

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH OCTOBER 2023 -

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	258	849	422	659	132	2,029	1,049	1,393	6,791
Actuals	0	294	995	421	732	155	2,426	1,031	2,038	8,092
Variance	0	36	146	(1)	73	23	397	(18)	645	1,301

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%	98.0%	75.4%	55.8%	62.9%	100.0%	51.4%	87.9%	99.7%	80.4%
Variance	0.0	0.5	(9.4)	13.1	(0.2)	3.3	(1.7)	(3.3)	0.0	4.2

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)

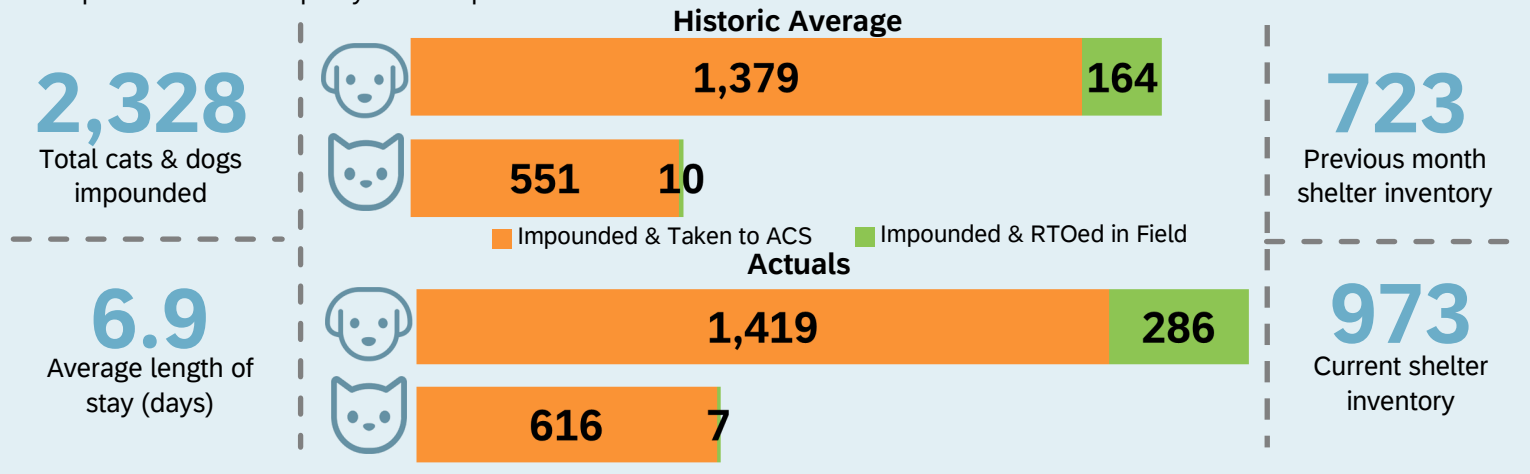
PRIORITY 8: Public Nuisance, Permits

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

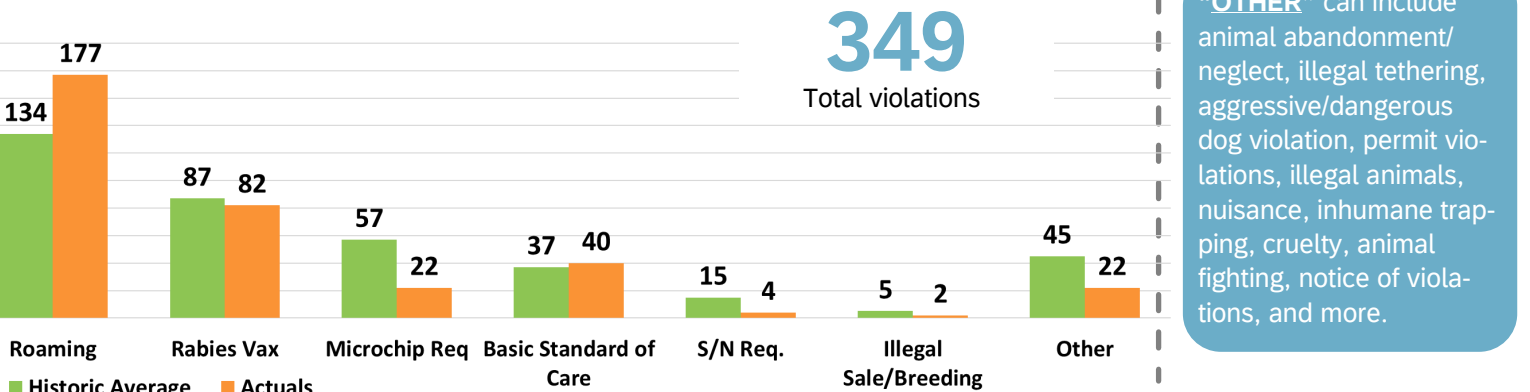
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

