



Administrative Services
2013 Executive Summary

	Month		Annual					
	June 2012	June 2013	2009	2010	2011	2012	Projected 2013	2012-2013 % Δ
Public Response Office								
Citizen Complaints Received	1,099	939	12,817	12,165	12,172	11,516	12,484	8.4%
Graffiti Citizen Complaints Received	1,004	616	18,530	13,147	12,053	14,614	12,448	-14.8%
Average Days to Investigate	0.0	1.0	-	-	-	-	1.0	-
Animal Control								
Calls Received By Dispatch	5,055	5,323	98,593	107,415	73,122	57,824	55,216	-4.5%
Calls Handled By Officers in the Field	3,104	3,331	37,005	40,501	38,770	36,044	36,326	0.8%
Animals Impounded in the Field	915	841	14,036	13,834	13,310	10,684	10,066	-5.8%
Sterilizations								
Animal Foundation	334	338	3,507	4,009	4,266	4,262	4,188	-1.7%
Heaven Can Wait	545	556	1,992	7,581	8,424	6,791	7,370	8.5%
Total Sterilizations	879	894	5,801	11,650	12,724	11,053	11,558	4.6%

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.