

Live Release Rate (Not including owner surrender euth.) Metro Animal Services



KPI Owner: Ozzy Gibson

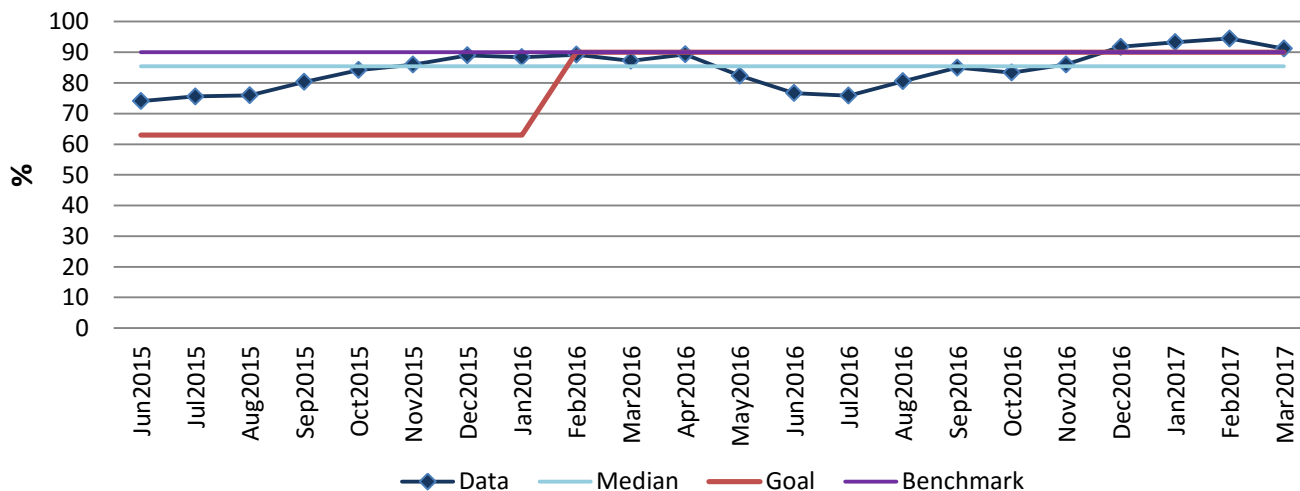
Process: Animal Adoption and Placement

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 14 avg 78% Goal: Increase the live release rate to > or = to 90% of total outcomes Benchmark: 90%	Data Source: Chameleon Goal Source: National Benchmark Benchmark Source: Industry Standard	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Calculated monthly by dividing the number of animals that had a live outcome by total number of animals that had an outcome not including owner requested euthanasia. 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?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
90	86		90	91	
%	%		%	%	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.