

Scorecard - Animal Services

Information										
Name:		Animal Services								
Description:		n/a								
Domain:		Animal Services								
Owners:		Munoz, Alex								
Details										
	As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners		
▼ 1.0 Customer					1.0 Customer					
▼ Increase voluntary compliance (ASD)					Munoz, Alex					Increase voluntary compliance (ASD)
Increase # of Saved Animals (Live Release)	Jun '19	▲	2,336	1,400	▲	17,551	12,600	Gonzalez, Mylena; Martin Passe, Akilah (ASD); Cuellar, Luis (ASD); Leiva, Michael (ASD)	Increase # of Saved Animals (Live Release)	
Save Rate Calendar Year	2019	▼	89 (27,746 / 31,224)	90		n/a	n/a	Gonzalez, Mylena (ASD); Martin Passe, Akilah (ASD); Cuellar, Luis (ASD); Leiva, Michael (ASD)	Save Rate Calendar Year	
Shelter Intake	Jun '19	▲	2,823	2,700	▼	21,024	24,300	Martin Passe, Akilah (ASD); Romero, Leonel (ASD); Leiva, Michael (ASD)	Shelter Intake	
Save Rate Monthly	Jun '19		87% (2,340 / 2,703)	n/a		88% (18,075 / 20,630)	n/a	Munoz, Alex; Mejia, Lorna (ASD); Martin Passe, Akilah (ASD)	Save Rate Monthly	
Adoptions	Jun '19	▲	769	700	▲	6,687	6,300	Gonzalez, Mylena; Martin Passe, Akilah (ASD); Cuellar, Luis (ASD)	Adoptions	
Returned to Owner	Jun '19	▲	174	60	▲	1,096	540	Vazquez Jr, Emilio (ASD); Martin Passe, Akilah (ASD)	Returned to Owner	
Rescue	Jun '19	▲	356	224	▲	2,213	2,016	Martin Passe, Akilah (ASD); Leiva, Michael (ASD)	Rescue	
Transport	Jun '19	▲	110	60	▲	540	540	Leiva, Michael (ASD); Martin Passe, Akilah (ASD)	Transport	
Trap and Release	Jun '19		927	n/a		6,949	n/a	Martin Passe, Akilah (ASD); Leiva, Michael (ASD)	TNR	
Fostered Pets With Positive Outcome	Jun '19	▲	232	120		2,170	n/a	Martin Passe, Akilah (ASD); Cuellar, Luis (ASD)	Fostered Pets With Positive Outcome	
Events	'19 Q2	▲	120	120		n/a	n/a	Martin Passe, Akilah (ASD); Mejia, Lorna (ASD); Leiva, Michael (ASD); Vazquez Jr, Emilio (ASD); Mejia, Lorna (ASD); Cuellar, Luis (ASD)	Events	
Volunteer Hours	Jun '19	▲	3,056Hours	1,083Hours	▲	24,770Hours	11,398Hours	Mejia, Lorna (ASD); Leiva, Michael (ASD); Martin Passe, Akilah (ASD)	Volunteer Hours	
Increase # of dogs licensed in Miami-Dade County	'19 FQ3	▲	59,330	45,000	▲	169,864	135,000	n/a	Increase # of dogs licensed in Miami-Dade County	
Spay/Neuter surgeries conducted by ASD TOTAL	Jun '19	▲	2,251	1,000	▲	16,714	9,000	Martin Passe, Akilah (ASD)	Spay/Neuter surgeries conducted by ASD TOTAL	
# of Rabies vaccines administered by ASD Clinic (Pets)	'19 FQ3	▲	8,381	6,250	▲	23,394	18,750	Martin Passe, Akilah (ASD); Leiva, Michael (ASD)	# of Rabies vaccines administered by ASD Clinic (Pets)	
Microchips Administered by ASD	'19 FQ2		809	n/a		1,446	n/a	Martin Passe, Akilah (ASD)	Microchips Administered by ASD	
▼ Maximize Animal Health and Welfare to Increase # of Saved Animals					Leiva, Michael (ASD); Romero, Leonel (ASD)					Maximize Animal Health and Welfare to Increase # of Saved Animals
Animals with Injury at Intake	n/a		n/a	n/a		n/a	n/a	Romero, Leonel (ASD)	Animals with Injury at Intake	
Animals Sick within 14 days of Intake	n/a		n/a	n/a		n/a	n/a	Romero, Leonel (ASD)	Animals Sick within 14 days of Intake	
Animals Sick After 14 of Intake	n/a		n/a	n/a		n/a	n/a	Romero, Leonel (ASD)	Animals Sick After 14 of Intake	
Rate of Animal Sick After 14 Days of Intake	'18 FQ1		5% (10 / 200)	n/a		n/a	n/a	Romero, Leonel (ASD); Leiva, Michael (ASD)	Rate of Animal Sick After 14 Days of Intake	
Number of Pet Exams Performed	n/a		n/a	n/a		n/a	n/a	Romero, Leonel (ASD)	Number of Pet Exams Performed	
Number of Treatments Dispensed	n/a		n/a	n/a		n/a	n/a	Romero, Leonel (ASD)	Number of Treatments Dispensed	
Average Length of Stay - Dog	n/a		n/a	n/a		n/a	n/a	Leiva, Michael (ASD)	Average Length of Stay - Dog	
Average Length of Stay - Puppies	n/a		n/a	n/a		n/a	n/a	Leiva, Michael (ASD)	Average Length of Stay - Puppies	
Average Length of Stay - Cats	n/a		n/a	n/a		n/a	n/a	Leiva, Michael (ASD)	Average Length of Stay - Cats	
Average Length of Stay - Kittens	n/a		n/a	n/a		n/a	n/a	Leiva, Michael (ASD)	Average Length of Stay - Kittens	
▼ 2.0 Financial					2.0 Financial					
▼ Meet Budget Targets (Animal Services)					Munoz, Alex;					Meet Budget Targets (Animal Services)
Expenditures - Total (Animal Services)	'19 FQ3	▲	\$6,311	\$6,941	▲	\$19,371	\$20,823	Munoz, Alex	Expenditures - Total (Animal Services)	
Revenue: Total (Animal Services)	'19 FQ3	▼	\$3,021K	\$6,940K		n/a	\$13,881K	Munoz, Alex	Revenue: Total (Animal Services)	
Positions: Full-Time Filled (ASD)	'19 FQ3		234	n/a		n/a	n/a	Munoz, Alex; Alfonso, Eduardo (ASD)	Positions: Full-Time Filled (ASD)	
Planned necessary resources to meet current and future operating and capital needs (ASD)					Munoz, Alex					Planned necessary resources to meet current and future operating and capital needs (ASD)

