

# Animal Services: 2014 1st Quarter

**Mission:** To serve and protect the citizens and animals in the community through responsible pet ownership education and proactive enforcement of animal-related laws.

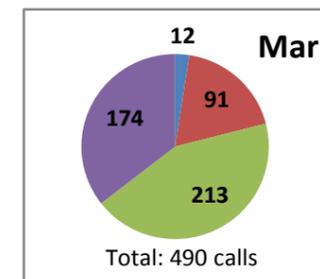
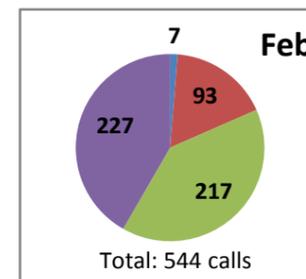
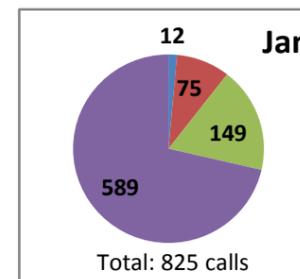
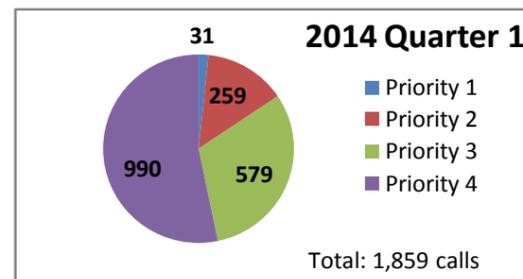
**Annual Budget:** \$572,630

**Contractor:** HSPPR

	12 Month Trend	Jan 2014	Feb 2014	Mar 2014	YTD Actual to Expected				
<b>Percentage of Animals Licensed</b> <i>Measures responsible pet ownership in the City</i>		23.59%	23.55%	23.43%	<table border="1"> <tr><td>25%</td><td>Expected</td></tr> <tr><td>23.4%</td><td>Actual</td></tr> </table>	25%	Expected	23.4%	Actual
25%	Expected								
23.4%	Actual								
<b>Live Release Rate</b> <i>Measures the effectiveness of licensing and outreach efforts, and provides quality-of-life rating</i>		100%	100%	100%	<table border="1"> <tr><td>90%</td><td>Expected</td></tr> <tr><td>100%</td><td>Actual</td></tr> </table>	90%	Expected	100%	Actual
90%	Expected								
100%	Actual								
<b>Average Response Time to Priority 1 Calls</b> <i>Measures effectiveness of public safety component</i>		14	25	6	<table border="1"> <tr><td>25</td><td>Expected</td></tr> <tr><td>15</td><td>Actual</td></tr> </table>	25	Expected	15	Actual
25	Expected								
15	Actual								
<b>Customer Satisfaction Rating</b> <i>Measures satisfaction of individuals with the provision of Animal Services</i>		83%	83%	83%	<table border="1"> <tr><td>80%</td><td>Expected</td></tr> <tr><td>83%</td><td>Actual</td></tr> </table>	80%	Expected	83%	Actual
80%	Expected								
83%	Actual								

— Current Year  
 — Previous Year

**Total Number of Calls to Animal Services**  
*Demonstrates the amount and type of calls received by Staff*



## **Key Performance Measures Report**

### **Animal Services Quarter 1 2014**

#### **Executive Summary**

##### ***Percent of Animals Licensed***

The percent of animals licensed was slightly lower than the target of 25%. For Quarter 1, the percent licensed was 23.4%. This percentage is consistent with the previous quarter's licensing rate (23.51%), and is in line with the 2013 average of 23.19% and higher than the 2012 average of 21.86%.

##### ***Live Release Rate***

Animal Services continues to be above the target of 90%. For Quarter 1, the average was 100%, which is above the previous quarter (96%). This is above the average from 2013 (95%) and 2012 (98%).

##### ***Average Response Time – Priority 1 Calls***

The average response time for Priority 1 calls continues to be below the target of 25 minutes. For Quarter 1, the average response time was 15 minutes, which is a slight increase from the previous Quarter (14 minutes). This is below the average from 2013 (16 minutes) and 2012 (17.8 minutes).

##### ***Survey Results: Customer Satisfaction Rating***

In Quarter 1, Building Services received the following results for measured categories:

- Welcome and Respected: 100% (23/23)
- Responsiveness of Staff: 100% (23/23)
- Overall Satisfaction: 100% (23/23)

##### ***Calls for Service***

Total calls for service in Quarter 4 were down 13.3% from the previous quarter (1,859 from 2,145).