

# 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)

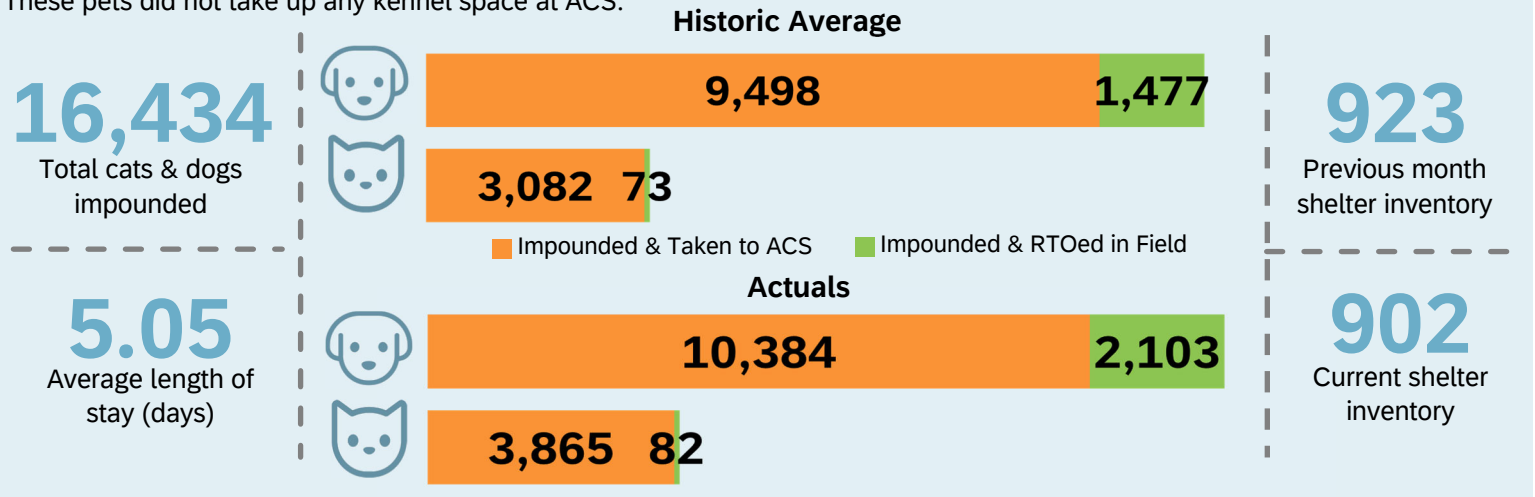
**PRIORITY 8:** Public Nuisance, Permits

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

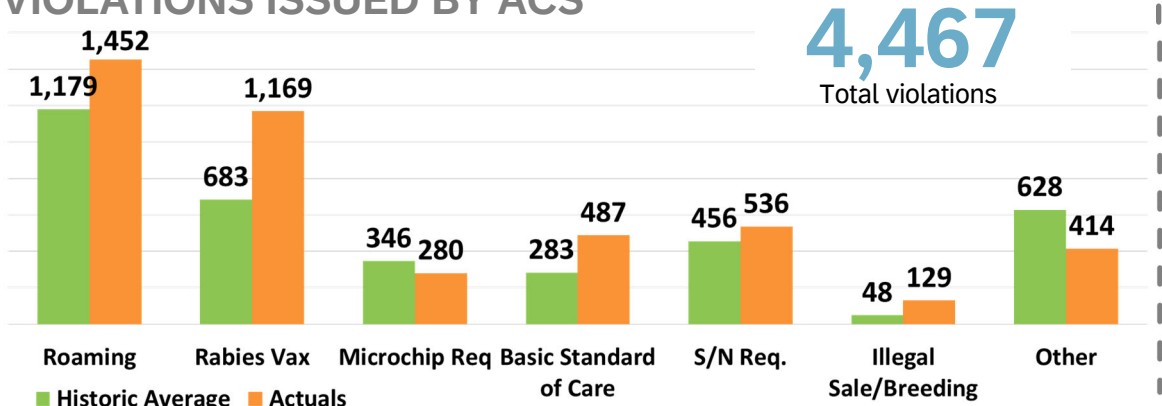
\* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

