



Administrative Services- Code Enforcement Unit
2016 Executive Summary

	Month		Annual					
	December 2015	December 2016	2012	2013	2014	2015	2016	2015-2016 % Δ
Public Response Office								
Citizen Complaints Received ¹	562	670	11,516	12,327	10,968	9,900	10,133	2.4%
Graffiti Citizen Complaints Received ¹	307	522	14,614	11,351	9,839	8,169	6,247	-23.5%
Animal Control								
Calls Received By Dispatch ²	4,272	5,935	57,824	62,829	65,639	60,037	68,125	13.5%
Calls Handled By Officers in the Field ³	3,146	1,908	36,044	38,274	34,996	38,653	34,987	-9.5%
Animals Impounded in the Field	465	512	10,684	10,286	8,785	8,149	8,393	3.0%
Sterilizations								
Animal Foundation	442	394	4,262	4,525	5,549	5,680	5,236	-7.8%
Heaven Can Wait	491	663	6,791	6,924	7,379	8,682	9,248	6.5%
Total Sterilizations ⁴	933	1,057	11,053	11,449	12,928	14,362	14,484	0.8%

Notes & Highlights

¹Complaints received by Clark Connect are counted in the total number of complaints received. Clark Connect launched in Spring 2016.

²Calls 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 2015, dispatch was stopped for Park Police. Park Police dispatch is now done

³Calls Handled by Officer in the Field - These are calls that come in to dispatch that require an officer to investigate. Until November 2016, this field was capturing not only calls handled by animal control officers, but also calls handled by the Public Response Office and administrative staff. There is a decrease in the total number of calls for this measure as duplicates were removed going forward from November 2016. Moving forward, this is now an accurate representation of the total measure of calls handled.

⁴ 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.