

## Summary Statistical Guide\*

### Field Services

*Animal Services Department, Orange County,  
North Carolina*

#### Introduction

This is the Animal Services Department's general statistical narrative to accompany the monthly statistical report for our field services. These monthly reports present information about the field services provided by the department's Animal Control Division. Until 2011, statistics about these field services were compiled from written logs kept by each Animal Control Officer in the course of their duties. Going forward, these statistics will be generated from records within the Chameleon database, the department's versatile software for managing both sheltering and animal control operations.

As is the case with our sheltering statistics, the intent is to not only generate but post these statistics on a monthly basis in order to oversee our general performance "in the field." These new statistics will also be provided on an annual basis to help form a picture of these field services from a higher altitude, and eventually we expect to provide them on a multi-year basis. The latter will be especially useful in discerning trends and tendencies, not only out of general interest but in order to provide the very best field services possible.

As will become apparent in the following discussion, this monthly report provides several different kinds of data on the department's field services. Township and municipal data are provided on the animals received at the Animal Services Center and the service responses that are provided by the department's Animal Control Officers. Other data includes the proportion of different types of service responses (e.g., animal bites, public nuisances, and animal cruelty), and the different species of animals that are the subject of calls, complaints, and service responses.

#### Jurisdictions and Townships

The monthly report provides jurisdictional data on animals received at the Animal Services Center and the service requests provided in the field. Historically, overview statistics were provided for animals received from each of the municipalities (Carrboro, Chapel Hill, Hillsborough) within Orange County, the "unincorporated" areas of the County, and outside of Orange County. "Unknown" was used when jurisdictional data was not available.

Beginning in 2011, Orange County Animal Services collaborated with Orange County GIS to provide more specific information on each of the address points within the County. In addition to providing the jurisdictional data mentioned above, we now have

\* Prepared January 2012. Address questions to Drew Brinkley, Assistant Shelter Manager, at [abrinkley@co.orange.nc.us](mailto:abrinkley@co.orange.nc.us)

the ability to note the specific township within Orange County that is associated with a particular address or location. Orange County is divided into seven townships: Cedar Grove, Little River, Cheeks, Hillsborough, Eno, Bingham, and Chapel Hill. The map below shows each of their relative locations and sizes.

The townships may include both municipalities and unincorporated areas of Orange County. For example, Chapel Hill Township includes the city limits of Carrboro and Chapel Hill as well as unincorporated areas of the County surrounding these municipalities. Moreover, there is a portion of the Town of Chapel Hill that is within Durham County; since these addresses are not within Orange County they are not included in Chapel Hill Township for the purpose of these statistics.

The Field Services statistics provide information on service responses and impoundments by Animal Control Officers. They use the historical form of sorting by jurisdiction as well as the new township data to get a more accurate picture of the services provided to the various geographic regions in Orange County. This information can be used to divide coverage for the County based on available resources, manage officers' call loads, and target areas of the County with Community Spay/Neuter resources.

### Field Statistics

Field services are logged as activities in the Chameleon database. Activities may be initiated by requests for services from citizens or they may be violations observed by an Animal Control Officer in the course of his/her other duties. Each activity may have more than one sequence associated with it to log follow-up calls or visits required to complete the initial activity. It's important to note that the number of activities presented in the monthly reports is the total of all the activities (and their sequences) completed during the month; it does not equate to the actual number of complaints or calls received by Animal Services.

A brief description of each of the statistics included in the Monthly Field Services Report follows:

- *Activities by Jurisdiction* reports the number and percentage of activities using the historical jurisdictions.
  - The relative percentages of each are displayed on a bar graph next to the data.
- *Activities by Township* reports the number and percentage of activities within each of Orange County's townships. Municipalities are included as applicable (see above).
  - The relative percentages of each are displayed on a pie chart next to the data.
- *Activities by Animal Type* reports the number and percentage of activities based on the species type of animal involved in the activity.
- *Activities by Call Type* reports the number and percentage of the type of call associated with the activity.

- The related graphs combine activities of similar call type and depict their relative percentages.
  - Bite / Exposure – activities related to animal bites or potential rabies exposures
  - Confiscate / Cruelty – activities related to the investigation of animal cruelty or the seizure of animals
  - Nuisance – activities related to animals creating public nuisances
  - Owned – activities related to animals with known owners, such as surrenders in the field or protective custody situations
  - Stray – activities related to stray or at large animals
  - Tethering – activities related to a tethered animal
- *Impounds by Jurisdiction* reports the number of field impoundments made by Animal Control Officers within each of the historical jurisdictions.
  - The relative percentages of each are displayed on a bar graph next to the data.
  - These statistics only report on the number of impoundments by Orange County Animal Control Officers. *Impounds by the Carrboro Animal Control Officer are not included in this report.*
  - For a breakdown of the total number of animals received at the Animal Services Center, refer to the Monthly Shelter Statistics reports.
- *Impounds by Township* reports the number of field impoundments made by Animal Control Officers within each of the townships within Orange County. Municipalities are not included, so these statistics only relate to animals impounded within the unincorporated areas of the County.
  - The relative percentages of each are displayed on a bar graph next to the data.

### Other Observations

Our intention is to provide timely and accurate data and statistics for our field services in the same manner we have done historically for our sheltering operations. As suggested at the outset, such statistics are invaluable in understanding the make-up of the Animal Control Division's total call load and also changes in the field services that the department provides. In this sense, they are an indispensable ingredient of effective performance management for a very significant division of Animal Services.

Moreover, the use of geographic information systems promises to enrich our ongoing assessment of community needs, services requests, and overall performance. On the basis of the address points now in the Chameleon database, we eventually expect to be able to plot the occurrence of different types of service requests, e.g., animal bites, litter impounds, stray dogs. The advantage of doing so is not only that we will be better able to target available resources but that one or more opportunities may present itself for proactive and preventative efforts.

