### Live Release:

- **Animals Transferred to RPM, Rescued Pets:** 5,619
- **Total Transfers:** 9,187
- **% Transferred to RPM:** 61.2%
- **Payments to RPM:** $421,425
- **Priority 1:**
  - **Incoming Calls:** 9,855
  - **Completed:** 9,676
  - **Dispatched:** 0
  - **Pending:** 0
  - **Cancelled:** 179
  - **% Answered Calls:** 98.18%
- **Priority 2:**
  - **Incoming Calls:** 4,783
  - **Completed:** 4,650
  - **Dispatched:** 0
  - **Pending:** 0
  - **Cancelled:** 133
  - **% Answered Calls:** 97.22%
- **Priority 3:**
  - **Incoming Calls:** 11,104
  - **Completed:** 10,831
  - **Dispatched:** 19
  - **Pending:** 1
  - **Cancelled:** 253
  - **% Answered Calls:** 97.72%
- **Priority 4:**
  - **Incoming Calls:** 32,666
  - **Completed:** 32,269
  - **Dispatched:** 0
  - **Pending:** 0
  - **Cancelled:** 23,430
  - **% Answered Calls:** 28.27%
- **Priority 5:**
  - **Incoming Calls:** 27
  - **Completed:** 9
  - **Dispatched:** 0
  - **Pending:** 0
  - **Cancelled:** 18
  - **% Answered Calls:** 33.33%

### AEO Activity:

- **Total Calls for Service:** 58,435
- **Total Service Calls Completed:** 34,422
- **% Answered Calls:** 58.91%
- **% Transferred to RPM:** 61.2%
- **% Answered Calls:** 98.18%

### Priority 1:

- **RPM, Rescued Pets:** 5,619
- **Total Transfers:** 9,187
- **% Transferred to RPM:** 61.2%
- **Payments to RPM:** $421,425

### Intake:

- **Over the Counter:** 8,682
- **Field:** 10,380
- **% Stray:** 61%
- **% Owner Turn-in:** 26%
- **% Other:** 13%
- **Total Intake:** 19,062

### Spay/Neuter Surgeries Performed:

- **HPHS:** 1,550
- **In House:** 4,213
- **Houston Partners:** 2,022
- **Total Surgeries:** 7,785

### Revenue:

- **Wellness/Fixin' Houston:** $367,084
- **ACO Fees:** $46,480
- **Licensing:** $619,545
- **Private Funds:** $262,915
- **Adoptions:** $107,716
- **Total Revenue:** $1,403,740

### Licensing:

- **New Licenses:** 10,094
- **Renewals:** 25,842

### Field Activity:

- **Citations issued:** 2,347
- **Bites investigated:** 889
- **Cruelty Confiscations:** 248

### Notes:

- BARC's live release percentage is calculated using the Asilomar Accords. This is the universally accepted method of reporting shelter intakes and outcomes. You can see more information and the complete report at: [http://www.houstontx.gov/barc/asilomaraccords](http://www.houstontx.gov/barc/asilomaraccords)

- **Spay/Neuter Surgeries Performed:**
  - **HPHS:** This initiative is a collaborative effort between several groups. The purpose is to address irresponsible pet owners in high intake zip codes. This program provides an opportunity for constituents to receive a free spay/neuter surgery, rabies vaccination, microchip, city license, flea/tick medication, and education on responsible pet ownership.

- **Fixin' Houston:** BARC's public spay/neuter clinic. BARC also offers wellness services for your pet at our walk-in clinic. Find out more here: [http://barchoustonblog.com/](http://barchoustonblog.com/)

- **Priority 1:**
  - BARC's live releases are the most urgent. They are considered high priority and are addressed immediately.

- **Priority 2:**
  - These cases are also urgent but not as immediate as Priority 1. They are handled next.

- **Priority 3:**
  - These cases are less urgent and are handled after the high priority cases. They may be scheduled for future appointments.

- **Priority 4:**
  - These cases are the least urgent and are handled last. They may be scheduled for future appointments.

- **Priority 5:**
  - These cases are the least urgent and are handled last. They may be scheduled for future appointments.

- **Live Releases to RPM:**
  - BARC pays RPM $75 for every animal they rescue. As BARC's first and only high volume rescue partner, RPM is an integral part of BARC's live release success.

- **Intake:**
  - The total intake number represents a total of intakes of dogs and cats. This number may vary slightly from what is reported in Asilomar.

- **Dispatcher and Pending calls:**
  - While the call may not have been completed at the time of this report, there is an expectation of a disposition; therefore, these categories are included in the answered calls calculation.
BARC Performance "At-A-Glance"
Definitions and Explanations

- Live release percentage is calculated using the Asilomar Accords. This is the universally accepted method of reporting shelter intakes and outcomes. You can see more information and the annual report at: http://www.houstontx.gov/barc/asilomaraccords

- Rescued Pets Movement=RPM, a nonprofit animal rescue group

- RPM pays rescuers with over 150 nonprofit rescue groups. RPM is by far BARC's largest and most active rescue partner.

- RPM pays $75 for every animal they rescue. As BARC's first and only high volume rescue partner, RPM is an integral part of BARC's live release success.

- Spay/Neuter Surgeries Performed:
  - Healthy Pets Healthy Streets initiative is a collaborative effort between several groups. The purpose is to address irresponsible pet owners in high intake zip codes. This program provides an opportunity for pet owners in high intake zip codes to receive a free spay/neuter surgery, rabies vaccination, microchip, city license, flea/tick medication, and education on responsible pet ownership.

- Fixin' Houston is BARC's public spay/neuter clinic. BARC also offers wellness services for your pet at our walk-in clinic. Find out more here: http://barchoustonblog.com/

- Priority: animal control support are queued using a priority matrix. Priority one calls are the most urgent while priority five calls are less critical.

- Cruelty Confiscations = The number of animals picked-up as part of a cruelty investigation

- The total intake number represents a total of intakes of dogs and cats. This number may vary slightly from what is reported in Asilomar.

- Over the Counter (OTC) = animals turned-in at BARC by citizens

- Field = animals that were picked-up by animal control officers

- Total Transfers - Does not include TNR and Community Cats