



## Administrative Services

### 2012 Executive Summary

MEASURES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2012	2011
<b>Public Response Office</b>														
Citizen Complaints Received	867	891	1,081	919	1,029	1,099	966	1,060	1,056	1,170	732	646	11,516	12,172
Graffiti Citizen Complaints Received	1,625	1,116	1,954	1,516	1,297	1,004	1,012	1,265	776	980	1,196	873	14,614	12,053
<b>Animal Control</b>														
Calls Received By Dispatch	4,213	4,354	5,142	4,097	5,547	5,055	5,776	5,672	4,757	5,393	4,292	3,526	57,824	73,122
Calls Handled By Officers in the Field	3,085	2,599	3,101	3,095	2,873	3,104	3,540	3,335	2,845	3,219	2,509	2,739	36,044	38,770
Animals Impounded in the Field	844	800	899	856	1,052	915	998	918	876	933	813	780	10,684	13,310
<b>Sterilizations</b>														
Animal Foundation	314	320	322	342	327	334	372	370	374	437	372	378	4,262	4,266
Heaven Can Wait	658	671	640	482	603	545	567	596	471	584	581	393	6,791	8,424
License Plate Program	0	0	0	0	0	0	0	0	0	0	0	0	0	34
Total Sterilizations	972	991	962	824	930	879	939	966	845	1,021	953	771	11,053	12,724

#### NOTES & HIGHLIGHTS

Public Response Office Average Days to Investigate - The tracking of this measure goes into effect beginning November 2012.

Animal Control Calls Received by Dispatch - In FY12 the number of incoming lines that dispatch answers was reduced from four to two resulting in a lower number of received calls.

Animal Control Calls Handled by Officer in the Field - These are calls that come in to dispatch that require an officer to investigate.

Animal Control Sterilizations - As of May 2009, License Plate funds as well as funds received from owners who reclaim their impounded animals has gone to Heaven Can Wait as a grant for animal sterilizations.