

Parks: % of MetroCall 311 Entries Not Resolved

Measurement method:

The percent of work requests driven by citizen complaints that are not resolved

Why measure?

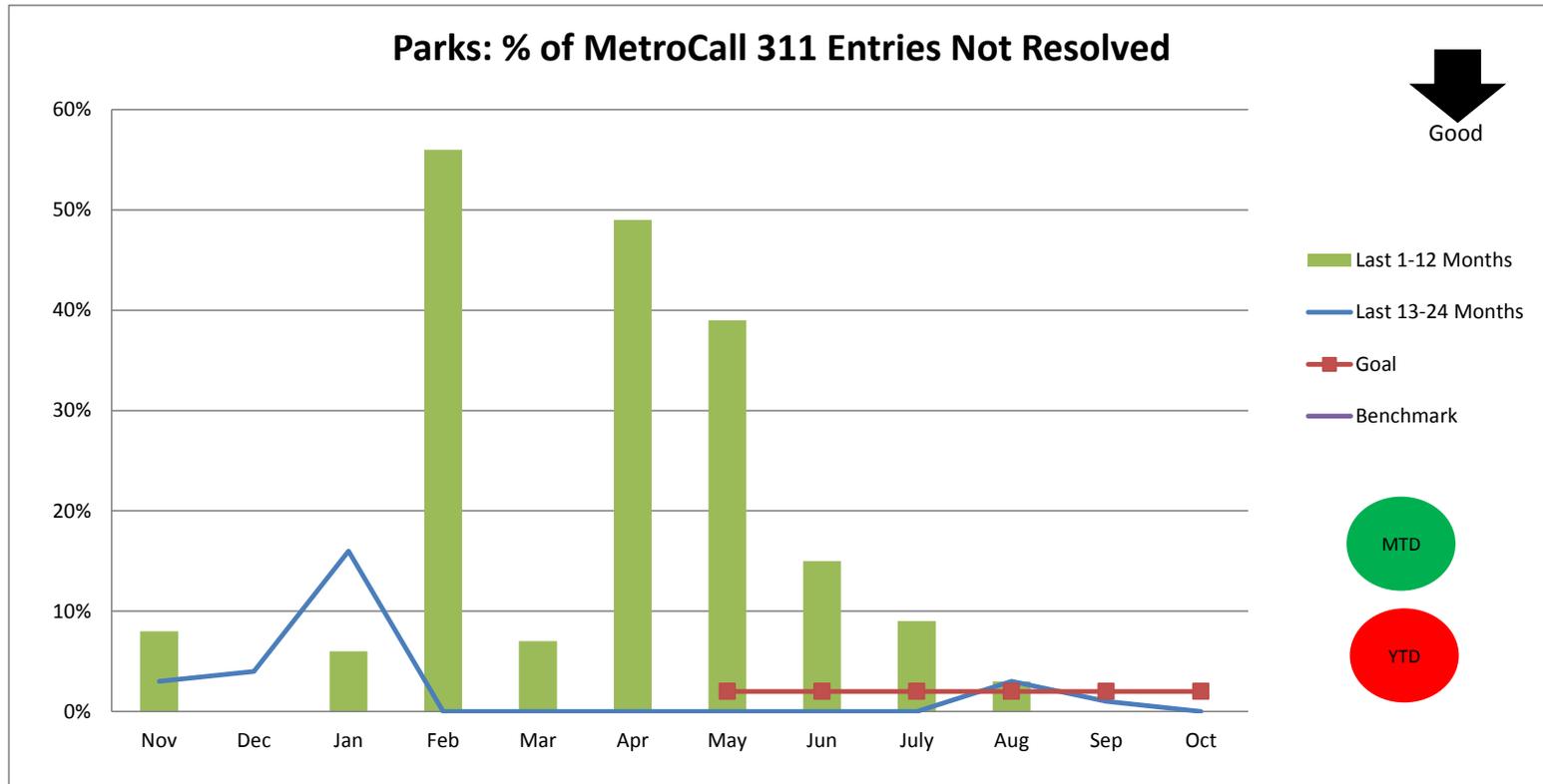
To see how well Parks is meeting citizen needs

What is our goal?

Reduce the % of MetroCall 311 entries not resolved

How are we doing?

YTD Goal = < 2%; YTD Average = 16 %; MTD = 0%



	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	3%	4%	16%	0%	0%	0%	0%	0%	0%	3%	1%	0%	2%	0%	5%	N/A
Last 1-12 mos.	8%	0%	6%	56%	7%	49%	39%	15%	9%	3%	0%	0%	16%	8%	20%	N/A