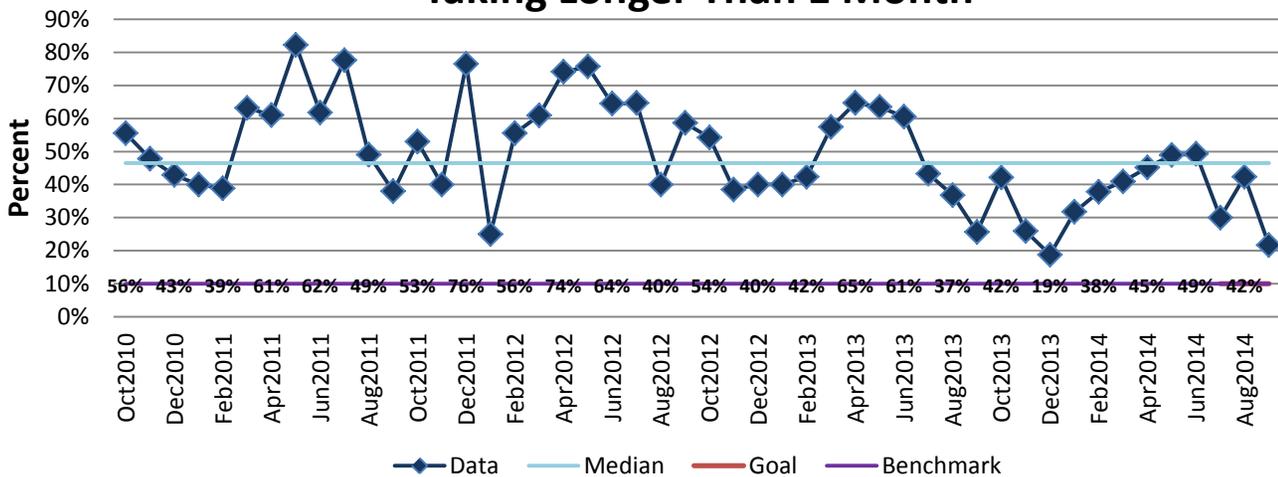
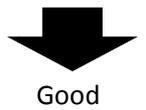
Process: Drainage Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 37% (avg rate FY14) Goal: Reduce the rate of Metro drainage service requests taking longer than 1 month to 10% or less in FY15 Benchmark: 10%	Data Source: Hansen service requests Goal Source: Metro Strategic Objective 1 Benchmark Source: statistically acceptable	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Percent of Metro ditch drainage service requests opened that were not resolved within one month Why Measure: To improve delivery of excellent city services Next Improvement Step: Work with MetroCall to utilize drainage scripts in Word until the Hansen update is complete

How Are We Doing?

Oct2013-Sep2014 12 Month Avg Goal	Oct2013-Sep2014 12 Month Average		Sep2014 Goal	Sep2014 Actual	
10%	36%		10%	22%	
Percent	Percent		Percent	Percent	

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Brainstormed Root Causes

Unclear Ownership and/or Responsibility

Lack of Hansen Knowledge and Skills

Lack of Detailed Information and a Formal Process