

ANIMAL CARE & REGULATION

Fiscal Year 2008

Goal Statement

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

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07-FY08	Variance Number
Number of animals transported by officers	14,217	14,737	15,000	14,909	1%	
Number of animals released to partner groups	1,356	1,135	1,400	1,533	35%	2
Number of calls for assistance run per officer/day	7	8	8	9	13%	
Number of violations cited per officer	59	133	450	337	153%	3
Number of animals euthanized	10,232	10,753	11,600	10,339	-4%	
Percentage of adoptable animals adopted	63	43	65	60	40%	4
Number of animals adopted	1,585	2,060	3,400	3,429	66%	4
Number of impounded animals returned to their owners	1,885	1,877	2,000	1,767	-6%	
External customer satisfaction rating	N/A	N/A	N/A	4.75	N/A	1
Percentage of animals returned after adoption	9	8	15	6	-25%	5
Number of rabies tags/licenses sold	156,308	149,867	160,000	135,287	-10%	

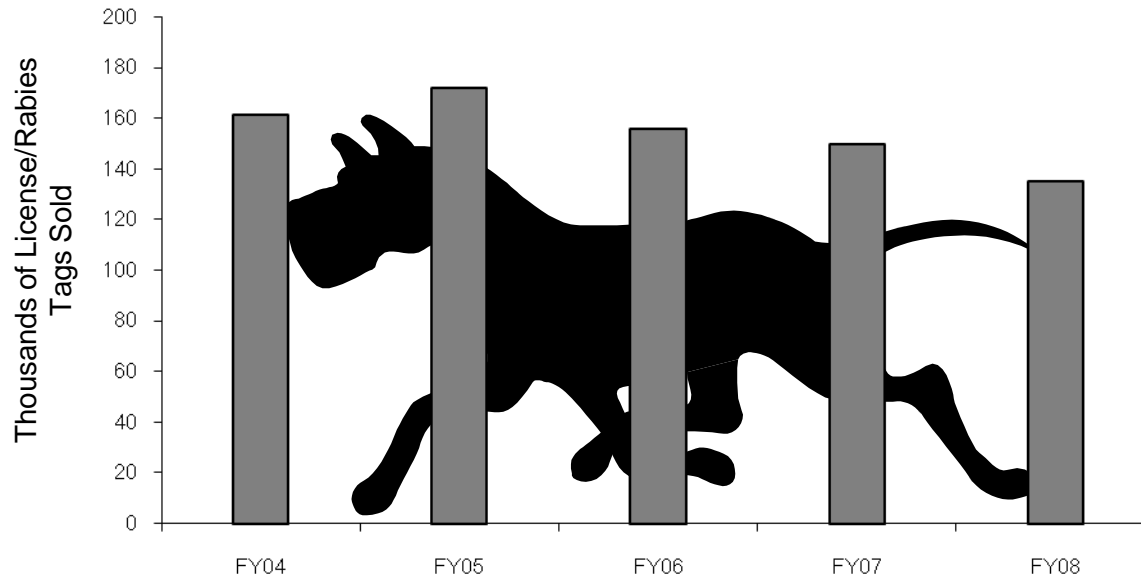
Explanation of variances greater than 15 percent:

- 1 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.
- 2 One staff member has been assigned primary responsibility for this area of operation. In addition to increasing the number of rescue organizations partnering with the shelter, the number of animals rescued by most of the partnering organizations has also increased. Electronic notification (email) is augmented by extensive one-on-one contact with individual rescue agency personnel.
- 3 This measure includes electronic citations issued to animal owners that purchase rabies vaccinations through their veterinarian but refuse to purchase a county animal tag/license. These automated, electronic citations are not measured per officer.
- 4 The increase is primarily due to cats being adopted through Pet Supermarket retail outlets and an increase in the number of Pet Supermarkets (now 17) showcasing shelter animals. Approximately 400 additional cats were adopted in a very successful pilot "2-for-1" campaign (May-September) at the peak of "kitten season".
- 5 This measure has been successfully reduced by additional attention given by staff to assessing, through pre-adoption interviews and counseling, the needs, desires, and capability of potential adopters before an animal is placed for adoption.

ANIMAL CARE & REGULATION
(Continued)

Fiscal Year 2008

Number of License/Rabies Tags Sold



The overall trend shows a fluctuation in the number of license/rabies tags sold. In 2004, the variation can be attributed to the implementation of the Stop Pet Overpopulation Program (SPOT) program. The decrease in 2006 is attributed to Hurricane Wilma. The continued decrease in 2008 is directly related to the adoption of the three-year tag (concurrent with the implementation of the three-year rabies vaccination) in 2006. In the absence of new, first-time license sales, it should be anticipated that the number of tags sold will see a cyclical pattern every three years: one high year, followed by two lower years.