

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH APRIL 2024 -

STRATEGIC PRIORITY #1: Enhanced Enforcement

SERVICE REQUESTS RECEIVED

Includes requests from residents through 3-1-1.

Priority Level	1	2	3	4	5	6	7	8	9	TOTAL
Historic Average*	0	1,630	6,229	2,838	5,943	1,107	14,162	7,415	9,913	49,237
Actuals	0	2,020	7,145	2,640	6,072	1,095	16,278	7,393	13,609	56,252
Variance	0	390	916	(198)	129	(12)	2,116	(22)	3,696	7,015

COMPLIANCE (SLA) RATE

Percent of initial requests from residents that are responded to within established SLA.

Priority Level	1	2	3	4	5	6	7	8	9	TOTAL
Historic Average*	0.0%	97.5%	84.8%	42.7%	63.1%	96.7%	53.1%	91.2%	99.7%	76.2%
Actuals	0.0%	98.2%	76.2%	44.9%	54.0%	98.0%	32.2%	86.9%	98.8%	69.3%
Variance	0.0	0.7	(8.6)	(2.2)	(9.1)	1.3	(20.9)	(4.3)	(0.9)	(6.9)

PRIORITY 1: Calls by default are assigned priority level 1 but reassigned when reviewed.

PRIORITY 2: Sick/ Injured, SAPD Officer Standby

PRIORITY 3: Bites (Critical), Cruelty

PRIORITY 4: Illegal Sales

PRIORITY 5: Aggressive (Critical), Bites (Non-Critical)

PRIORITY 6: Neglect, Trapped/Confined

PRIORITY 7: Aggressive (Non-Critical)

PRIORITY 8: Public Nuisance, Permits

PRIORITY 9: Stray/ Roaming, Customer Service Compliments / Complaints

* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

SHELTER INTAKE

"Impounded & RTOed in Field" are pets that were impounded and immediately returned to their owner by the impounding Officer. These pets did not take up any kennel space at ACS.

16,434

Total cats & dogs impounded



Historic Average



923

Previous month shelter inventory

3,082 73

Impounded & Taken to ACS Impounded & RTOed in Field

Actuals



902

Current shelter inventory

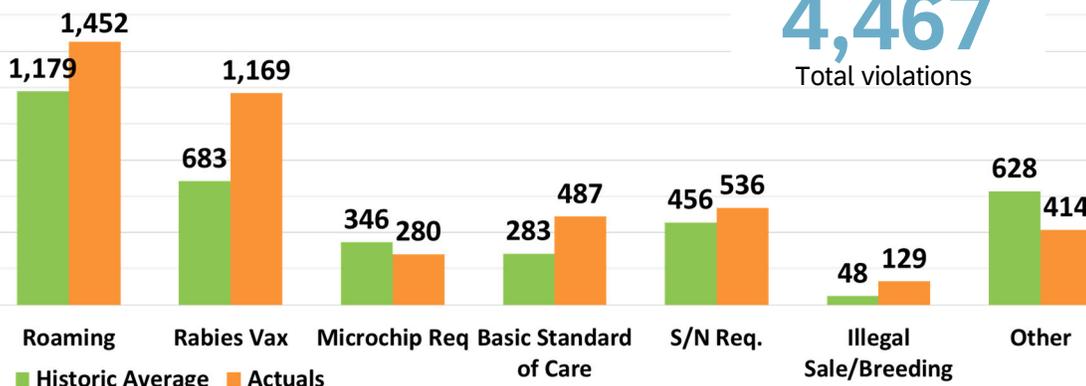
5.05

Average length of stay (days)



