

**Animal Services**

**Owner:**  
Munoz, Alex  
**Department:**  
Animal  
Services

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	<b>Increase voluntary compliance (ASD)</b>	Increase # of dogs licensed in Miami-Dade County	'19 FQ4	56,136	45,000		226,000	180,000	
		# of Rabies vaccines administered by ASD Clinic (Pets)	'19 FQ3	8,381	6,250		23,394	18,750	
		Increase # of Saved Animals (Live Release)	May '20	906	1,400		16,572	11,200	
		Rescue	May '20	132	224		1,801	1,792	
		Returned to Owner	May '20	106	60		1,291	480	
		Shelter Intake	May '20	1,163	2,700		17,409	21,600	
		Volunteer Hours	May '20	351Hours	1,083Hours		15,718Hours	8,664Hours	
		Fostered Pets With Positive Outcome	Nov '19	142	120		376	240	
		Microchips Administered by ASD	'19 FQ2	809	n/a		1,446	n/a	
		Save Rate Monthly	Dec '19	94%	n/a		91%	n/a	
		Save Rate Calendar Year	2019	89	90		n/a	n/a	
		Spay/Neuter surgeries conducted by ASD TOTAL	May '20	369	1,000		14,584	8,000	
		Trap and Release	May '20	63	n/a		7,361	n/a	
		Transport	May '20	0	60		360	480	
		Adoptions	May '20	593	700		5,654	5,600	
	Events	Q2 '20	98	n/a		n/a	n/a		
	<b>Maximize Animal Health and Welfare to Increase # of Saved Animals</b>	Average Length of Stay - Puppies	'20 FQ2	3	n/a		n/a	n/a	
		Animals with Injury at Intake		n/a	n/a		n/a	n/a	
		Number of Treatments Dispensed		n/a	n/a		n/a	n/a	
		Animals Sick within 14 days of Intake		n/a	n/a		n/a	n/a	
		Average Length of Stay - Cats	'20 FQ2	6	n/a		n/a	n/a	
		Average Length of Stay - Dog	'20 FQ2	16	n/a		n/a	n/a	
		Animals Sick After 14 of Intake		n/a	n/a		n/a	n/a	

		Number of Pet Exams Performed		n/a	n/a		n/a	n/a	
		Rate of Animal Sick After 14 Days of Intake	'18 FQ1	500%	n/a		n/a	n/a	
		Average Length of Stay - Kittens	'20 FQ2	8	n/a		n/a	n/a	
Financial	Meet Budget Targets (Animal Services)	Expenditures - Total (Animal Services)	'20 FQ3	\$6,920	\$7,263		\$20,826	\$21,789	
		Revenue: Total (Animal Services)	'20 FQ3	\$1,750K	\$7,263K		\$7,135K	\$21,789K	
		Positions: Full-Time Filled (ASD)	'20 FQ3	237	260		n/a	n/a	
Internal	Consistent interpretation and application of enforcement practices (ASD)	Citation Error Rate	Jul '20	0.31%	0.50%		0.31%	0.50%	
		Citations	Jul '20	610	n/a		n/a	n/a	
	Number of Investigations Responded to. (ASD)	Number cruelty investigations responded to	Jul '20	188	250		n/a	n/a	
		Number pit bull investigations responded to	Jul '20	37	60		n/a	n/a	
		Number dangerous dog investigations responded to	Jul '20	36	30		37	30	
		Number of Breeder/Pet Store investigations	Jul '20	14	20		n/a	n/a	
		Number of Investigations Responded to	Jul '20	243	400		n/a	n/a	
		Number of Overdue Investigations Responded to	Jul '20	0	5		n/a	n/a	
	Respond quickly to service calls to promote safe and livable communities (ASD)	Stray Animal Pickup - Average Response Time (ServiceStat)	Jul '20	0.90Days	2.00Days		n/a	n/a	
		Stray Animal Pickup - Total Closed per Month (ServiceStat)	Jul '20	104	400		1,187	4,000	
		Dead Animal Pickup - Total Monthly Count (ServiceStat)	Jul '20	380	400		4,249	4,000	
		Dead Animal Pickup - Total Closed Per Month (ServiceStat)	Jul '20	370	400		4,228	4,000	
		Dead Animal Pickup - Average Response Time (ServiceStat)	Jul '20	1.00Days	1.00Days		n/a	n/a	
Injured Animal - Total Monthly Count (ServiceStat)		Jul '20	219	300		n/a	n/a		
Injured Animal - Total Closed per Month (ServiceStat)		Jul '20	219	300		n/a	n/a		
Animal Bite to Person - Total Closed per Month (ServiceStat)		Jul '20	143	95		n/a	n/a		
Animal Bite to Person - Total per Month (ServiceStat)		Jul '20	152	120		1,603	1,200		
		Police Assist - Monthly	Jul	158	160		n/a	n/a	

		Total (Service Stat)	'20						
		Animal Bite to Person - Average Response time (Servicestat)	Jul '20	2.1	3.0		n/a	n/a	
		Police Assist - Average Response Time (Service Stat)	Jul '20	0	1		n/a	n/a	
	<b>Green Projects (ASD)</b>	Fuel Consumption (Gallons)	Sep '17	2,981	4,000		n/a	n/a	
		Electricity Usage (kw)	Sep '17	271,560	300,000		n/a	n/a	

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**Initiatives for Objectives**

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Respond quickly to service calls to promote safe and livable communities (ASD)	Animal Services: Phase 2 - code enforcement review	9/17/2018	Complete						Maxwell, Carlos M. (OMB); Morales, Mayra E. (OMB)

**Initiatives for Measures**

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Animal Bite to Person - Average Response time (Servicestat)	Six Sigma: Animal Bite Response (Wave 5)	5/22/2014	Complete						Maxwell, Carlos M. (OMB)