

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH JUNE 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	2,202	5,033	7,009	7,783	1,417	18,339	9,245	13,105	64,133
Actuals	0	2,467	3,873	9,237	8,011	1,483	20,250	9,106	17,376	71,803
Variance	0	265	(1,160)	2,228	228	66	1,911	(139)	4,271	7,670

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%	49.1%	72.9%	50.7%	96.8%	32.0%	85.0%	98.9%	67.3%
Variance	0.0	0.2	0.0	(14.6)	(12.4)	0.1	(21.1)	(6.2)	(0.9)	(8.9)

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)

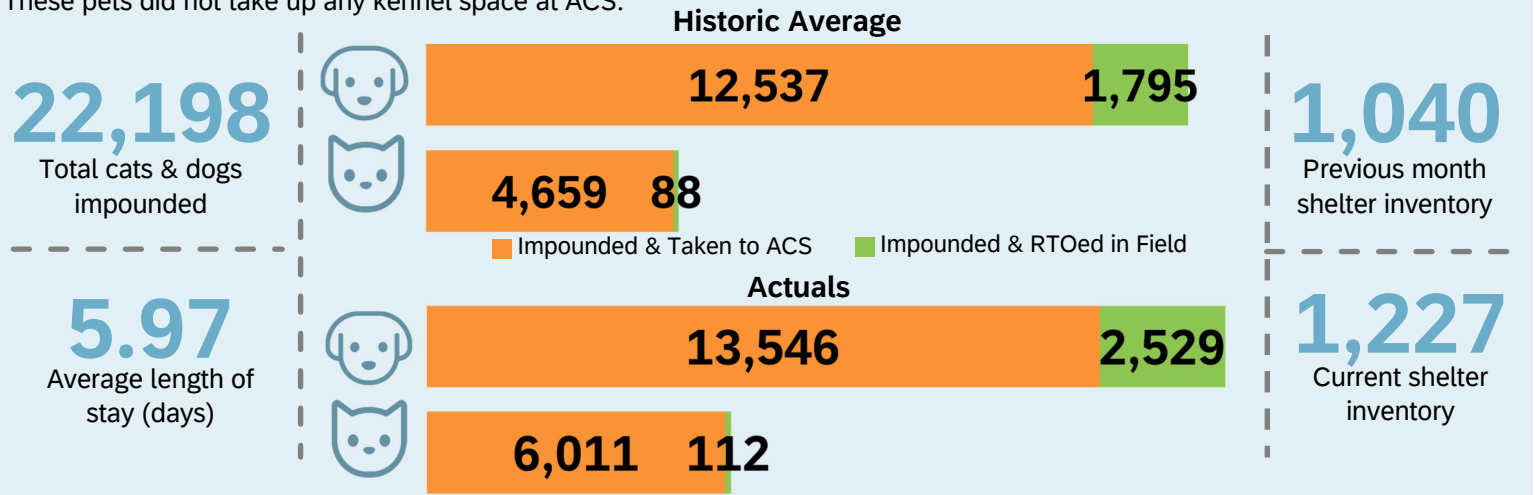
PRIORITY 7: Aggressive (Non-Critical), Trapped/Confined

PRIORITY 8: Illegal Sales. Public Nuisance, Permits

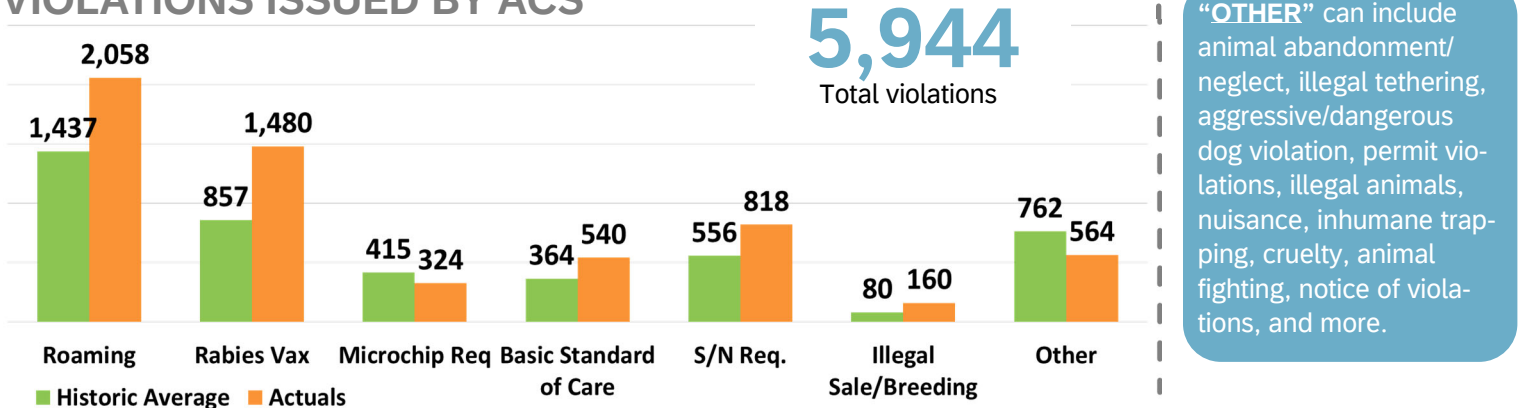
PRIORITY 9: Stray, Customer Service Compliments / Complaints, 3rd Shift

