

ANIMAL CARE & REGULATION

Fiscal Year 2008

2nd Quarter

Goal Statement

To promote responsible ownership, animal care, and community safety; increase adoptions and awareness of our services; and reduce pet overpopulation.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of animals transported by officers	6,512	7,176	15,000	
Number of animals released to partner groups	633	804	1,400	
Number of calls for assistance run per officer/day	7	8	8	
Number of violations cited per officer	248	291	450	
Number of animals euthanized	4,067	4,789	11,600	
Percentage of adoptable animals adopted	56	88	65	
Number of animals adopted	870	1,634	3,400	
Number of impounded animals returned to their owners	998	943	2,000	
External customer satisfaction rating	85	4.44	N/A	1
Percentage of animals returned after adoption	18	7	15	
Number of rabies tags/licenses sold	67,761	64,098	160,000	

Notes

- The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.