Scorecard - Animal Services

3.0 Internal										3.0 Internal																											
▼ Number of Investigations Responded to. (ASD)										Labrada, Kathleen R. (ASD); Munoz, Alex			Number of Investigations Responded to. (ASD)																								
Number cruelty investigations responded to		Jun '19	▲	303	250	n/a	n/a	Munoz, Alex	Number cruelty investigations responded to																												
Number pit bull investigations responded to		Jun '19	▼	2	60	n/a	n/a	Munoz, Alex	Number pit bull investigations responded to																												
Number dangerous dog investigations responded to		Jun '19	▲	30	30	n/a	n/a	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)	Number dangerous dog investigations responded to																												
Number of Breeder/Pet Store investigations		Jun '19	▲	34	20	n/a	n/a	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)	Number of Breeder/Pet Store investigations																												
Number of Investigations Responded to		Jun '19	▼	369	400	n/a	n/a	Munoz, Alex	Number of Investigations Responded to																												
Number of Overdue Investigations Responded to		Jun '19	▼	0	5	n/a	n/a	Labrada, Kathleen R. (ASD);	Number of Overdue Investigations Responded to																												
▼ Consistent interpretation and application of enforcement practices (ASD)										Munoz, Alex			Consistent interpretation and application of enforcement practices (ASD)																								
Citations		Jun '19	▲	1,974	1,270	n/a	n/a	Marin, Robert D. (ASD)	Citations																												
Citation Error Rate		Jun '19	↕	0.31%	2.00%	↕	0.31%	2.00%	n/a	Citation Error Rate																											
▼ Respond quickly to service calls to promote safe and livable communities (ASD)										Munoz, Alex			Respond quickly to service calls to promote safe and livable communities (ASD)																								
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th>📈</th><th>📉</th><th>✅</th><th>❌</th><th>🔄</th><th>%</th><th>Owners</th></tr><tr><td>Animal Services: Phase 2 - code enforcement review</td><td>Improvement</td><td>9/17/2018</td><td>Complete</td><td></td><td></td><td></td><td></td><td></td><td>100%</td><td>Morales, Mayra E. (OMB); Maxwell, Carlos M. (OMB)</td></tr></table>										Initiative Name	Type	As Of	Status	📈	📉	✅	❌	🔄	%	Owners	Animal Services: Phase 2 - code enforcement review	Improvement	9/17/2018	Complete						100%	Morales, Mayra E. (OMB); Maxwell, Carlos M. (OMB)						
Initiative Name	Type	As Of	Status	📈	📉	✅	❌	🔄	%	Owners																											
Animal Services: Phase 2 - code enforcement review	Improvement	9/17/2018	Complete						100%	Morales, Mayra E. (OMB); Maxwell, Carlos M. (OMB)																											
Dead Animal Pickup - Average Response Time (ServiceStat)		Jun '19	🟡	1.60Days (648.00 / 405.00)	1.00Days	🟡	1.51Days (5,907.40 / 3,905.00)	1.00Days	Labrada, Kathleen R. (ASD); Gafcovich, Sam (ASD); Gallagher, Sean S. (ASD)	Dead Animal Pickup - Average Response Time (ServiceStat)																											
Dead Animal Pickup - Total Closed Per Month (ServiceStat)		Jun '19	▲	405	400	▲	3,905	3,600	Labrada, Kathleen R. (ASD)	Dead Animal Pickup - Total Closed Per Month (ServiceStat)																											
