



**Administrative Services  
2013 Executive Summary**

	Month		Annual					
	September 2012	September 2013	2009	2010	2011	2012	Projected 2013	2012-2013 % Δ
<b>Public Response Office</b>								
Citizen Complaints Received	1,056	1,119	12,817	12,165	12,172	11,516	12,973	12.7%
Graffiti Citizen Complaints Received	776	1,033	18,530	13,147	12,053	14,614	11,815	-19.2%
<b>Animal Control</b>								
Calls Received By Dispatch	4,757	6,001	98,593	107,415	73,122	57,824	60,419	4.5%
Calls Handled By Officers in the Field	2,845	3,368	37,005	40,501	38,770	36,044	38,391	6.5%
Animals Impounded in the Field	876	851	14,036	13,834	13,310	10,684	10,292	-3.7%
<b>Sterilizations</b>								
Animal Foundation	374	360	3,507	4,009	4,266	4,262	4,577	7.4%
Heaven Can Wait	471	557	1,992	7,581	8,424	6,791	7,235	6.5%
Total Sterilizations	845	917	5,801	11,650	12,724	11,053	11,812	6.9%

**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.