

Transfers and Transports Metro Animal Services



KPI Owner: Skip Kalkhof

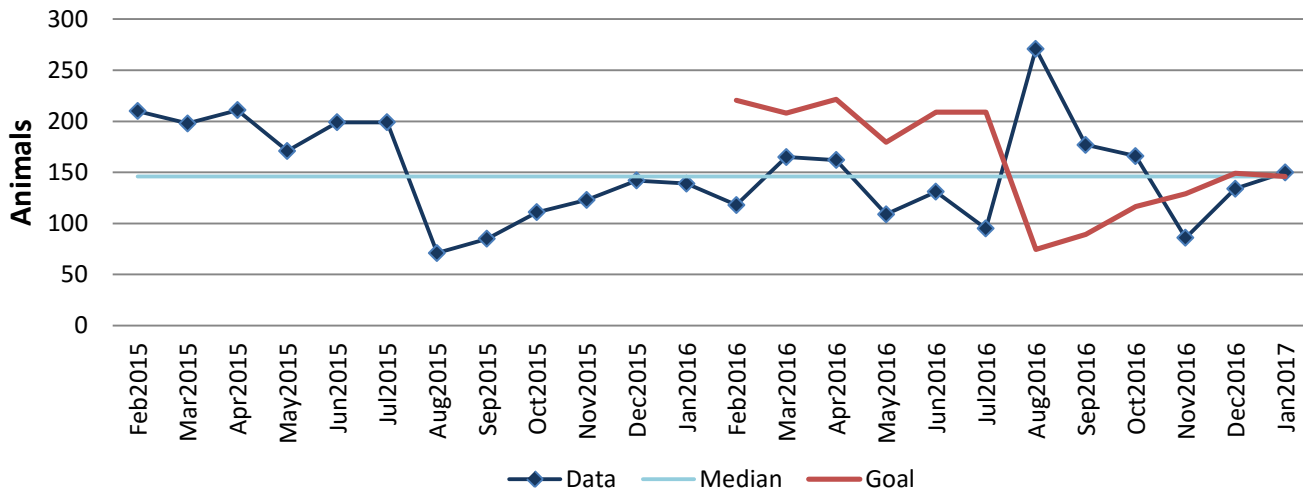
Process: Animal Adoption and Placement

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|--|--|---|
| Baseline: CY '14 - 2,500 Animals Goal: 2,625 animals transferred or transported - An increase of 5% from previous year. Benchmark: TBD | Data Source: Chameleon Goal Source: EM Benchmark Source: TBD | Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of animals transferred and transported out of a Metro Animal Services facility in a month Why Measure: Increase transfers & transports Next Improvement Step: Have applied to ASPCA Moving Animal Places (MAP) program |

How Are We Doing?

| Feb2016-Jan2017 12 Month Goal | Feb2016-Jan2017 12 Month Actual | | Jan2017 Goal | Jan2017 Actual | |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| 1,952 | 1,764 | | 146 | 150 | |
| Animals | Animals | | Animals | Animals | |

Transfers and Transports



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