Dead Animal Pickup - Total Monthly Count (ServiceStat)		Jun '19	▲	417	400	▲	4,116	3,600	Labrada, Kathleen R. (ASD)	Dead Animal Pickup - Total Monthly Count (ServiceStat)																											
Stray Animal Pickup - Total Closed per Month (ServiceStat)		Jun '19	▼	138	400	▼	1,106	3,600	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)	Stray Animal Pickup - Total Closed per Month (ServiceStat)																											
Stray Animal Pickup - Average Response Time (ServiceStat)		Jun '19	🟡	3.50Days (483.00 / 138.00)	2.00Days	▲	1.88Days (2,076.20 / 1,106.00)	2.00Days	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)	Stray Animal Pickup - Average Response Time (ServiceStat)																											
Injured Animal - Total Monthly Count (ServiceStat)		Jun '19	▲	326	300		n/a	n/a	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)	Injured Animal - Total Monthly Count (ServiceStat)																											
Injured Animal - Total Closed per Month (ServiceStat)		Jun '19	▲	326	300		n/a	n/a	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)	Injured Animal - Total Closed per Month (ServiceStat)																											
Animal Bite to Person - Total Closed per Month (ServiceStat)		Jun '19	▲	189	95		n/a	n/a	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)	Animal Bite to Person - Total Closed per Month (ServiceStat)																											
Animal Bite to Person - Total per Month (ServiceStat)		Jun '19	▲	201	120	▲	1,716	1,080	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)	Animal Bite to Person - Total per Month (ServiceStat)																											
Police Assist - Monthly Total (Service Stat)		Jun '19	▲	190	160		n/a	n/a	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)	Police Assist - Monthly Total (Service Stat)																											
▼ Animal Bite to Person - Average Response time (ServiceStat)		Jun '19	🟡	3.6	3.0		n/a	n/a	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)	Animal Bite to Person - Average Response time (ServiceStat)																											
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th>📈</th><th>📉</th><th>✅</th><th>❌</th><th>🔄</th><th>%</th><th>Owners</th></tr><tr><td>Six Sigma: Animal Bite Response (Wave 5)</td><td></td><td>5/22/2014</td><td>Complete</td><td></td><td></td><td></td><td></td><td></td><td>100%</td><td>Maxwell, Carlos M. (OMB)</td></tr></table>										Initiative Name	Type	As Of	Status	📈	📉	✅	❌	🔄	%	Owners	Six Sigma: Animal Bite Response (Wave 5)		5/22/2014	Complete						100%	Maxwell, Carlos M. (OMB)						
Initiative Name	Type	As Of	Status	📈	📉	✅	❌	🔄	%	Owners																											
Six Sigma: Animal Bite Response (Wave 5)		5/22/2014	Complete						100%	Maxwell, Carlos M. (OMB)																											
Police Assist - Average Response Time (Service Stat)		Jun '19	↕	0	1		n/a	n/a	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)	Police Assist - Average Response Time (Service Stat)																											
▼ Green Projects (ASD)										Garateix, Michael (ASD)			Green Projects (ASD)																								
Fuel Consumption (Gallons)		Sep '17	▲	2,981	4,000		n/a	n/a	Salgado, Luis (ASD); Gallagher, Sean S. (ASD)	Fuel Consumption (Gallons)																											
Electricity Usage (kw)		Sep '17	▲	271,560	300,000		n/a	n/a	Salgado, Luis (ASD)	Electricity Usage (kw)																											