### 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.



### VIOLATIONS ISSUED BY ACS



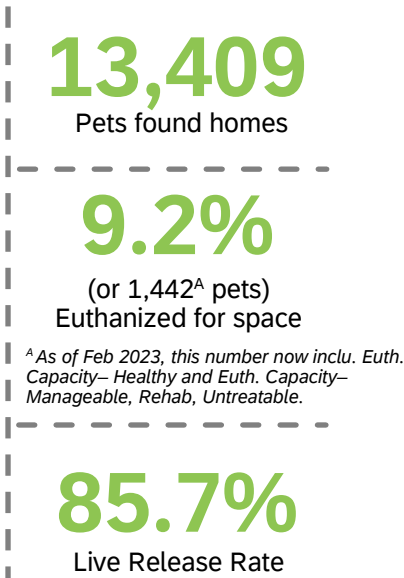
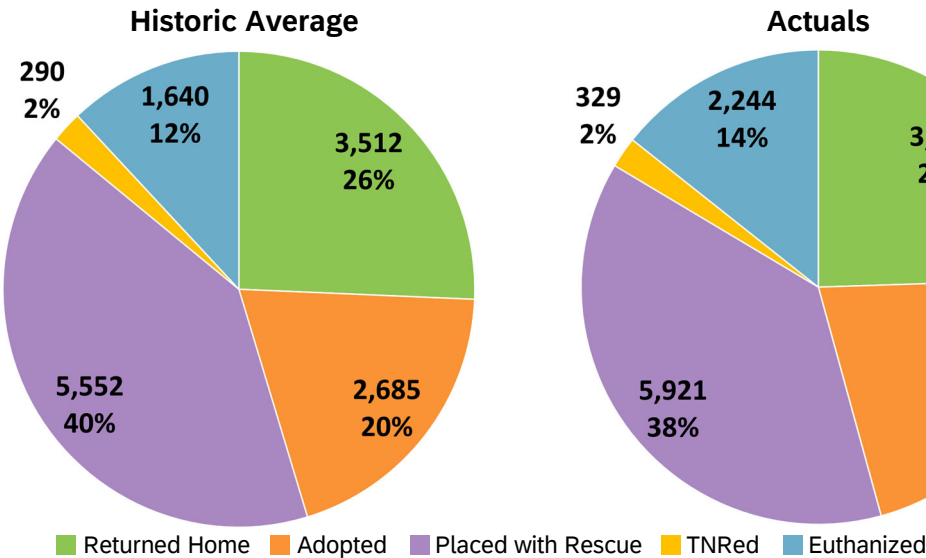
"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

\* 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

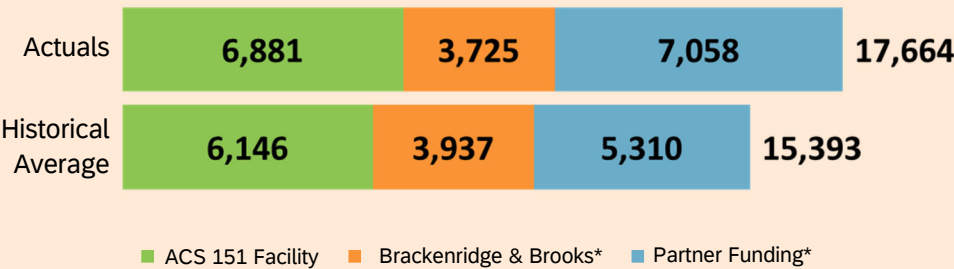
## PET PLACEMENT (QUANTITY & PERCENTAGE)



# STRATEGIC PRIORITY #3: Control Stray Animal Population

## SPAY/NEUTER SURGERIES

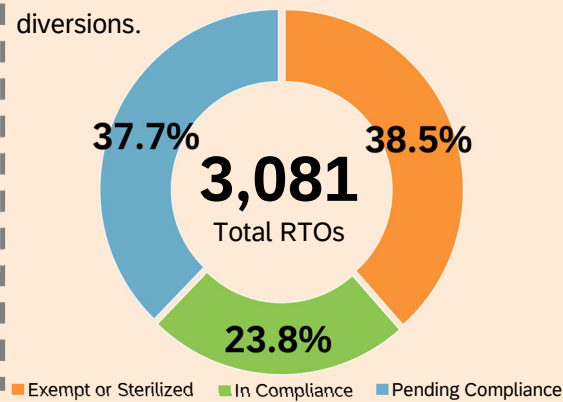
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



\*Some partner actuals are pending due to reporting delays.

## S/N REQUIREMENT

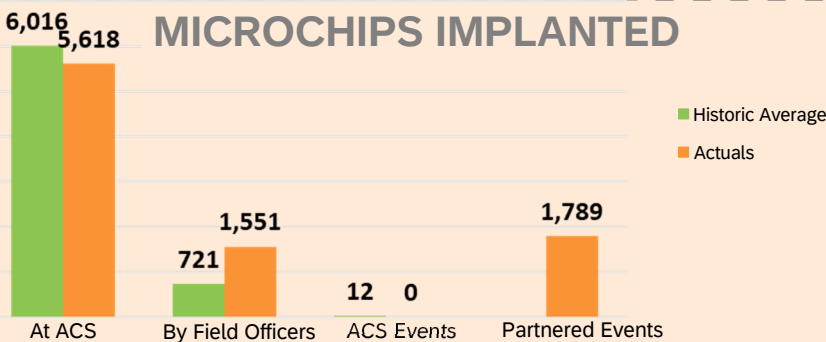
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



## 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