Administrative Services

2013 Executive Summary

	Month		Annual					
	Apr 2012	Apr 2013	2009	2010	2011	2012	Projected 2013	2012-2013 % Δ
Public Response Office								
Citizen Complaints Received	919	1,307	12,817	12,165	12,172	11,516	12,303	6.8%
Graffiti Citizen Complaints Received	1,516	1,046	18,530	13,147	12,053	14,614	14,001	-4.2%
Average Days to Investigate	-	1.0	-	-	-	-	1.0	-
Animal Control								
Calls Received By Dispatch	4,097	5,120	98,593	107,415	73,122	57,824	50,499	-12.7%
Calls Handled By Officers in the Field	3,076	2,987	37,005	40,501	38,770	36,044	34,311	-4.8%
Animals Impounded in the Field	856	871	14,036	13,834	13,310	10,684	9,729	-8.9%
Sterilizations								
Animal Foundation	342	354	3,507	4,009	4,266	4,262	4,296	0.8%
Heaven Can Wait	482	676	1,992	7,581	8,424	6,791	8,049	18.5%
Total Sterilizations	824	1,030	5,801	11,650	12,724	11,053	12,345	11.7%

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. License Plate program sterilizations prior to the contract are included in total sterilizations.