

Live Release Rate Metro Animal Services



KPI Owner: Ozzy Gibson

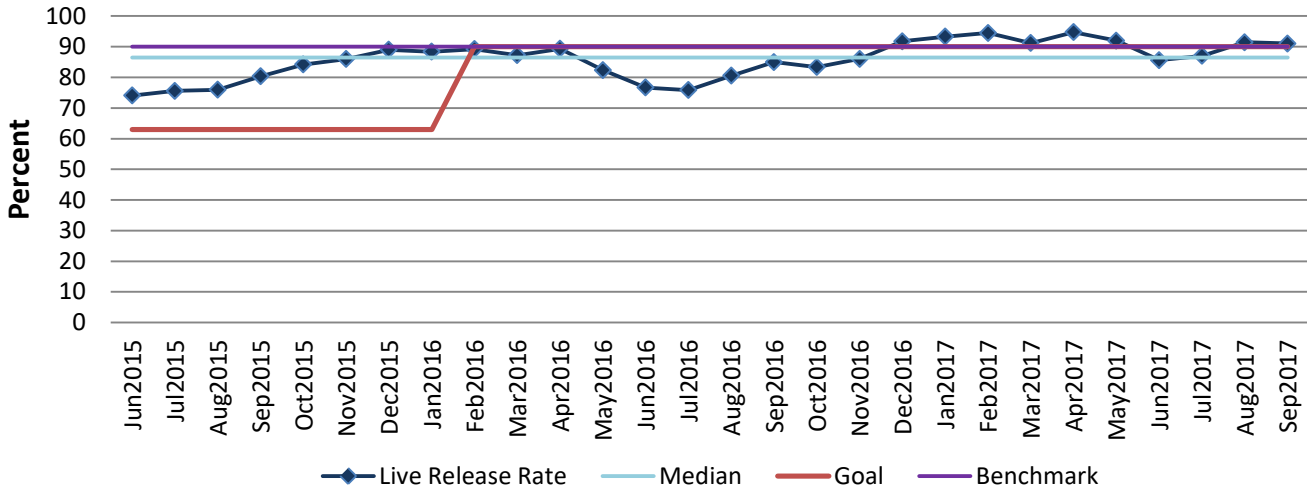
Process: Animal Adoption and Placement

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?

Oct2016-Sep2017 12 Month Goal	Oct2016-Sep2017 12 Month Actual		Sep2017 Goal	Sep2017 Actual	
90	90		90	91	
Percent	Percent		Percent	Percent	

Live Release Rate



Live Outcomes

