



Administrative Services
2015 Executive Summary

	Month		Annual					
	November 2014	November 2015	2011	2012	2013	2014	Projected 2015	2014-2015 % Δ
Public Response Office								
Citizen Complaints Received	540	583	12,172	11,516	12,327	10,968	10,187	-7.1%
Graffiti Citizen Complaints Received	638	225	12,053	14,614	11,351	9,839	8,577	-12.8%
Animal Control								
Calls Received By Dispatch	4,809	4,316	73,122	57,824	62,829	65,639	60,835	-7.3%
Calls Handled By Officers in the Field	2,659	2,964	38,770	36,044	38,274	34,996	38,735	10.7%
Animals Impounded in the Field	644	623	13,310	10,684	10,286	8,785	8,383	-4.6%
Sterilizations								
Animal Foundation	509	490	4,266	4,262	4,525	5,549	5,714	3.0%
Heaven Can Wait	730	831	8,424	6,791	6,924	7,379	8,936	21.1%
Total Sterilizations	1,239	1,321	12,724	11,053	11,449	12,928	14,650	13.3%

Notes & Highlights

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. In October 2014, dispatch was stopped for Park Police. Park Police dispatch is now done by the Las Vegas Metropolitan Police Department.

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.