

Calls to Animal Services Shelters

Calls To ASD Shelters via Interactive Voice Response (IVR) System	07/2017	08/2017	10/2017	AVG*	**	11/2017	12/2017	01/2018	02/2018	AVG
North Central	4,960	4,992	N/A	4,976		2,406	2,837	3,342	2,423	2,752
South LA	5,350	4,988	N/A	5,169		2,871	3,056	3,394	3,113	3,109
East Valley	4,370	4,306	N/A	4,338		2,857	3,438	2,956	2,676	2,982
West Valley	3,023	2,560	N/A	2,792		1,758	2,189	1,905	1,874	1,932
West LA	2,304	2,303	N/A	2,304		1,692	2,215	1,911	1,792	1,903
Harbor	678	696	N/A	687		444	577	1,315	1,413	937
Total	20,685	19,845	15,000	18,510		12,028	14,312	14,823	13,291	13,614

Source: Information Technology Agency

* September call data unavailable

** Made changes to LAAS and 311 IVR in early Nov

Direct to 311	
Rcv'd by 311	961
Handled by 311	677
% Handled	70%
Xfer to LAAS	284

	11/2017	12/2017	01/2018	02/2018	AVG
		998	1,191	931	1,020
		746	923	693	760
	70%	75%	77%	74%	74%
	284	252	268	238	261

Date: 3/21/18
 Submitted in PAW Committee
 Council File No: 99-1939-51
 Item No: 10
 Deputy: Adam R. Lid