3,865 82

VIOLATIONS ISSUED BY ACS



4,467

Total violations

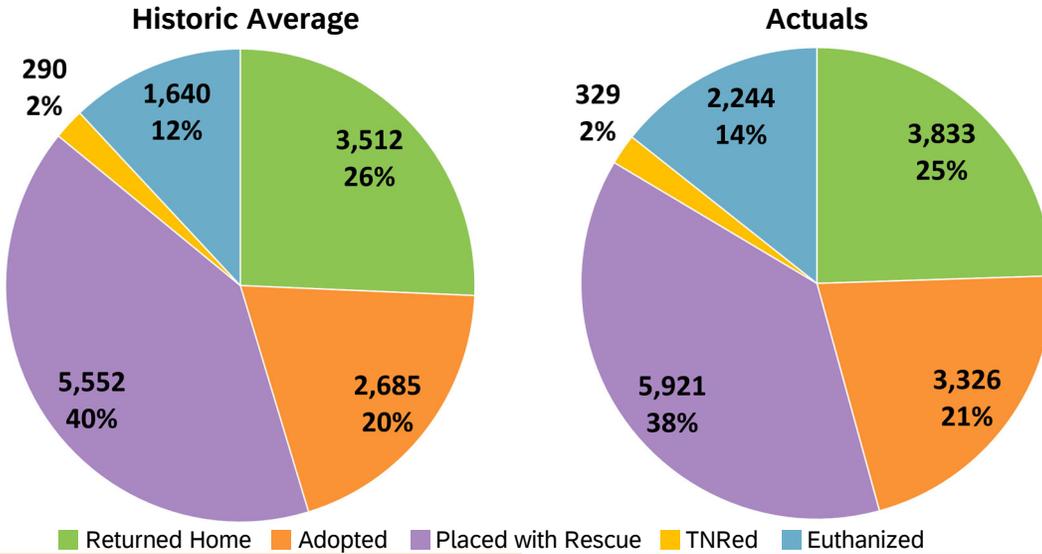
"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* As of April 2024, numbers include civil citations, criminal citations, and notices of violation

* Historic Average = Prior 3

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



13,409

Pets found homes

9.2%

(or 1,442^A pets)
Euthanized for space

^AAs of Feb 2023, this number now inclu. Euth. Capacity- Healthy and Euth. Capacity- Manageable, Rehab, Untreatable.

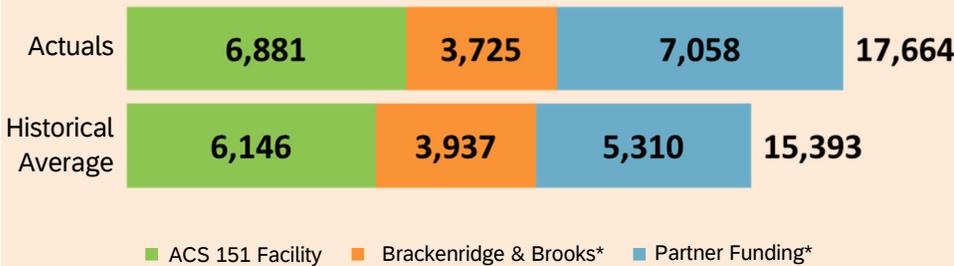
85.7%

Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

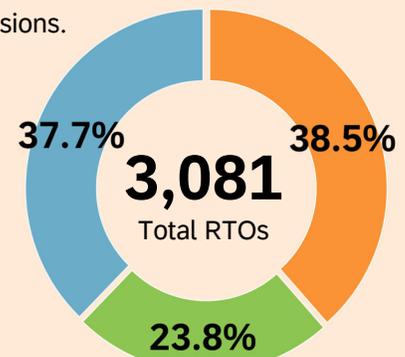
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.

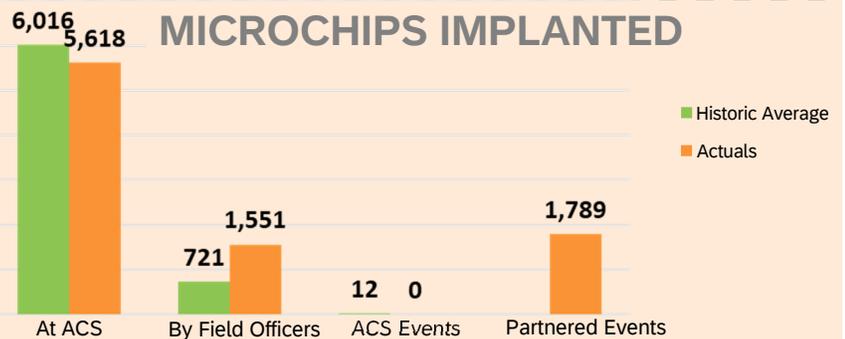


■ Exempt or Sterilized ■ In Compliance ■ Pending Compliance

DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	5,028	5,891	863
Cats	5,813	7,138	1,325
TOTAL	10,841	13,029	2,188

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	4,511	347	(4,164)
Media Interactions	1,088	1,218	130

7,638,556

Digital Outreach

738,137

Digital Engagement