

Live Release Rate Metro Animal Services



KPI Owner: Stephanie Moore

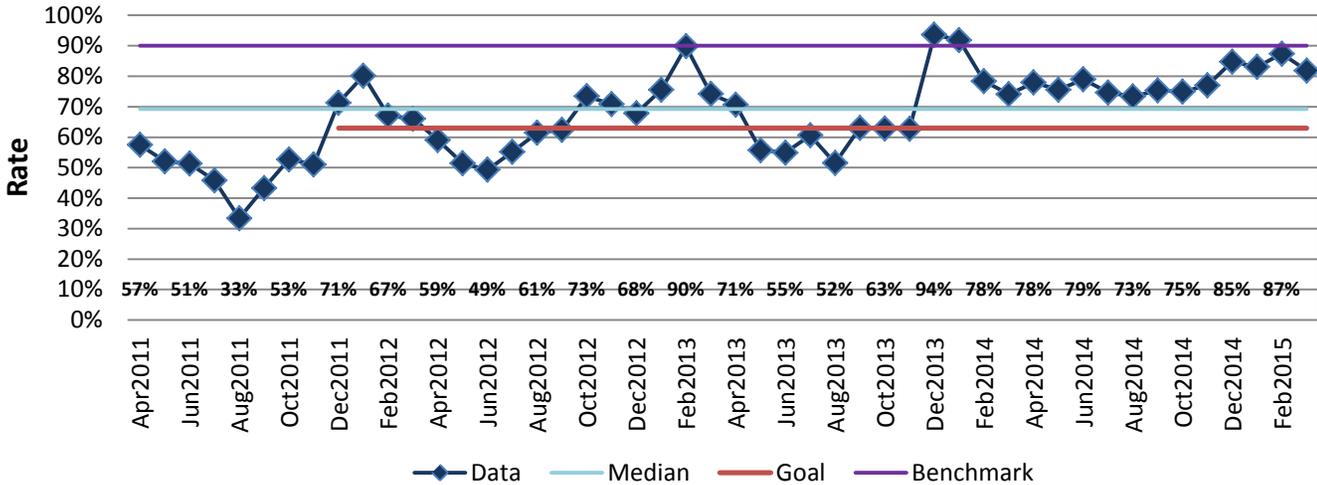
Process: Animal Adoption and Placement

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 11 avg 52% Goal: Increase the live release rate to > or = to 63% of total outcomes Benchmark: 90%	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: Industry Standard	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of healthy and adoptable animals released Why Measure: Measures a core process, animal adoptions and placement Next Improvement Step: Maintain the live release rate in the busy season. Lowest inventory MAS has every experienced.

How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
63%	79%		63%	82%	
Rate	Rate		Rate	Rate	

Live Release Rate



Apr2014-Mar2015 Pareto Analysis

