

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH AUGUST 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	2,713	5,906	8,629	9,515	1,705	22,286	10,905	16,187	77,847
Actuals	0	2,946	4,549	11,104	9,713	1,879	24,113	10,818	20,589	85,711
Variance	0	233	(1,357)	2,475	198	174	1,827	(87)	4,402	7,864

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%	49.1%	87.5%	63.1%	96.7%	53.1%	91.2%	99.7%	76.2%
Actuals	0.0%	97.6%	49.4%	70.3%	46.5%	96.1%	30.2%	84.8%	98.6%	64.5%
Variance	0.0	0.1	0.3	(17.2)	(16.6)	(0.6)	(22.9)	(6.4)	(1.1)	(11.7)

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

PRIORITY 2: Bite (Critical), SAPD Officer Standby

PRIORITY 3: Aggressive (Critical), Cruelty (Critical)

PRIORITY 4: Sick/Injured

PRIORITY 5: Neglect

PRIORITY 6: Bite (Non-critical)

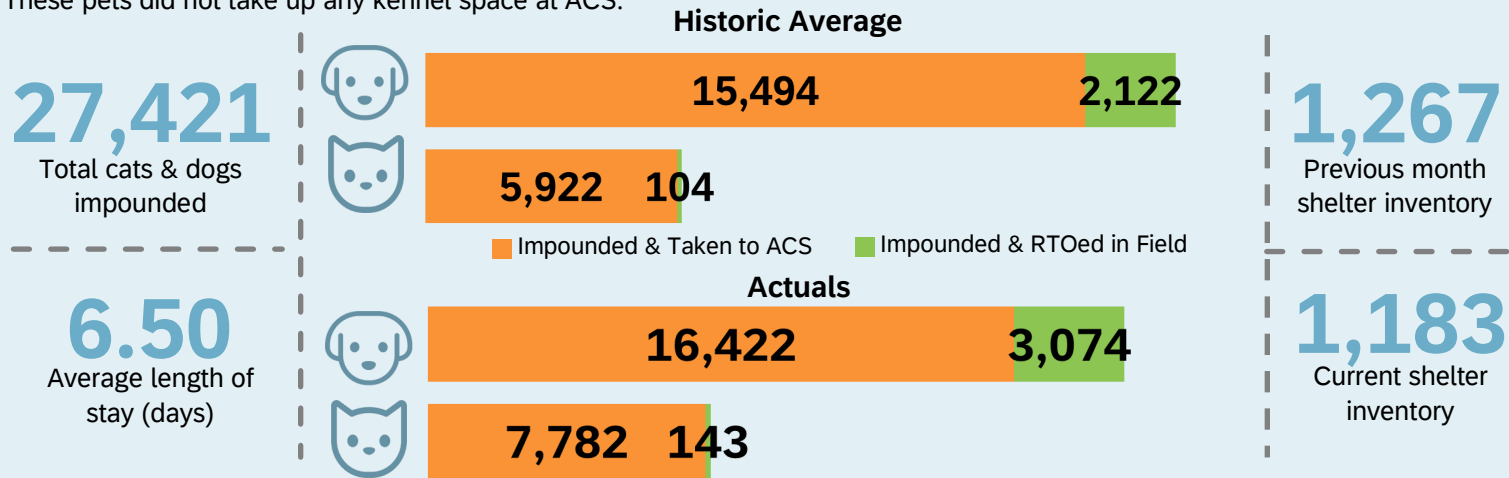
PRIORITY 7: Aggressive (Non-Critical), Trapped/Confined

PRIORITY 8: Illegal Sales. Public Nuisance, Permits

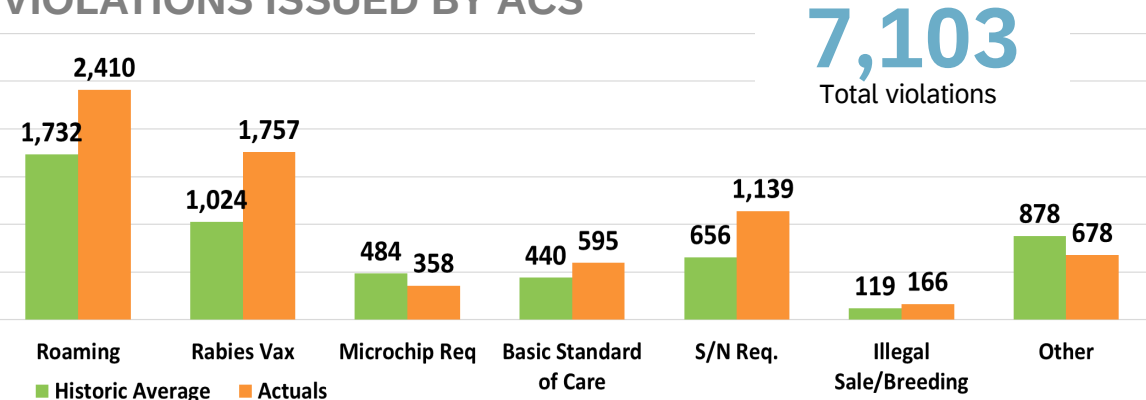
PRIORITY 9: Stray, Customer Service Compliments / Complaints, 3rd Shift

