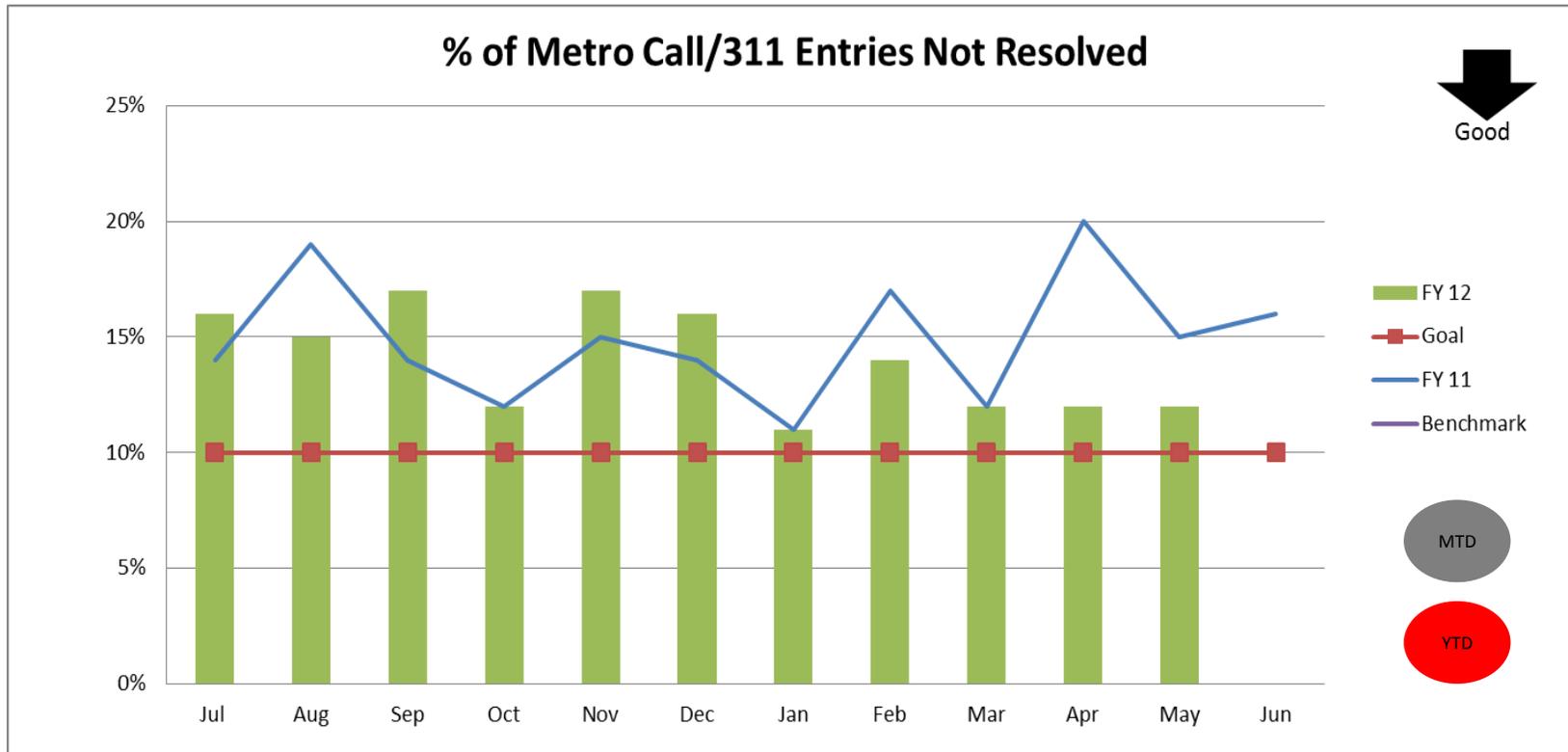


Codes: % of Metro Call/311 Entries not Resolved

Measurement Method: The percent of work requests driven by citizen complaints that are not resolved
 Why Measure? To see how well Codes & Regulations is meeting citizen needs
 What is our goal? Reduce the % of Metro Call/311 entries not resolved to 10% or less
 How are we doing? YTD Goal = < 10%; YTD Average = 14%; MTD = 12%



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Median	Standard Deviation	Totals
FY11	14%	19%	14%	12%	15%	14%	11%	17%	12%	20%	15%	16%	15%	15%	2%	N/A
FY12	16%	15%	17%	12%	17%	16%	11%	14%	12%	12%	12%		14%	14%	2%	N/A