Scorecard - Animal Services

4.0 Learning and Growth

4.0 Learning and Growth

Linked Objects

▼ Child Scorecards

Name	Owners
Animal Cruelty Reports Responded To	Labrada, Kathleen R. (ASD)

▼ Parent Scorecards

Name	Owners
Neighborhood and Infrastructure Strategic Area Scorecard	Miami-Dade County

▼ ActiveViews

▼ Initiatives

▼ Objectives

Name	Owners
Increase voluntary compliance (ASD)	Munoz, Alex
Maximize Animal Health and Welfare to Increase # of Saved Animals	Leiva, Michael (ASD); Romero, Leonel (ASD)
<input checked="" type="checkbox"/> Meet Budget Targets (Animal Services)	Munoz, Alex; Animal Services
Planned necessary resources to meet current and future operating and capital needs (ASD)	Munoz, Alex
Number of Investigations Responded to. (ASD)	Labrada, Kathleen R. (ASD); Munoz, Alex
Consistent interpretation and application of enforcement practices (ASD)	Munoz, Alex
Respond quickly to service calls to promote safe and livable communities (ASD)	Munoz, Alex
Green Projects (ASD)	Garateix, Michael (ASD)

▼ Program Groups

▼ Stoplight Charts

▼ Tasks

Commentary

Action Items

Due Date ▲	Status ▲	Action	Owners
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Comments

Date ▼	Author	Comment
10/29/2007	Smith, Tara C. (ISD)	<p>Quarterly Strategic Review Day October 29, 2007:</p> <p>Start tracking the work you have done to develop Partnerships with rescue groups and others; tracking compliance with spay/neuter agreements and more.</p> <p>Add more detail to your Initiatives; these are substantial projects that have taken a great deal of your time and this should be reflected better on your scorecard. Specifically:</p> <p>--Add a measure to track development of the Foundation Board.</p> <p>--Add substance to the Chapter 5 and HSUS Recommendations initiatives.</p>
4/27/2007	Kirwin, Kevin (MDPR)	<p>develop measures for the partnership program - total number of partners and the total number of animals adopted by each partner</p> <p>breakdown measures dimensionally</p> <p>develop measures for tracking diseases within the kennel # of incidents</p> <p>re-look at value-engineering the new shelter/offices</p>

