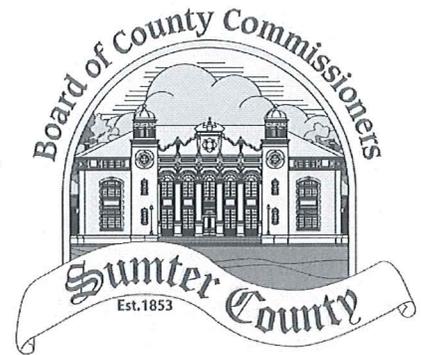


Division of Community Services

Animal Services

819 CR 529 • Lake Panasoffkee, FL 33538 • Phone (352) 569-1960
Website: <http://sumtercountyfl.gov/AnimalControl>



MEMORANDUM

TO: Bradley Arnold, County Administrator
THROUGH: Deb Barsell, Community Services Director
FROM: Tamra Belancin, Animal Services Manager
DATE: February 5, 2013
SUBJECT: 1-Year Assessment of Saturday and Weekday Office Hours

Saturday Hours: In January 2012, Animal Services (AS) opened for kennel business one Saturday per month. Foot traffic was tracked to determine the cost-effectiveness of the endeavor. The purpose of initiating Saturday hours was to provide working residents more opportunities to visit the shelter and view adoptable animals. During the first year, the office and kennel were open 12 Saturdays. Press releases were distributed on several occasions to market Saturday hours to the public. Brochures were revised to include Saturday hours.

Each Saturday two staff members were on duty – an ACO and the Staff Assistant. The cost in overtime (OT) only was approximately \$2,200. On the 12 open Saturdays, a total of 28 persons visited the kennel. Twenty-six (26) animals were transferred or adopted during the period; of those, 17 were transferred to animal rescues and nine were adopted to the general public with three of the nine adoptions returned. Two animals were surrendered. Therefore, there was a net decrease on Saturdays of four animals attained during the first year. Considering OT only, each of the four adoptions cost the department about \$550. The transfers to rescues are considered in the number due to the fact the rescues visited on Saturdays as a matter of convenience. Rescues can visit on weekdays. The attached table provides a breakdown of foot traffic for each month.

RECOMMENDATION: Discontinue Saturday hours effective March 2013.

Weekday Office Hours: All Animal Control Officers (ACOs) are scheduled weekdays from 8:30AM-5PM. The manager and staff assistant at this time keep weekday office hours, which are currently 9AM-5:30PM. The office hours were designed to allow working residents the opportunity to call for services after work until 5:30PM. According to the attached report, "Activity by Hour Opened," covering the period January-December 2012, 50 calls were received from 5-6PM and 189 calls from 8-9AM. It is also important to note that office staff working from 9AM-5:30PM has no time to consult with ACOs prior to answering phones and unlocking the front door to greet customers at 9AM. This has a negative impact on internal and external communication; thereby, reducing efficiency. Communication will improve with all staff keeping 8:30AM-5PM working hours.

RECOMMENDATION: Change office hours for the general public *from 9AM-5:30PM to 9AM-5PM, Monday-Friday, effective March 3, 2013, with all AS staff routinely keeping 8:30AM-5PM working hours.*

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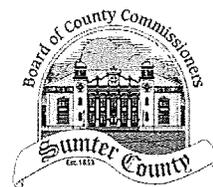
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	# of Parties	Total People	Animals Adopted	Agency Transfers	Returned	Surrendered
January 2012	2	3	4	0	2	0
February 2012	3	3	0	8	0	0
March 2012	0	0	0	0	0	0
April 2012	1	1	0	1	0	0
May 2012	1	1	1	0	1	0
June 2012	0	0	0	0	0	0
July 2012	1	2	0	0	0	2
August 2012	1	5	1	0	0	0
September 2012	3	7	1	8	0	0
October 2012	3	6	2	0	0	0
November 2012	0	0	0	0	0	0
December 2012	0	0	0	0	0	0
TOTAL	15	28	9	17	3	2

Sumter County Animal Control

Activity By Hour Opened



From: 01/01/2012 To: 12/31/2012

Hour	Total	Percentage
Midnite	1	0.03
1:AM	3	0.09
2:AM	3	0.09
3:AM	2	0.06
4:AM	0	0.00
5:AM	4	0.12
6:AM	1	0.03
7:AM	7	0.21
8:AM	189	5.62
9:AM	639	19.01
10:AM	429	12.76
11:AM	425	12.64
Noon	367	10.92
1:PM	301	8.95
2:PM	283	8.42
3:PM	355	10.56
4:PM	280	8.33
5:PM	50	1.49
6:PM	10	0.30
7:PM	3	0.09
8:PM	4	0.12
9:PM	4	0.12
10:PM	2	0.06
11:PM	0	0.00

Report Totals: 3362 100.02

Tuesday, January 29, 2013

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