



Administrative Services
2013 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013	2012
Public Response Office														
Citizen Complaints Received	830	853	1,111	1,307	1,202	939	1,440	929	1,119	1,046	859	692	12,327	11,516
Graffiti Citizen Complaints Received	1,553	941	1,127	1,046	941	616	829	775	1,033	960	777	753	11,351	14,614
Animal Control														
Calls Received By Dispatch	3,436	3,505	4,772	5,120	5,452	5,323	6,325	5,380	6,001	6,593	5,481	5,441	62,829	57,824
Calls Handled By Officers in the Field	2,780	2,575	3,118	2,987	3,395	3,331	3,774	3,465	3,368	3,660	2,916	2,905	38,274	36,044
Animals Impounded in the Field	657	776	939	871	949	841	962	873	851	1,099	756	712	10,286	10,684
Sterilizations														
Animal Foundation	370	369	339	354	324	338	468	511	360	355	350	380	4,518	4,262
Heaven Can Wait	666	649	692	676	446	556	577	607	557	662	505	331	6,924	6,791
Total Sterilizations	1,036	1,018	1,031	1,030	770	894	1,045	1,118	917	1,017	855	711	11,442	11,053

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.