

MAS: Percentage of Calls Not Responded to w/in 7 Days

Measurement Method:

Number of calls not responded to within 7 days divided by the total number of calls received

Why Measure?

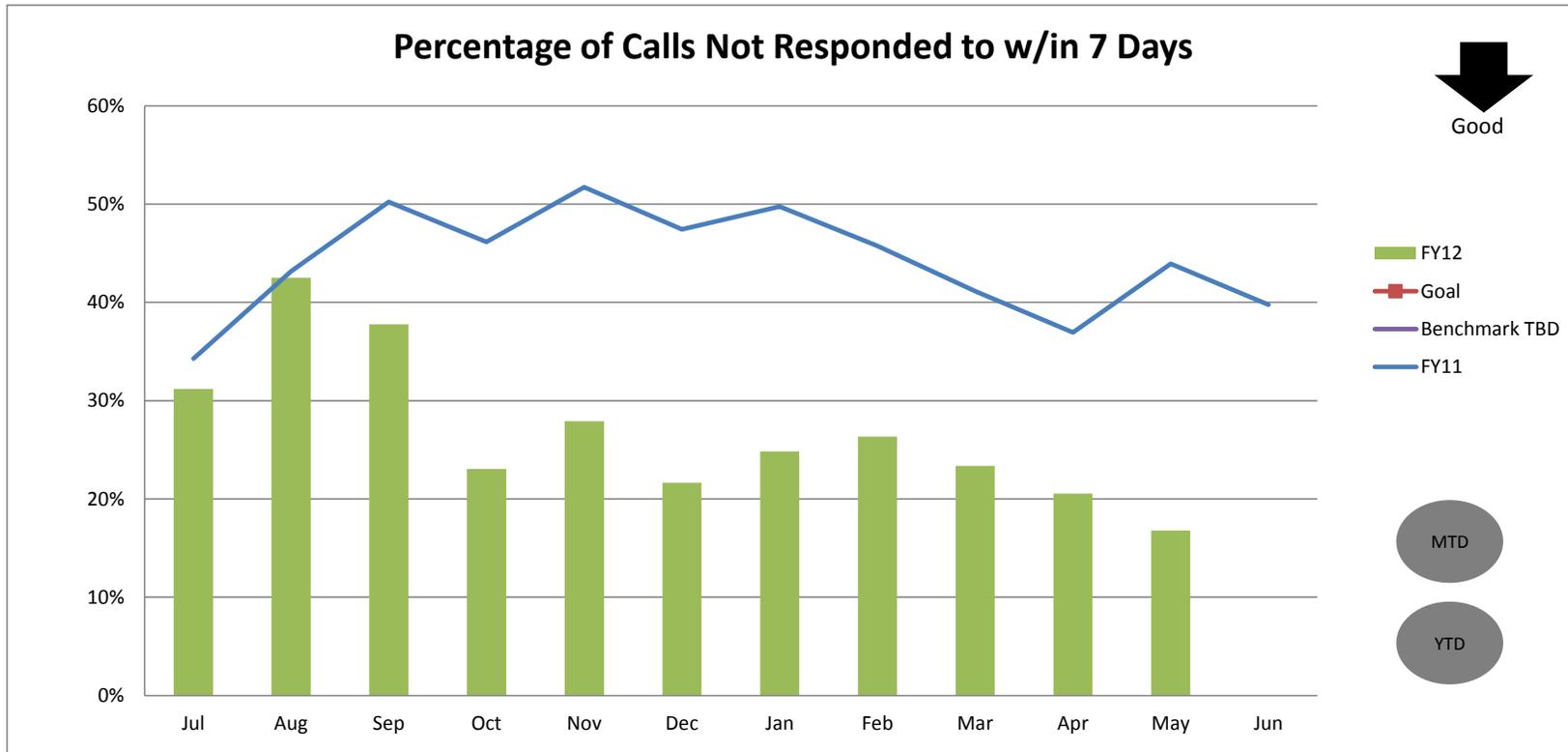
Enhance agency efficiency and improve the quality and timeliness of the services provided by MAS

What is our goal?

Reduce the percentage of calls not responded to within 7 days

How are we doing?

YTD Total goal was not defined. YTD Total = 27%; YTD Average = 27%; MTD = 17%



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Median	Standard Deviation	Totals
FY11	34%	43%	50%	46%	52%	47%	50%	46%	41%	37%	44%	40%	44%	45%	5%	44%
FY12	31%	43%	38%	23%	28%	22%	25%	26%	23%	21%	17%	X	27%	25%	8%	27%