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

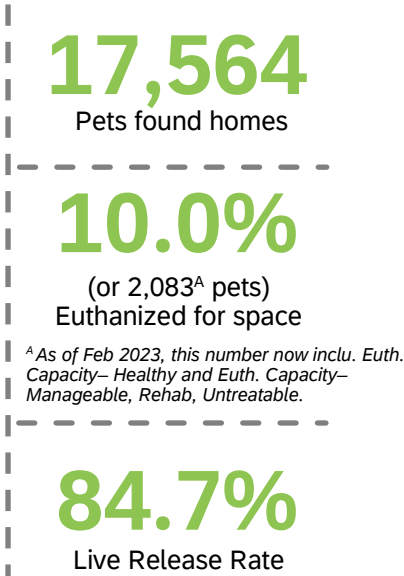
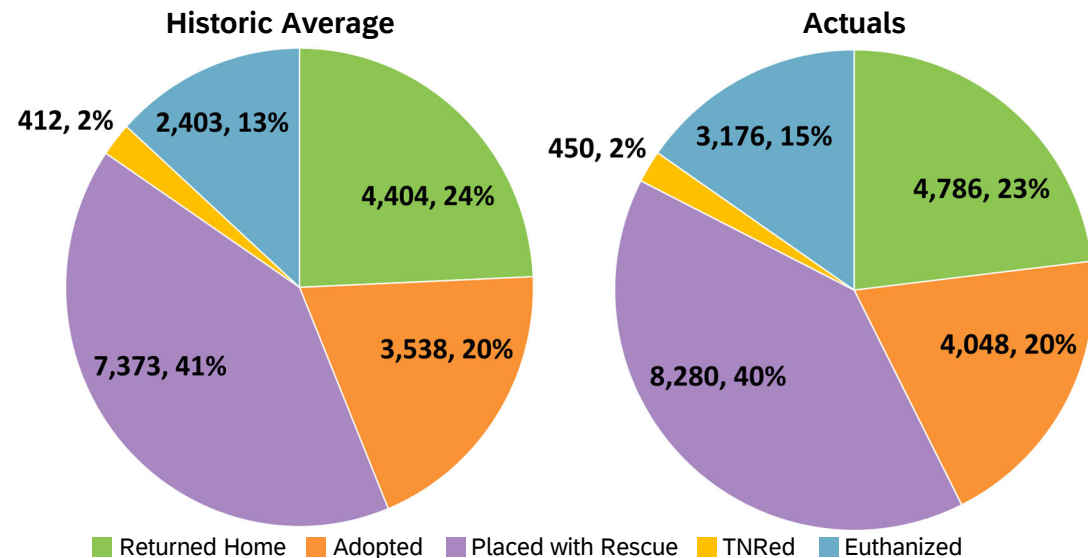


* As of April 2024, numbers include civil citations, criminal citations, and notices of violation

* Historic Average = Prior 3

STRATEGIC PRIORITY #2: Increase Live Release Rate

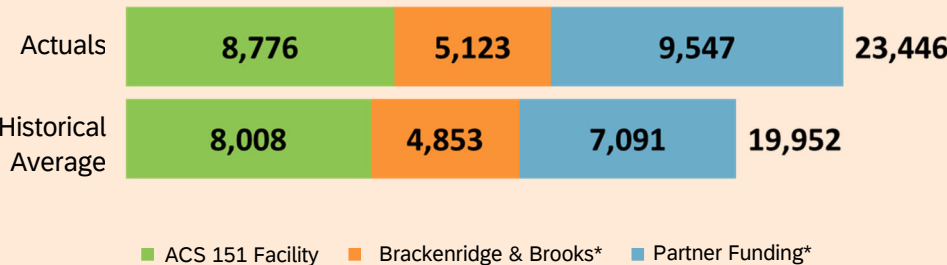
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

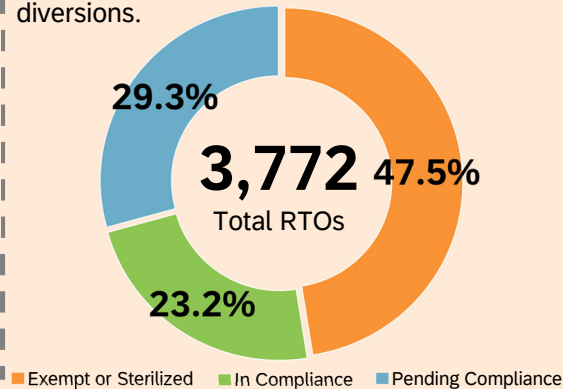
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

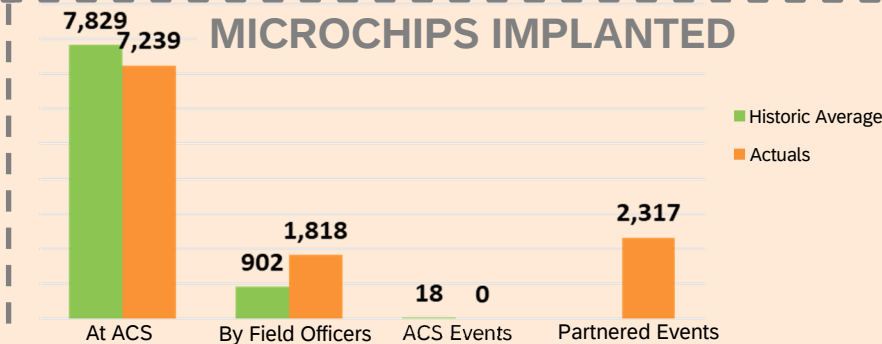
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	6,850	7,992	1,142
Cats	7,698	9,350	1,652
TOTAL	14,548	17,342	2,794

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	5,622	574	(5,048)
Media Interactions	1,632	1,560	(72)

*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.

9,366,953
Digital Outreach/Reach*

981,021
Digital Engagement