

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH SEPTEMBER 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	2,987	6,353	9,429	10,222	1,851	24,418	11,773	17,770	84,803
Actuals	0	3,190	4,952	12,026	10,404	2,073	26,394	11,765	22,423	93,227
Variance	0	203	(1,401)	2,597	182	222	1,976	(8)	4,653	8,424

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%	97.7%	51.4%	69.9%	45.6%	96.3%	29.9%	85.0%	98.5%	63.7%
Variance	0.0	0.2	2.3	(17.6)	(17.5)	(0.4)	(23.2)	(6.2)	(1.2)	(12.5)

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)

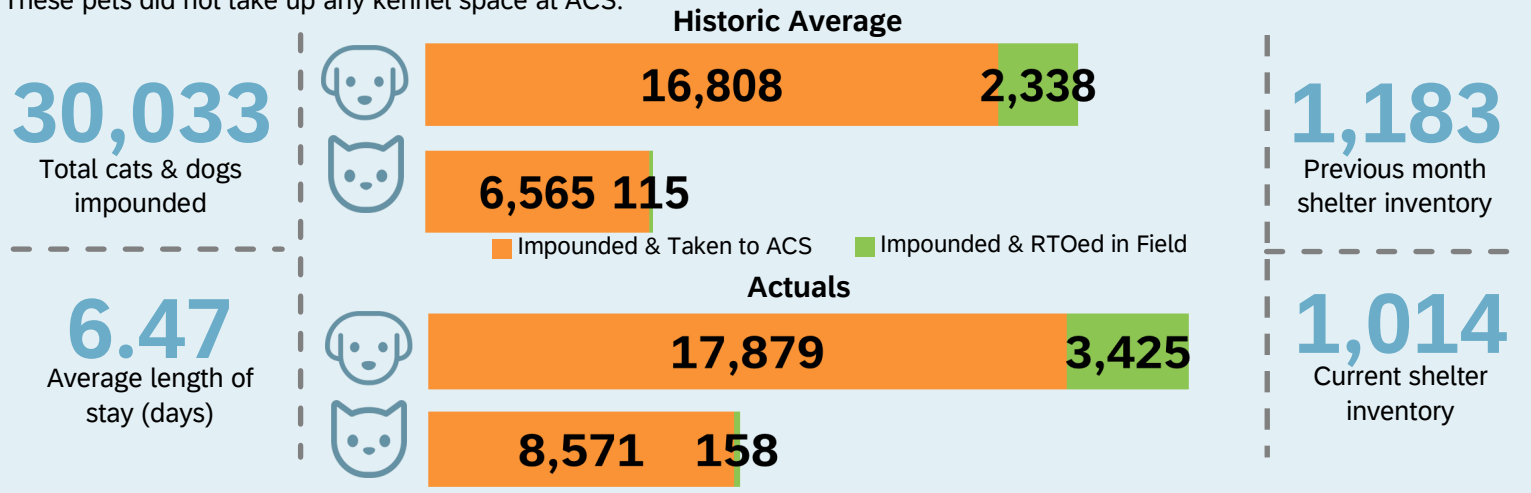
PRIORITY 7: Aggressive (Non-Critical), Trapped/Confined

PRIORITY 8: Illegal Sales. Public Nuisance, Permits

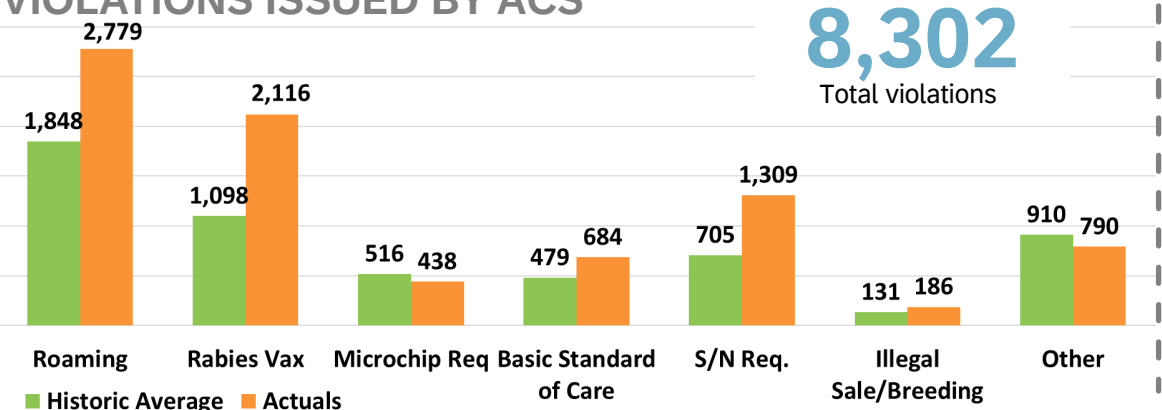
PRIORITY 9: Stray, Customer Service Compliments / Complaints, 3rd Shift