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



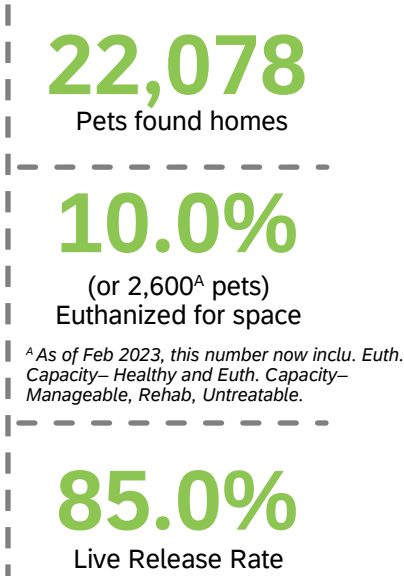
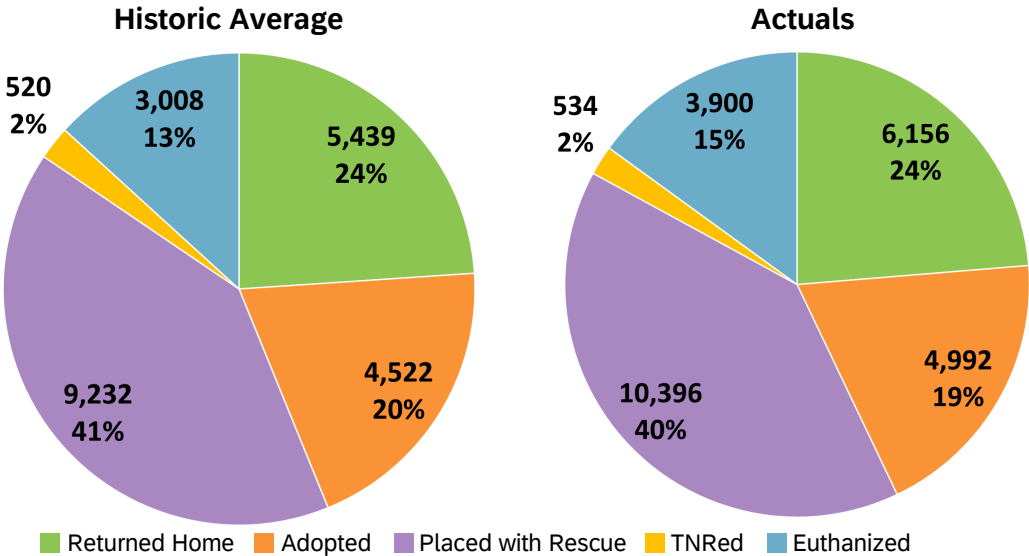
“OTHER” can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* 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

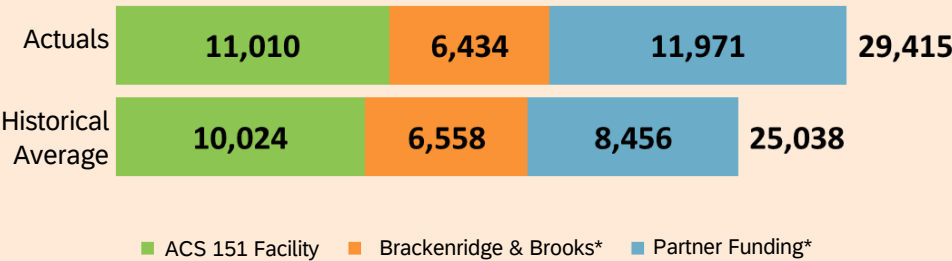
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

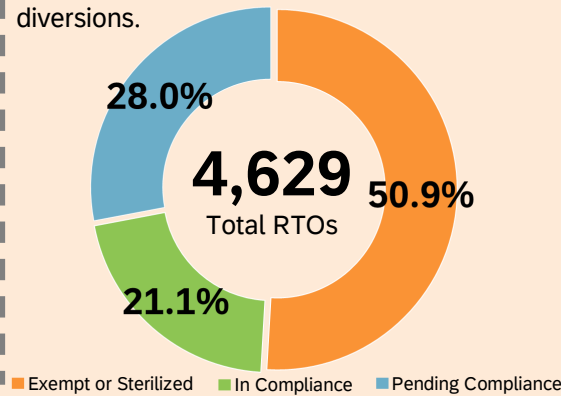
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

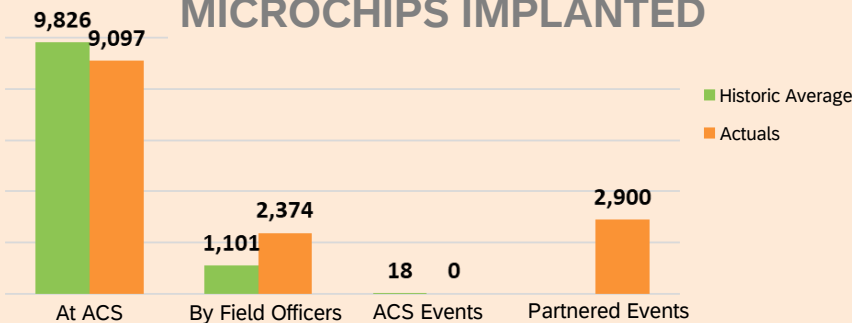
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	8,572	9,773	1,201
Cats	9,224	11,145	1,921
TOTAL	17,796	20,918	3,122

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	6,181	724	(5,457)
Media Interactions	1,901	1,720	(181)

*Due to a change in software, as of June 2024, Digital Outreach is now Digital Reach, which measures social media impact by unique user accounts rather than by impressions.

9,813,653
Digital Outreach/Reach*

1,065,521
Digital Engagement