

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH MAY 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	1,916	7,392	3,252	6,798	1,262	16,408	8,421	11,585	57,035
Actuals	0	2,253	8,795	2,913	7,070	1,317	18,465	8,314	15,595	64,722
Variance	0	337	1,403	(339)	272	55	2,057	(107)	4,010	7,687

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%	97.7%	73.9%	44.1%	53.0%	98.3%	32.7%	85.1%	98.9%	68.3%
Variance	0.0	0.2	(10.9)	1.4	(10.1)	1.6	(20.4)	(6.1)	(0.8)	(7.9)

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)

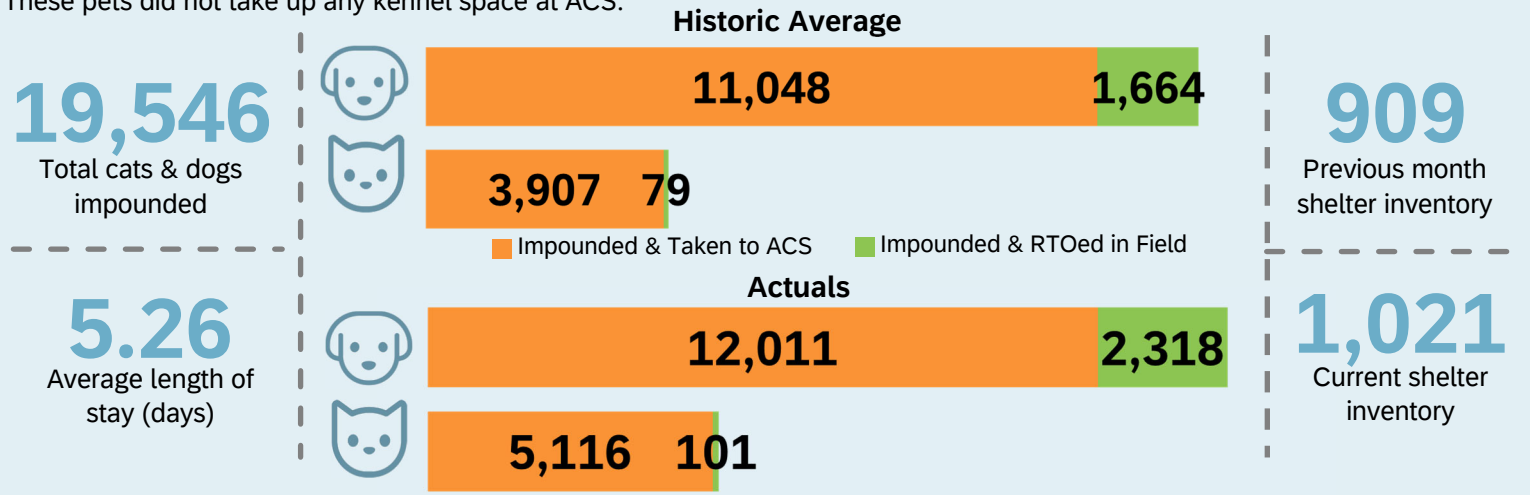
PRIORITY 8: Public Nuisance, Permits

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

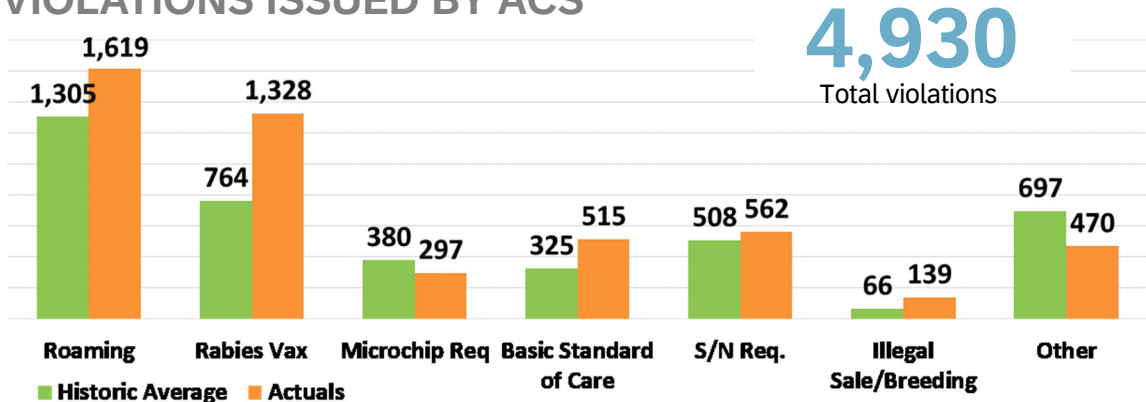
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