Attachments & Links

▼ External Links

▼ Attachments

Measures

Scorecard - Animal Services

As Of: <M/d/yyyy> 15 Sum. Lvl.: Base Comparator: Default											
	Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners		Domain
	# of Rabies vaccines administered by ASD Clinic (Pets)	It is the intent and goal of the Animal Services Department to duly vaccinate all dogs (as well as cats) in Miami-Dade County in accordance to Florida Statutes and Chapter 5 of the Code of Miami-Dade County. Currently, the department believes that approximately 50% of the dogs in South Florida are...	Goal - Default	Base	'19 FQ3	8,381	6,250	2,131	Martin Passe, Akilah (ASD); Leiva, Michael (ASD)		Animal Services
	Adoptions		Goal - Default	Base	Dec '19	1,108	700	408	Gonzalez, Mylena; Martin Passe, Akilah (ASD); Cuellar, Luis (ASD)		Animal Services
	Animal Bite to Person - Average Response time (ServiceStat)	ASD average response time to close service ticket for the period	Goal - Default	Base	Aug '19	2.1	3.0	0.9	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)		Animal Services
	Animal Bite to Person - Total Closed per Month (ServiceStat)	Animal Bite to Person - Total Closed per Month (ServiceStat)	Goal - Default	Base	Aug '19	164	95	69	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)		Animal Services
	Animal Bite to Person - Total per Month (ServiceStat)	Animal Bite to Person - Total per Month (ServiceStat)	Goal - Default	Base	Aug '19	182	120	62	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)		Animal Services
	Animals Sick After 14 of Intake	This captures all animals that were diagnosed with a sickness (ex: URI or Parvo) AFTER 14 DAYS IN THE KENNEL. Source = Chameleon.	Goal - Default	n/a	n/a	n/a	n/a	n/a	Romero, Leonel (ASD)		Animal Services
	Animals Sick within 14 days of Intake	Animals that were accepted at the Shelter with a confirmed sickness (skin condition, pregnant, fearful, etc. - per dropdown menu on chameleon). These animals checked in with the noted sickness or showed signs within 14 days of intake. Source = Chameleon.	Goal - Default	n/a	n/a	n/a	n/a	n/a	Romero, Leonel (ASD)		Animal Services
	Animals with Injury at Intake	Counts the number of animals intaked that were found to be injured at inception of their stay.	Goal - Default	n/a	n/a	n/a	n/a	n/a	Romero, Leonel (ASD)		Animal Services
	Average Length of Stay - Cats		Goal - Default	n/a	n/a	n/a	n/a	n/a	Leiva, Michael (ASD)		Animal Services
	Average Length of Stay - Dog	This measures the average length of stay for dogs at the kennel. Excludes puppies, cats, kittens and neonates. Calculated as Intake date - departure date for every dog in kennel. Measuring length of stay Quarterly takes into account seasonality. Data source = Chameleon.	Goal - Default	n/a	n/a	n/a	n/a	n/a	Leiva, Michael (ASD)		Animal Services
	Average Length of Stay - Kittens	Excludes grown Cats and neonates. Source = Chameleon.	Goal - Default	n/a	n/a	n/a	n/a	n/a	Leiva, Michael (ASD)		Animal Services
	Average Length of Stay - Puppies	This measure excludes grown Dogs.	Goal - Default	n/a	n/a	n/a	n/a	n/a	Leiva, Michael (ASD)		Animal Services
	Citation Error Rate	Citation Error Rate	Goal - Default	Base	Dec '19	0.21%	2.00%	1.79%	n/a		Animal Services
	Citations		Goal - Default	Base	Dec '19	1,928	1,270	658	Marin, Robert D. (ASD)		Animal Services
	Dead Animal Pickup - Average Response Time (ServiceStat)		Goal - Default	Base	Aug '19	1.20Days (478.80 / 399.00)	1.00Days	-0.20Days	Labrada, Kathleen R. (ASD); Gafcovich, Sam (ASD); Gallagher, Sean S. (ASD)		Animal Services
VR	Dead Animal Pickup - Total Closed Per Month (ServiceStat)		Goal - Default	Base	Aug '19	399	400	-1	Labrada, Kathleen R. (ASD)		Animal Services
	Dead Animal Pickup - Total Monthly Count (ServiceStat)		Goal - Default	Base	Aug '19	412	400	12	Labrada, Kathleen R. (ASD)		Animal Services
	Electricity Usage (kw)	Usage of Electricity at ASD facility, which is mostly produced by fossil fuel sources, and thus a major contributor to ASD Carbon footprint.	Goal - Default	Base	Sep '17	271,560	300,000	28,440	Salgado, Luis (ASD)		Animal Services
	Events	ASD Events captures all events related to outreach. Events include Shelter, Off-site, Hope, and PetSmart Events.	Goal - Default	Base	'19 Q3	122	120	2	Martin Passe, Akilah (ASD); Mejia, Lorna (ASD); Leiva, Michael (ASD); Vazquez Jr, Emilio (ASD); Mejia, Lorna (ASD); Cuellar, Luis (ASD)		Animal Services
	Expenditures - Total (Animal Services)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'19 FQ3	\$6,311	\$6,941	\$630	Munoz, Alex		Animal Services
	Fostered Pets With Positive Outcome		Goal - Default	Base	Nov '19	142	120	22	Martin Passe, Akilah (ASD); Cuellar, Luis (ASD)		Animal Services
	Fuel Consumption (Gallons)	ASD Fuel consumption for fleet usage, which coupled with Electrical usage are both contributors to ASD's greenhouse gas emissions.	Goal - Default	Base	Sep '17	2,981	4,000	-1,019	Salgado, Luis (ASD); Gallagher, Sean S. (ASD)		Animal Services
	Increase # of dogs licensed in Miami-Dade County	Increase the number of dogs duly licensed in Miami-Dade County in accordance to Florida Statutes and Chapter 5 Section 8 of the Code of Miami-Dade County. (Counts number of licenses processed each quarter.)	Goal - Default	Base	'19 FQ4	56,136	45,000	11,136	n/a		Animal Services
	Increase # of Saved Animals (Live Release)	Number of Saved Animals refers to the number of animals adopted to permanent homes, adopted by Rescue Groups, transferred to Humane Societies, and redeemed/returned to their owner.	Goal - Default	Base	Dec '19	3,265	n/a	n/a	Gonzalez, Mylena; Martin Passe, Akilah (ASD)		Animal Services
	Injured Animal - Total Monthly Count (ServiceStat)	Injured Animal - Total Monthly Count (ServiceStat)	Goal - Default	Base	Aug '19	314	300	14	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)		Animal Services

