

Intake Metro Animal Services





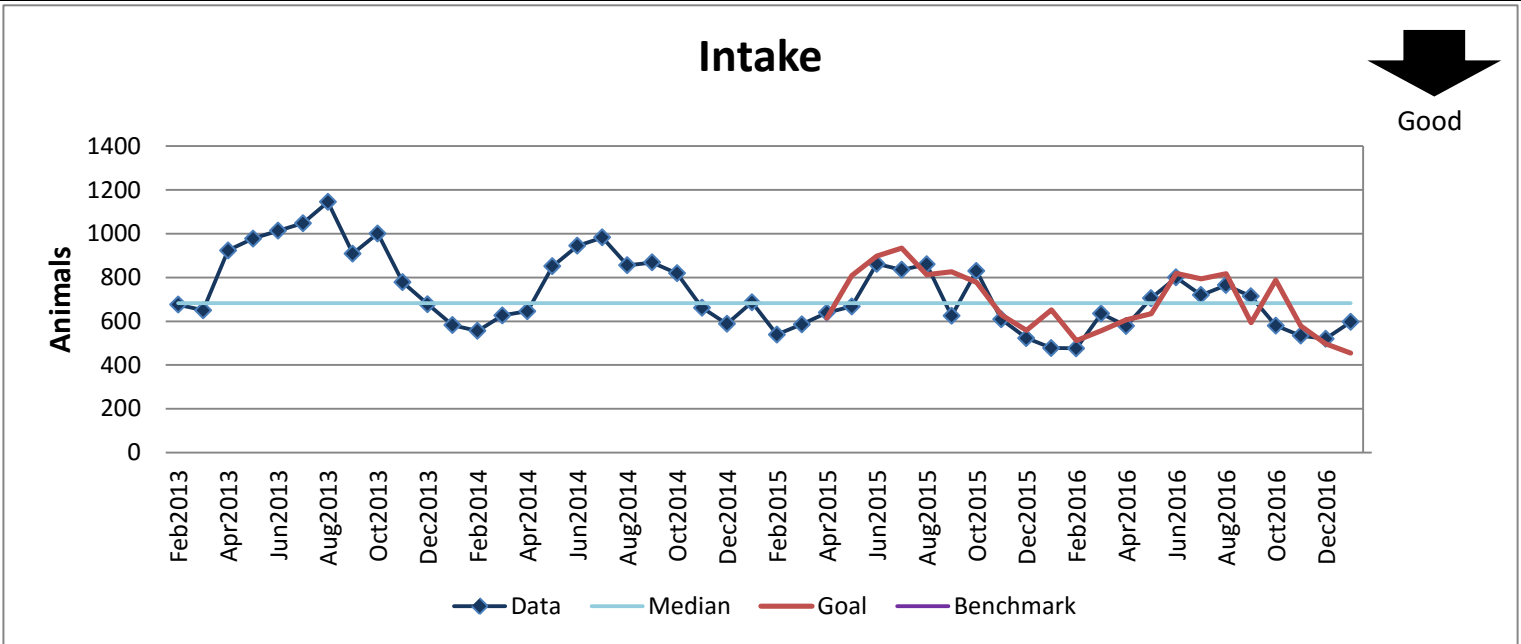
KPI Owner: Skip Kalkhof

Process: Intake

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14 - 8,984 Animals Goal: 5% decrease from previous year's month Benchmark: TBD	Data Source: Chameleon Goal Source: N/A Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of animals that Metro Animal Services takes in during a month Why Measure: Intake affects the capacity of Metro Animal Services Next Improvement Step: Managed Intake Project

How Are We Doing?

Feb2016-Jan2017 12 Month Goal	Feb2016-Jan2017 12 Month Actual		Jan2017 Goal	Jan2017 Actual	
7,651	7,626		454	597	
Animals	Animals		Animals	Animals	



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