

**North Carolina Association of County Commissioners
2007-08 Ralph W. Ketner Employee Productivity Awards Application**

County: Gaston **Employee:** Vân Wortman **Email:** Van.Wortman@co.gaston.nc.us

County Department: Information Technology **Employee Title:** Senior Systems Developer I

County Phone: 704-866-3148 **County Mailing Address:** 128 West Main Avenue, P O Box 1578, Gastonia, NC 28053-1578

Is this project being submitted on behalf of two or more employees? **NO** **YES**

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director.

EXEMPT: **NON-EXEMPT:** **BOTH (if applicable to a team):**

1.	Productivity Improvement Title:	Animal Web Online Locator of Pets (AWOL-Pets)
2.	Implementation Date (must be between January 1, 2007 and December 31, 2007):	November 7, 2007
3.	Please describe the productivity improvement. (Please limit response to these 2 pages.)	
	AWOL-Pets is a new in-house-written Web-based application for Animal Control which interfaces with our already-existing in-house core Animal Control	
	Windows application which utilizes an IBM System i5-based DB2/400 database. The system displays data concerning animals in the Animal Shelter's kennel	
	with photos, real time up-to-date 24 hours per day via Internet. The public can now search online for adoptable, missing or lost pets in the comfort of their home.	
	When an animal is 'Available for Adoption', photos and other descriptive information immediately appear on the website for potential pet owners to see.	
	After an animal adoption occurs, staff changes the animal status to 'Adopted' in the core and it automatically disappears from the website. The public can also use	
	the website to search for lost or missing pets. Any animal entered into the system with the 'Non-adopt' status automatically appears on the website live.	
	The instantly-updated information available on the web reduces the call volume and face-to-face encounters for the Animal Control department staff.	

4. Please describe why this project was initiated or what problem it addressed:

The County recognizes that pets are highly important to its citizens and that loss of a family pet can be a tragedy. Also, many people would be interested in adopting animals if they knew they were available. AWOL-Pets is one of the Information Technology Department's E-Gov initiatives in cooperation with County management to enhance the services County government provides to the public. Prior to the implementation of this system The information available to the public was limited, difficult to obtain and time consuming to maintain.

5. Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided. (Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).

Previously the Animal Control Kennel Manager had to compile daily a report of all new pet intakes which she then sent to the Webmaster via multiple emails (sometimes up to 10 emails per day depending upon the volume of pets coming in). This process took up to 1 1/2 - 2 hours a day. In turn, the Webmaster forwarded that information to representatives from various rescue groups interested in reclaiming pets from Animal Control, many of whom are located out of the county and even out of the state. Some rescue groups are breed-specific, meaning they only reclaim a certain breed of dog or cat. These people/groups were unable to visit Gaston County Animal Control during operational hours on a regular basis yet wanted to receive the list so they could check for certain breeds and only make a trip if that breed were actually at the shelter. The people interested in livestock to be auctioned also requested the list. The Webmaster no longer has to forward the information nor maintain a mailing list for these recipients. In addition, the Webmaster no longer has to receive weekly updates from Animal Control to maintain an adoptable pet webpage. Depending on volume this may take the Webmaster up to two hours each week. Animal Control front desk employees spend less time per citizen phone call because they are able to direct citizens to the website, eliminating extensive research both into records as well as exploratory trips into the kennel. This enables them to be more efficient serving visitors to the Shelter. While the total annual cost savings just from personnel cost is \$12,987, the most positive impact is in the increased number of animals adopted or reclaimed. The improved availability of information has stimulated a substantial rise in the number of rescue group adoptions. The number of animals that had to be euthanized has dropped by over 20% - a small but tangible associated economic savings - while pet adoptions and reclaims are up sharply. The initiative to enhance lost and found information has generated a significant and much-appreciated expansion of Animal Control's community outreach in its facility of citizen networking both within the country and nationally. At the same time the need for additional personnel is also diminished.

6. Please provide any other descriptive information you would like to be considered by the review committee.

Vân Wortman, Senior Systems Developer III
Reggie Horton, Animal Control Director
Lisa Benton, Animal Control Billing Coordinator

County Manager's Name:	Jan Winters	Supervisor's Name:	Joe Will
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Return by **June 2, 2008** via email to ncacc@ncacc.org.