

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 monthly number of healthy and adoptable animals released divided by the total number of animals with an outcome during that month 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.

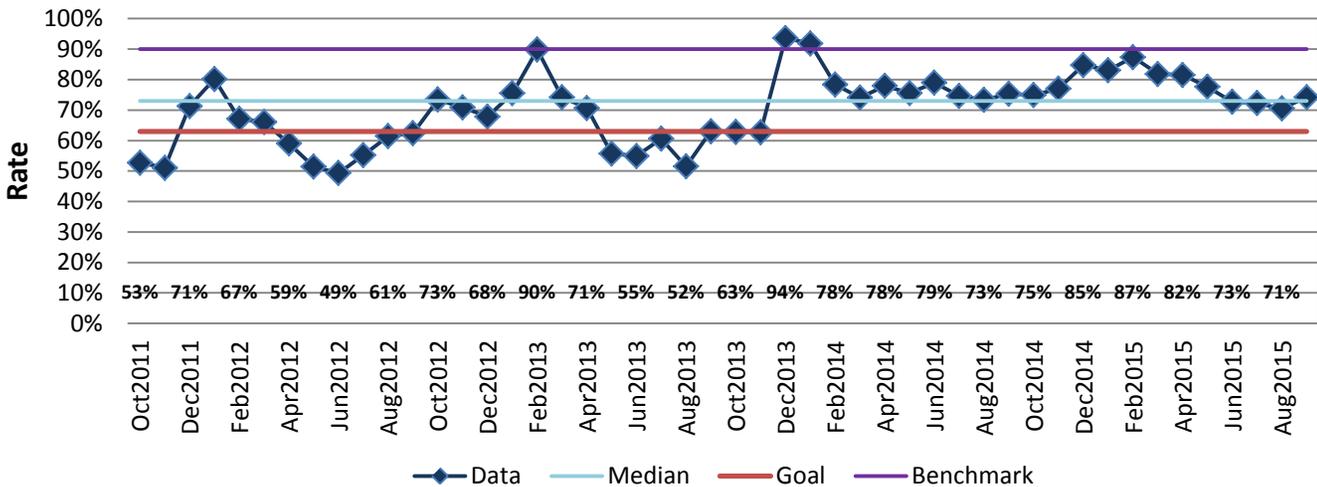
How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
63.0%	78.2%		63.0%	74.2%	
Rate	Rate		Rate	Rate	

Live Release Rate



Good



Oct2014-Sep2015 Pareto Analysis

