

Scorecard - Animal Services

Information									
Name:		Animal Services							
Description:		n/a							
Domain:		Animal Services							
Owners:		n/a							
Details									
	As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners	
▼ 1.0 Customer					1.0 Customer				
▼ Increase voluntary compliance (ASD)					n/a Increase voluntary compliance (ASD)				
Increase # of Saved Animals (Live Release)	Dec '19		3,265	n/a		8,185	n/a	Gonzalez, Mylena; 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	Dec '19	📊	3,041	2,700	📈	8,386	8,100	Martin Passe, Akilah (ASD); Romero, Leonel (ASD); Leiva, Michael (ASD)	Shelter Intake
Save Rate Monthly	Dec '19		94% (3,278 / 3,483)	n/a		91% (8,187 / 8,977)	n/a	Munoz, Alex; Mejia, Lorna (ASD); Martin Passe, Akilah (ASD)	Save Rate Monthly
Adoptions	Dec '19	📈	1,108	700	📈	2,702	2,100	Gonzalez, Mylena; Martin Passe, Akilah (ASD); Cuellar, Luis (ASD)	Adoptions
Returned to Owner	Dec '19	📊	197	60	📊	517	180	Vazquez Jr, Emilio (ASD); Martin Passe, Akilah (ASD)	Returned to Owner
Rescue	Dec '19	📊	216	224	📈	765	672	Martin Passe, Akilah (ASD); Leiva, Michael (ASD)	Rescue
Transport	Dec '19	📈	91	60	📈	200	180	Leiva, Michael (ASD); Martin Passe, Akilah (ASD)	Transport
Trap and Release	Dec '19		1,653	n/a		3,966	n/a	Martin Passe, Akilah (ASD); Leiva, Michael (ASD)	TNR
Fostered Pets With Positive Outcome	Nov '19	📈	142	120	📈	376	240	Martin Passe, Akilah (ASD); Cuellar, Luis (ASD)	Fostered Pets With Positive Outcome
Events	'19 Q3	📈	122	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	Dec '19	📈	2,476Hours	1,083Hours	📈	8,360Hours	3,249Hours	Mejia, Lorna (ASD); Leiva, Michael (ASD); Martin Passe, Akilah (ASD)	Volunteer Hours
Increase # of dogs licensed in Miami-Dade County	'19 FQ4	📊	56,136	45,000	📊	226,000	180,000	n/a	Increase # of dogs licensed in Miami-Dade County
Spay/Neuter surgeries conducted by ASD TOTAL	Aug '19	📊	2,648	1,000	📊	21,826	11,000	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					n/a 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)					Animal Services ☑ Meet Budget Targets (Animal Services)				
Expenditures - Total (Animal Services)	'19 FQ4	☒	\$7,436	\$6,939	📈	\$26,807	\$27,762	Munoz, Alex	Expenditures - Total (Animal Services)
Revenue: Total (Animal Services)	'19 FQ4	📈	\$19,206K	\$6,940K		n/a	\$20,821K	Munoz, Alex	Revenue: Total (Animal Services)
Positions: Full-Time Filled (ASD)	'19 FQ4		240	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)					n/a 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)										n/a		Number of Investigations Responded to. (ASD)																			
Number cruelty investigations responded to		Aug '19	🚩	231	250	n/a	n/a	Munoz, Alex		Number cruelty investigations responded to																					
Number pit bull investigations responded to		Aug '19	🚩	41	60	n/a	n/a	Munoz, Alex		Number pit bull investigations responded to																					
Number dangerous dog investigations responded to		Aug '19	🚩	27	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		Aug '19	🟢	29	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		Aug '19	🚩	287	400	n/a	n/a	Munoz, Alex		Number of Investigations Responded to																					
Number of Overdue Investigations Responded to		Aug '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)										n/a		Consistent interpretation and application of enforcement practices (ASD)																			
Citations		Dec '19	🟢	1,928	1,270	n/a	n/a	Marin, Robert D. (ASD)		Citations																					
Citation Error Rate		Dec '19	🔵	0.21%	2.00%	🔵	0.21%	2.00%	n/a	Citation Error Rate																					
▼ Respond quickly to service calls to promote safe and livable communities (ASD)										n/a		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>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>100%</td><td>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%	Maxwell, Carlos M. (OMB)
Initiative Name	Type	As Of	Status	🟢	🔴	🟡	🔵	%	Owners																						
Animal Services: Phase 2 - code enforcement review	Improvement	9/17/2018	Complete					100%	Maxwell, Carlos M. (OMB)																						
Dead Animal Pickup - Average Response Time (ServiceStat)		Aug '19	🟡	1.20Days (478.80 / 399.00)	1.00Days	🟡	1.47Days (6,947.80 / 4,727.00)	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)		Aug '19	🚩	399	400	🟢	4,727	4,400	Labrada, Kathleen R. (ASD)		Dead Animal Pickup - Total Closed Per Month (ServiceStat)																				
Dead Animal Pickup - Total Monthly Count (ServiceStat)		Aug '19	🟢	412	400	🟢	4,960	4,400	Labrada, Kathleen R. (ASD)		Dead Animal Pickup - Total Monthly Count (ServiceStat)																				
Stray Animal Pickup - Total Closed per Month (ServiceStat)		Aug '19	🚩	173	400	🚩	1,444	4,400	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)		Stray Animal Pickup - Total Closed per Month (ServiceStat)																				
Stray Animal Pickup - Average Response Time (ServiceStat)		Aug '19	🟢	1.20Days (207.00 / 173.00)	2.00Days	🟡	2.06Days (2,976.20 / 1,444.00)	2.00Days	Labrada, Kathleen R. (ASD); Gallagher, Sean S. (ASD)		Stray Animal Pickup - Average Response Time (ServiceStat)																				
Injured Animal - Total Monthly Count (ServiceStat)		Aug '19	🟢	314	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)		Aug '19	🟢	314	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)		Aug '19	🟢	164	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)		Aug '19	🟢	182	120	🟢	2,134	1,320	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)		Animal Bite to Person - Total per Month (ServiceStat)																				
Police Assist - Monthly Total (Service Stat)		Aug '19	🟢	185	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)		Aug '19	🟢	2.1	3.0		n/a	n/a	Labrada, Kathleen R. (ASD); Munoz, Alex; Gallagher, Sean S. (ASD)		Animal Bite to Person - Average Response time (ServiceStat)																				
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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)		Aug '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)										n/a		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	n/a		

▼ Parent Scorecards

	Name		Owners	
	Neighborhood and Infrastructure Strategic Area Scorecard	n/a		

▼ ActiveViews

▼ Initiatives

▼ Objectives

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

▼ 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)	Quarterly Strategic Review Day October 29, 2007: Start tracking the work you have done to develop Partnerships with rescue groups and others; tracking compliance with spay/neuter agreements and more. 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: --Add a measure to track development of the Foundation Board. --Add substance to the Chapter 5 and HSUS Recommendations initiatives.	
4/27/2007	Kirwin, Kevin (MDPR)	develop measures for the partnership program - total number of partners and the total number of animals adopted by each partner breakdown measures dimensionally develop measures for tracking diseases within the kennel # of incidents re-look at value-engineering the new shelter/offices	

Scorecard - Animal Services

Attachments & Links






- External Links
- Attachments

Measures

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	Jan '20	0.16%	2.00%	1.84%	n/a	Animal Services
	Citations		Goal - Default	Base	Jan '20	2,228	1,270	958	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

Scorecard - Animal Services

 VR	Expenditures - Total (Animal Services)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'19 FQ4	\$7,436	\$6,939	\$-497	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

