

# SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH MARCH 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	1,371	5,247	2,438	5,146	935	12,048	6,323	8,404	41,911
Actuals	0	1,724	5,851	2,289	5,250	921	14,193	6,376	11,791	48,395
Variance	0	353	604	(149)	104	(14)	2,145	53	3,387	6,484

### 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%	78.5%	42.5%	52.5%	98.2%	30.8%	88.2%	99.0%	68.5%
Variance	0.0	0.7	(6.3)	(0.2)	(10.6)	1.5	(22.3)	(3.0)	(0.7)	(7.7)

**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)

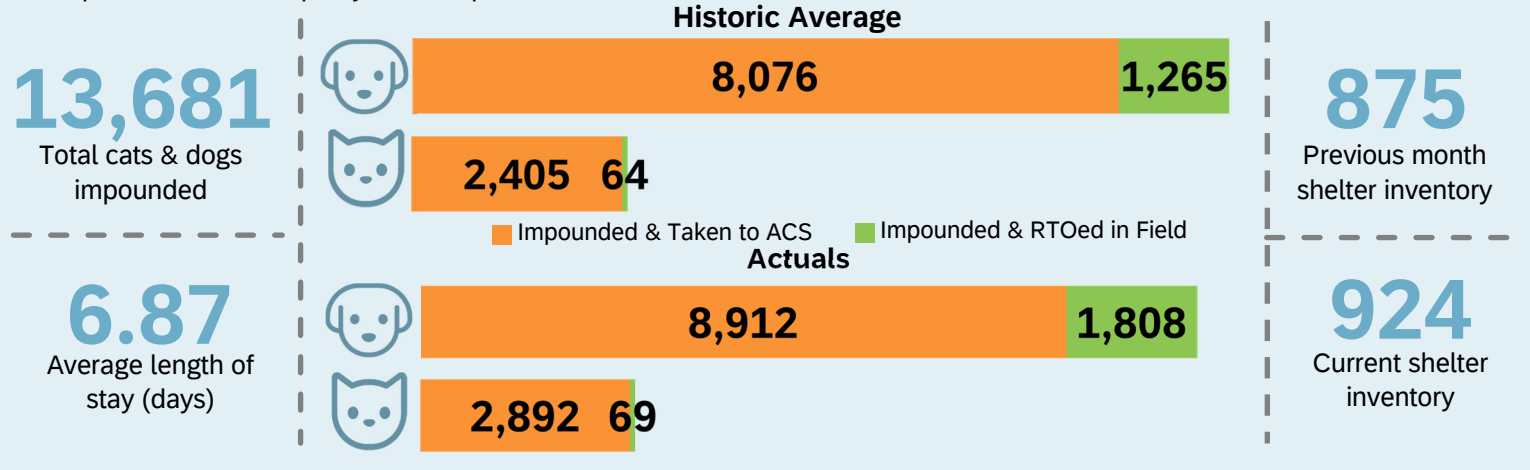
**PRIORITY 8:** Public Nuisance, Permits

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

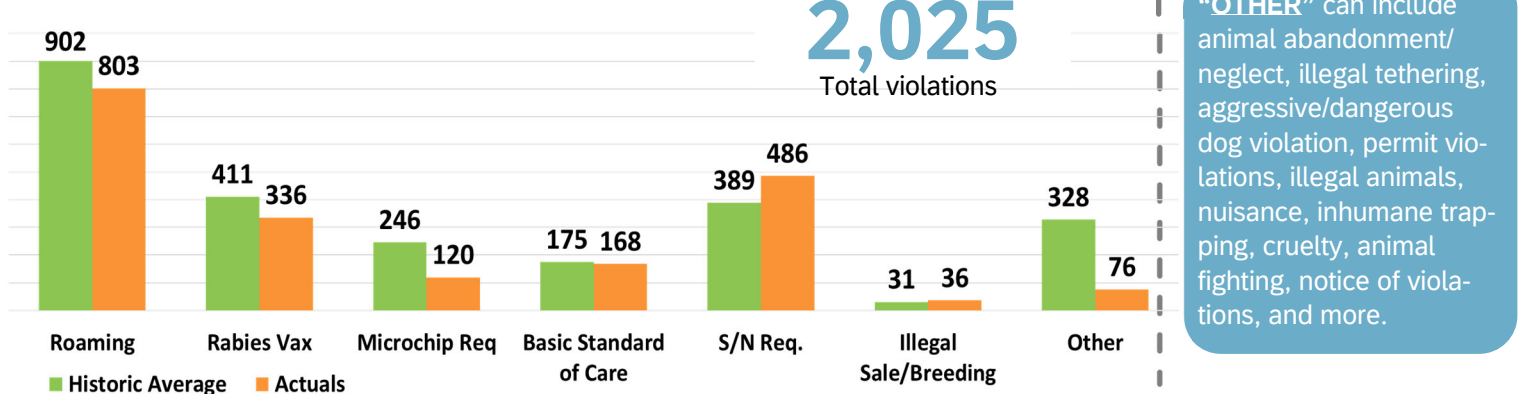
\* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

