

Adoption Metro Animal Services



KPI Owner: Ozzy Gibson

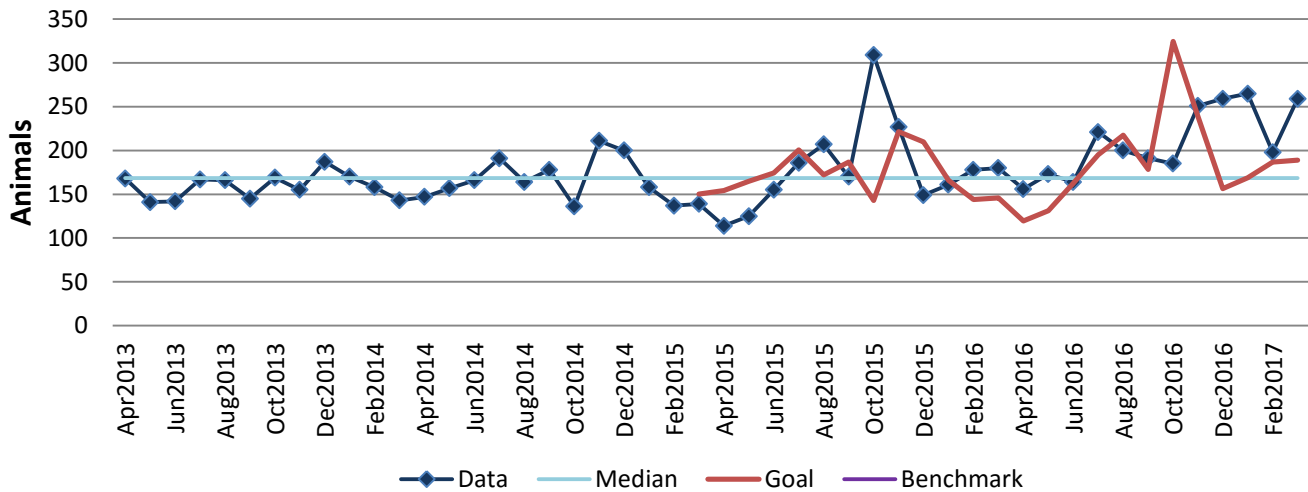
Process: Animal Adoption and Placement

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14 2,021 Animals Goal: Increase the number of adoptions by 5% from previous year's month Benchmark: TBD	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The # of animals adopted into homes Why Measure: Positive Outcome for animals Next Improvement Step: Increase community engagement

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
2,269	2,522		189	259	
Animals	Animals		Animals	Animals	

Adoption



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