

MetroCall 311 Abandoned Call Rate Emergency Services



KPI Owner: Jody Duncan

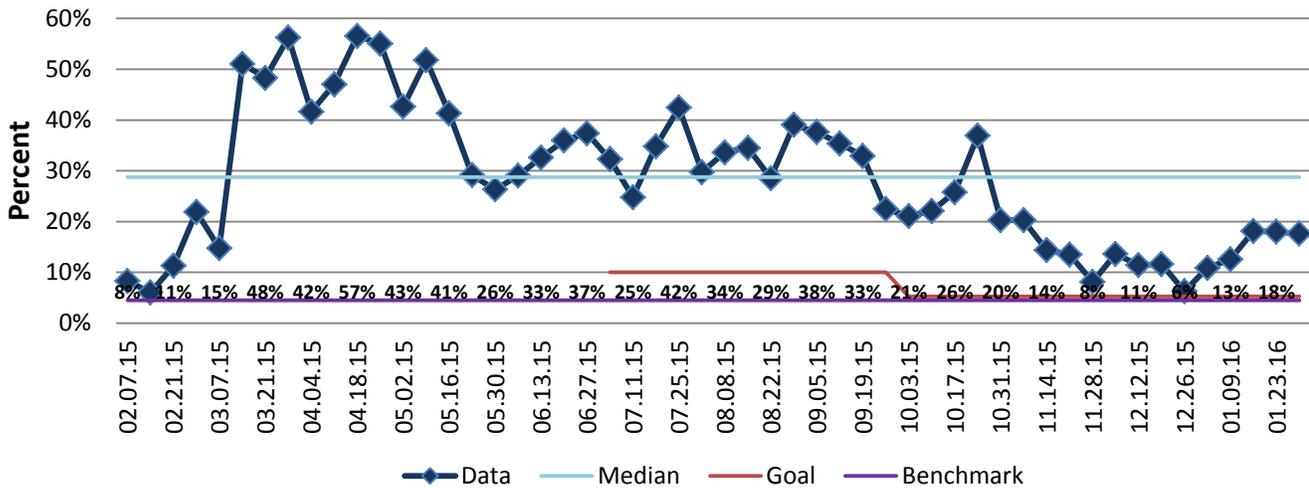
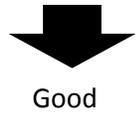
Process: Receive, Answer and Process 311 Contacts

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jan-Jun '15 - 31% average Goal: Reduce the abandoned rate to 5.25% from October through February (slow season) and 10% from March through September (busy season) Benchmark: 4.5%	Data Source: MetroCall Activity Spreadsheet Goal Source: Dept Management Team Benchmark Source: Comparison Cities	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The total number abandoned calls to MetroCall 311 divided by the total number of calls sent to MetroCall 311 agents Why Measure: Improve citizen experience w/ gov. service delivery Next Improvement Step: Continue to share weekly performance stats with MetroCall 311 employees

How Are We Doing?

07.05.15-01.30.16 31 Week Goal	07.05.15-01.30.16 31 Week Average		01.24.16-01.30.16 Goal	01.24.16-01.30.16 Actual	
7.24%	23.58%		5.25%	17.64%	
Percent	Percent		Percent	Percent	

MetroCall 311 Abandoned Call Rate



MetroCall Activity 2015

Call Stats	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Received Calls M-F from 7-7	15,620	17,155	31,963	31,140	24,709	25,386	23,830	22,213	19,985	20,556	17,148	14,577	264,282	22,024
Calls Sent to Agents	15,616	17,146	31,919	31,114	24,690	25,353	23,809	22,194	19,974	20,536	17,117	14,550	264,018	22,002
Answered Calls	14,857	14,931	16,942	15,220	15,010	16,408	15,977	14,404	13,617	14,916	14,390	12,864	179,536	14,961
Aver. Aban. Time in Sec.	50	77	147	165	143	143	139	150	135	119	101	85	121	121
Aver. Ans. Time in Sec.	15	40	241	298	198	189	182	194	170	124	67	46	147	147
Aver. Talk Time in Sec.	115	115	138	149	134	141	141	145	140	135	121	116	133	133
E-mails	567	660	1,374	1,264	1,004	908	848	1,013	784	655	405	375	9,857	821
MIDAS Entries from Web and App	792	902	2,444	1,931	1,650	1,429	1,568	1,659	1,249	899	825	811	16,159	1,347
Live Chats	0	0	202	1,337	1,459	1,737	1,491	1,364	1,367	1,198	1,087	1,265	12,507	1,367
Twitter Replies and Tweets	11	72	117	71	64	40	34	53	78	63	26	23	652	54