## 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

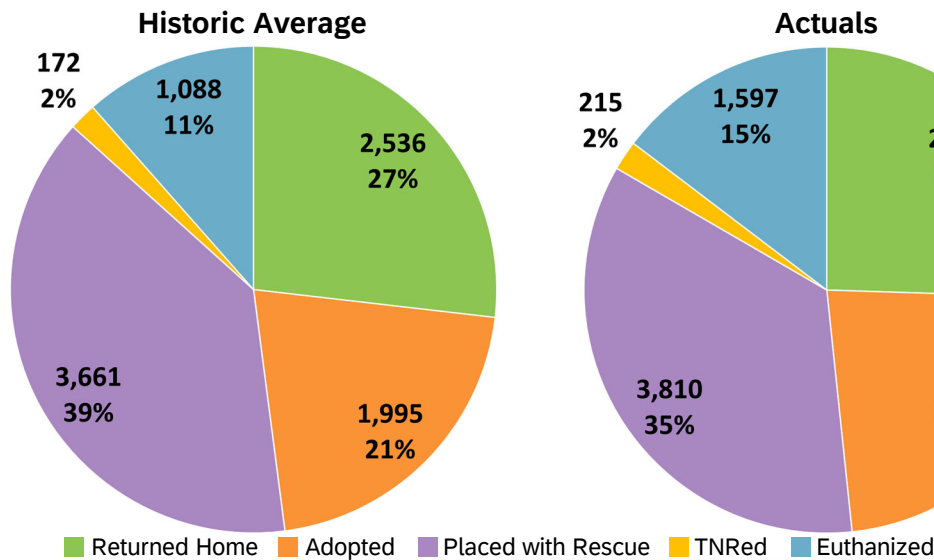


\* Numbers include only civil citations and notices of violation

\* Historic Average = Prior 3

## STRATEGIC PRIORITY #2: Increase Live Release Rate

### PET PLACEMENT (QUANTITY & PERCENTAGE)



**11,267**

Pets found homes

**9.7%**

(or 1,283<sup>A</sup> pets)  
Euthanized for space

<sup>A</sup>As of Feb 2023, this number now inclu. Euth. Capacity- Healthy and Euth. Capacity- Manageable, Rehab, Untreatable.

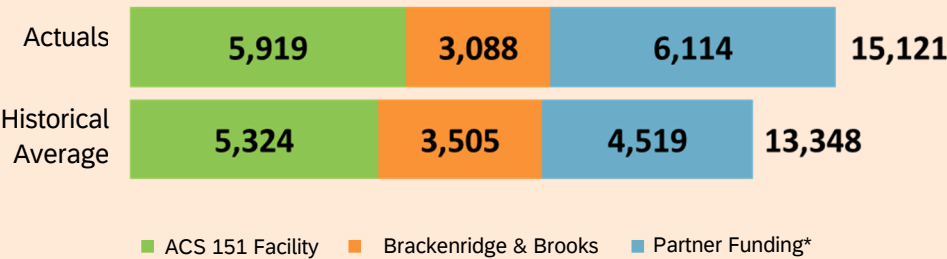
**85.4%**

Live Release Rate

## STRATEGIC PRIORITY #3: Control Stray Animal Population

### SPAY/NEUTER SURGERIES

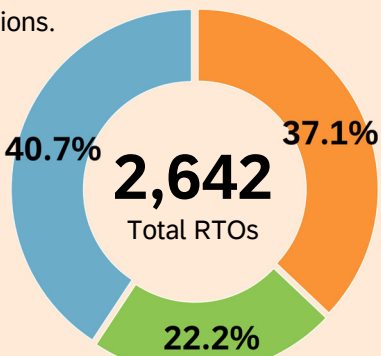
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



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

### S/N REQUIREMENT

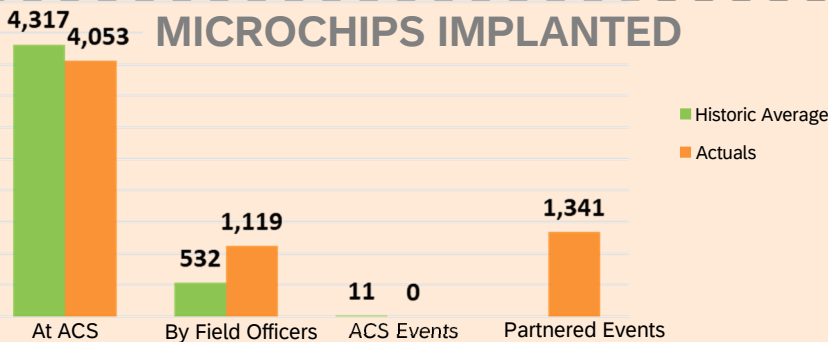
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



### DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	4,242	4,858	616
Cats	4,949	5,992	1,043
TOTAL	9,191	10,850	1,659

### MICROCHIPS IMPLANTED



## STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	3,757	294	(3,463)
Media Interactions	976	1,039	63

**6,504,956**

Digital Outreach

**636,290**

Digital Engagement