Cat Behavior Team Inquiry Tracking

The Cat Behavior Team maintains data on each inquiry. This data tracks the type of issues people are seeking help for; who responded, when, and how; and what the outcome was. This data serves many purposes: by tracking the type of behavior issue, we know the most common problems adopters experience so our adoption counseling can tailor to those concerns; it monitors the team’s response time and representative to ensure good service; and it tracks the success rate of the team so we know if the team is successful, and how successful, at preventing shelter returns. The latter is of critical importance if seeking funding for a similar program.

An example of this spreadsheet and the data within is shown below.