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



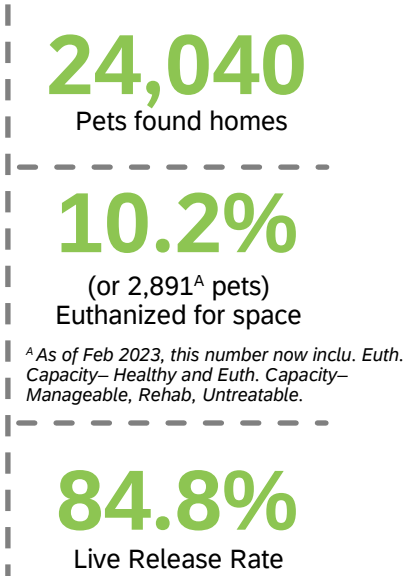
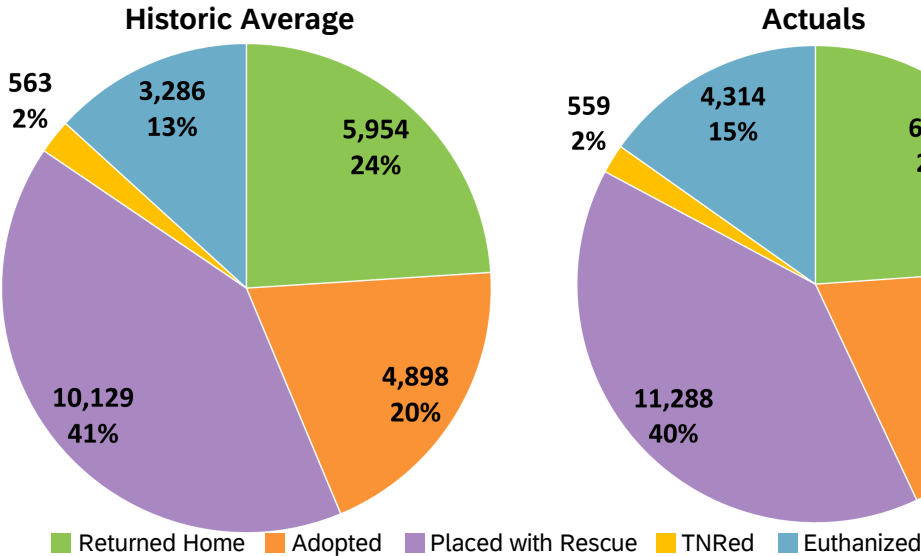
“OTHER” can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

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

* Historic Average = Prior 3 Year Roll-

STRATEGIC PRIORITY #2: Increase Live Release Rate

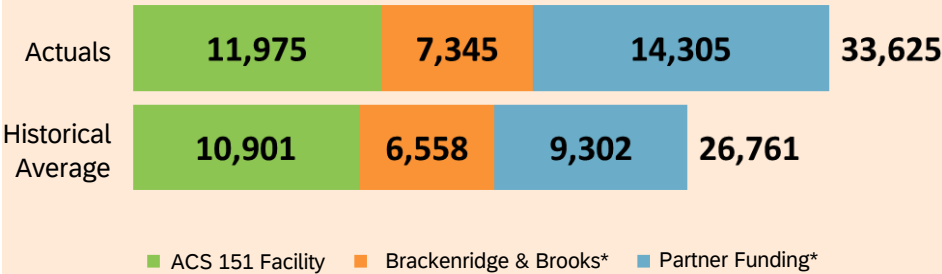
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

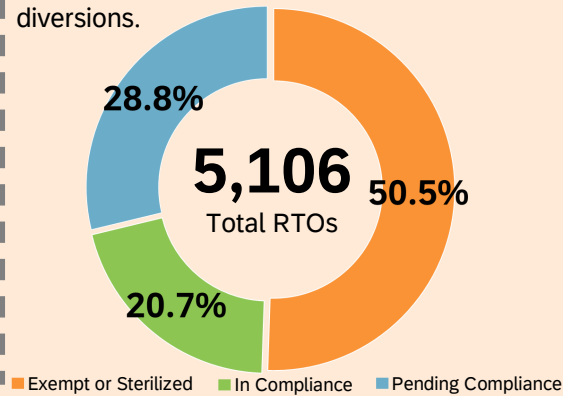
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

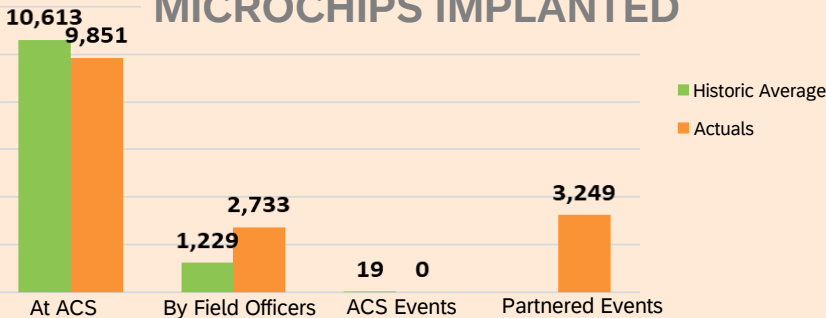
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	9,439	10,625	1,186
Cats	10,075	12,214	2,139
TOTAL	19,514	22,839	3,325

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	6,588	849	(5,739)
Media Interactions	2,028	2,128	100

*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.

10,036,753
Digital Outreach/Reach*

1,113,221
Digital Engagement