

# BARC Performance "At-A-Glance"

7/1/17 - 6/30/18

## Live Release:

|                               |              |
|-------------------------------|--------------|
| Animals Transferred to RPM,   |              |
| Rescued Pets Movement:        | 5,935        |
| Total Transfers:              | 10,068       |
| % Transferred to RPM:         | 58.9%        |
| Payments to RPM:              | \$445,125    |
| Adoptions:                    | 7,765        |
| Return to Owner (RTO):        | 1,070        |
| Trap, Neuter & Release (TNR): | 1,608        |
| Animals Euthanized:           | 3,395        |
| Dog Live Release %:           | 82.2%        |
| Cat Live Release %:           | 92.7%        |
| <b>Total Live Release %:</b>  | <b>85.8%</b> |

## Intake:

|                      |               |
|----------------------|---------------|
| Over the Counter:    | 18,138        |
| Field:               | 6,923         |
| % Stray:             | 55%           |
| % Owner Turn-in:     | 35%           |
| % Other:             | 10%           |
| <b>Total Intake:</b> | <b>25,061</b> |

## Spay/ Neuter Surgeries Performed:

|                         |               |
|-------------------------|---------------|
| HPS:                    | 327           |
| In House:               | 7,171         |
| Fixin Houston:          | 2,536         |
| <b>Total Surgeries:</b> | <b>10,034</b> |

## Revenue:

|                                      |                    |
|--------------------------------------|--------------------|
| Wellness/Fixin <sup>1</sup> Houston: | \$814,350          |
| ACO Fees:                            | \$92,003           |
| Licensing:                           | \$826,788          |
| Private Funds:                       | \$334,241          |
| Adoptions:                           | \$180,264          |
| <b>Total Revenue:</b>                | <b>\$2,247,646</b> |

## Licensing:

|               |        |
|---------------|--------|
| New Licenses: | 16,329 |
| Renewals:     | 28,850 |

## Field Activity:

|                        |       |
|------------------------|-------|
| Citations issued:      | 5,993 |
| Bites investigated:    | 1,313 |
| Cruelty Confiscations: | 176   |

## ACO Activity:

|                                |               |
|--------------------------------|---------------|
| Total Calls for Service:       | 50,422        |
| Total Service Calls Completed: | 33,172        |
| <b>% Answered Calls:</b>       | <b>65.79%</b> |

### Priority 1:

|                          |               |
|--------------------------|---------------|
| Incoming Calls:          | 8,936         |
| Completed:               | 8,842         |
| Dispatched:              | 0             |
| Pending:                 | 0             |
| Cancelled:               | 94            |
| <b>% Answered Calls:</b> | <b>98.95%</b> |

### Priority 2:

|                          |               |
|--------------------------|---------------|
| Incoming Calls:          | 4,146         |
| Completed:               | 4,021         |
| Dispatched:              | 1             |
| Pending:                 | 0             |
| Cancelled:               | 124           |
| <b>% Answered Calls:</b> | <b>97.01%</b> |

### Priority 3:

|                          |               |
|--------------------------|---------------|
| Incoming Calls:          | 9,952         |
| Completed:               | 9,773         |
| Dispatched:              | 0             |
| Pending:                 | 0             |
| Cancelled:               | 179           |
| <b>% Answered Calls:</b> | <b>98.20%</b> |

### Priority 4:

|                          |               |
|--------------------------|---------------|
| Incoming Calls:          | 27,279        |
| Completed:               | 10,487        |
| Dispatched:              | 0             |
| Pending:                 | 0             |
| Cancelled:               | 16,792        |
| <b>% Answered Calls:</b> | <b>38.44%</b> |

### Priority 5:

|                          |               |
|--------------------------|---------------|
| Incoming Calls:          | 109           |
| Completed:               | 48            |
| Dispatched:              | 0             |
| Pending:                 | 0             |
| Cancelled:               | 61            |
| <b>% Answered Calls:</b> | <b>44.04%</b> |



### **Live Release:**

BARC's live release percentage is calculated using the Asilomar Accords. This is the universally accepted method of reporting shelter intakes and outcomes. You can see more information and the complete report at: <http://www.houstontx.gov/barc/asilomaraccords>

Rescued Pets Movement=RPM, a nonprofit animal rescue group

BARC partners with over 150 nonprofit rescue groups. RPM is by far BARC's largest and most active rescue partner. % Transferred to RPM = # transferred to RPM/total transfers.

BARC pays RPM \$75 for every animal they rescue. As BARC's first and only high volume rescue partner, RPM is an integral part of BARC's live release success.

Total Transfers- Does not include TNR and Community Cats

### **Intake:**

The total intake number represents a total of intakes of dogs and cats. This number may vary slightly from what is reported in Asilomar.

Over the Counter (OTC) = animals turned-in at BARC by citizens

Field= Animals that were picked-up by animal control officers

### **Spay/ Neuter Surgeries Performed:**

HPHS= Healthy Pets Healthy Streets

HPHS- This initiative is a collaborative effort between several groups. The purpose is to address irresponsible pet owners in high intake zip codes. This program provides an opportunity for constituents to receive a free spay/neuter surgery, rabies vaccination, microchip, city license, flea/tick medication, and education on responsible pet ownership.

Fixin' Houston is BARC's public spay/neuter clinic. BARC also offers wellness services for your pet at our walk-in clinic. Find out more here: <http://barchoustonblog.com/>

### **ACO Activity:**

All calls for animal control support are queued using a priority matrix. Priority one calls are the most urgent while priority five calls are less critical.

Cruelty Confiscations = The number of animals picked-up as part of a cruelty investigation

"Dispatched" and "Pending" calls are in a queue waiting for a response. While the call may not have been completed at the time of this report, there is an expectation of a disposition; therefore, these categories are included in the answered calls calculation.