



**Administrative Services**  
**2013 Executive Summary**

	Month		Annual					
	July 2012	July 2013	2009	2010	2011	2012	Projected 2013	2012-2013 % Δ
<b>Public Response Office</b>								
Citizen Complaints Received	966	1,440	12,817	12,165	12,172	11,516	13,169	14.4%
Graffiti Citizen Complaints Received	1,012	829	18,530	13,147	12,053	14,614	12,091	-17.3%
Average Days to Investigate	0.0	1.0	-	-	-	-	1.0	-
<b>Animal Control</b>								
Calls Received By Dispatch	5,776	6,325	98,593	107,415	73,122	57,824	58,171	0.6%
Calls Handled By Officers in the Field	3,540	3,774	37,005	40,501	38,770	36,044	37,606	4.3%
Animals Impounded in the Field	998	962	14,036	13,834	13,310	10,684	10,277	-3.8%
<b>Sterilizations</b>								
Animal Foundation	372	468	3,507	4,009	4,266	4,262	4,392	3.1%
Heaven Can Wait	567	577	1,992	7,581	8,424	6,791	7,306	7.6%
Total Sterilizations	939	1,045	5,801	11,650	12,724	11,053	11,698	5.8%

**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.