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



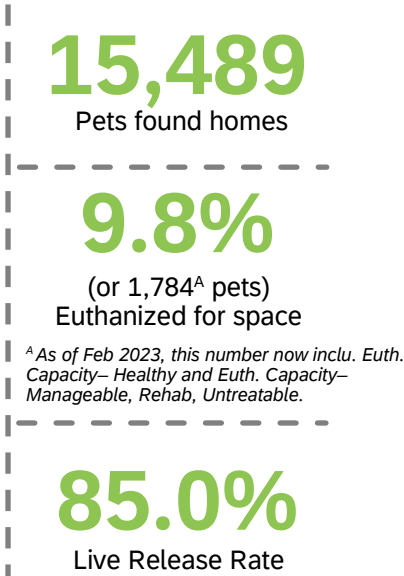
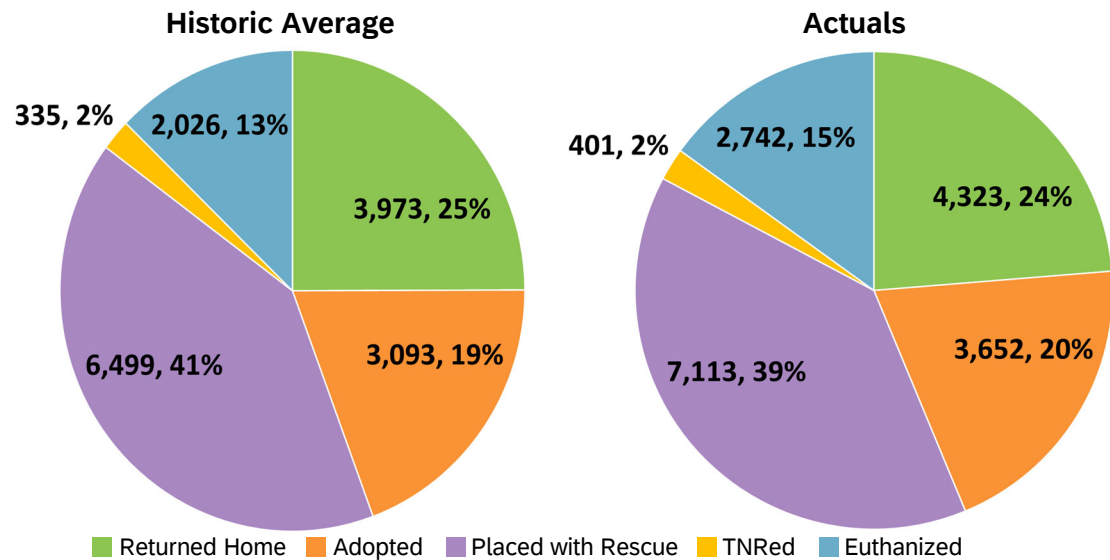
"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* 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

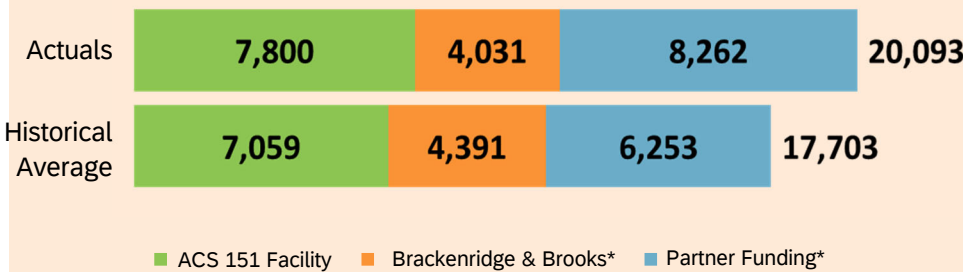
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

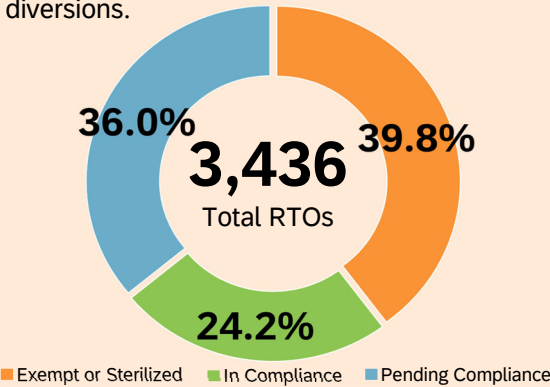
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

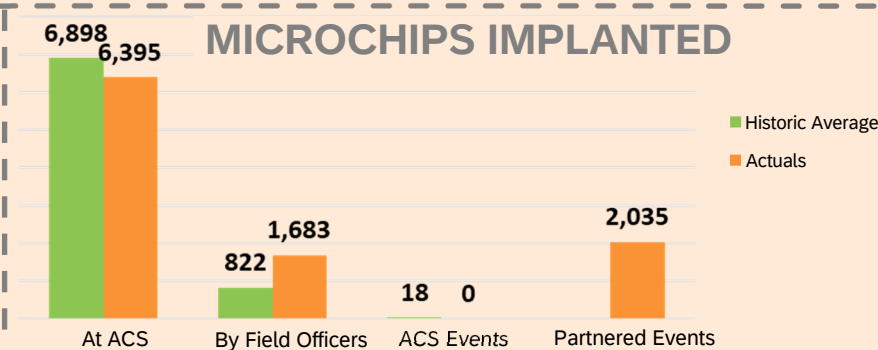
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	5,925	7,042	1,117
Cats	6,829	8,378	1,549
TOTAL	12,754	15,420	2,666

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	5,164	413	(4,751)
Media Interactions	1,327	1,386	59

