



Administrative Services
2012 Executive Summary

MEASURES	DECEMBER		ANNUAL					
	2011	2012	2008	2009	2010	2011	2012	2011-2012 % Δ
Public Response Office								
Citizen Complaints Received	491	646	12,327	12,817	12,165	12,172	11,516	-5.4%
Graffiti Citizen Complaints Received	787	873	16,205	18,530	13,147	12,053	14,614	21.2%
Animal Control								
Calls Received By Dispatch	4,609	3,526	98,734	98,593	107,415	73,122	57,824	-20.9%
Calls Handled By Officers in the Field	2,980	2,739	33,614	37,005	40,501	38,770	36,044	-7.0%
Animals Impounded in the Field	880	780	13,405	14,036	13,834	13,310	10,684	-19.7%
Sterilizations								
Animal Foundation	335	378	3,992	3,507	4,009	4,266	4,262	-0.1%
Heaven Can Wait	610	393	0	1,992	7,581	8,424	6,791	-19.4%
License Plate Program	0	0	1,158	302	60	34	0	-100.0%
Total Sterilizations	975	771	5,150	5,801	11,650	12,724	11,053	-13.1%

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.