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

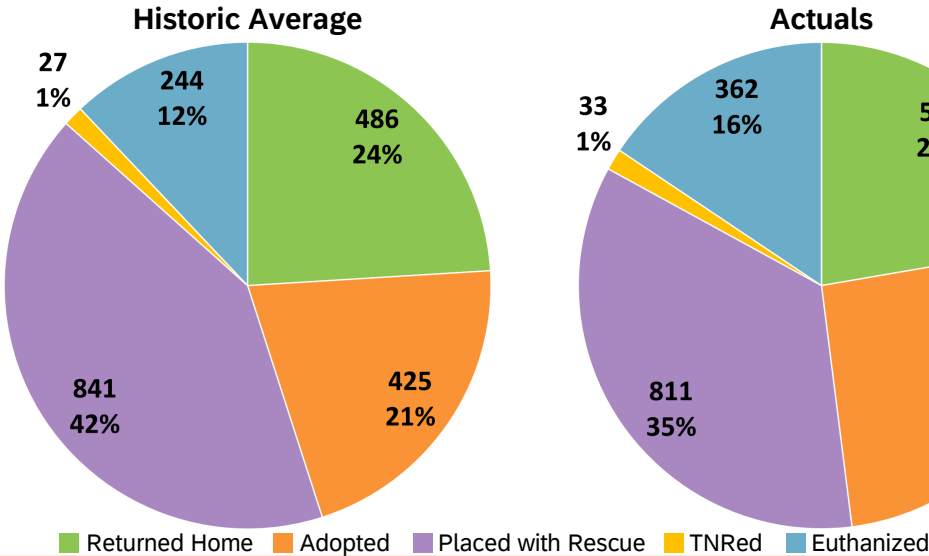


“OTHER” can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



1,957

Pets found homes

10.6%

(or 245^A pets)
Euthanized for space

^AAs of Feb 2023, this number now inclu. Euth. Capacity– Healthy and Euth. Capacity– Manageable, Rehab, Untreatable.

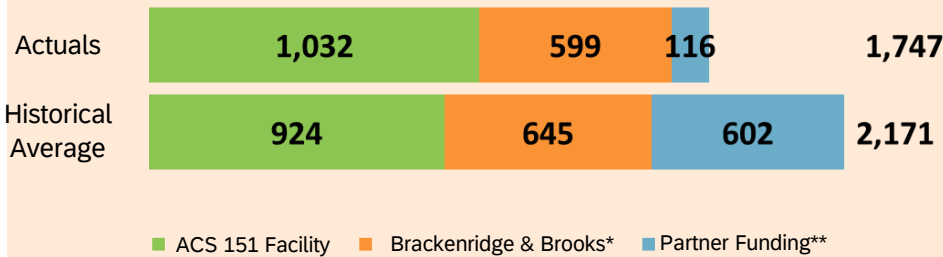
84.4%

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.

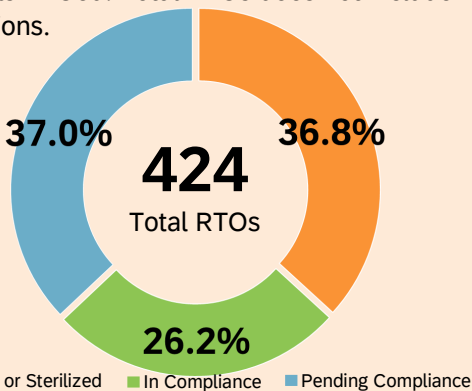


*Some facility actuals are pending due to reporting delays.

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

S/N REQUIREMENT

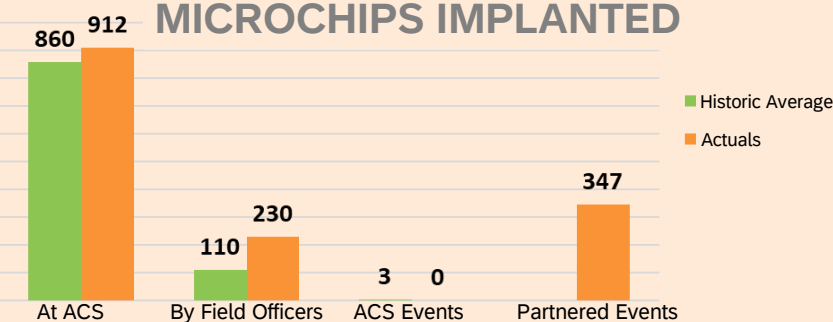
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	914	844	(70)
Cats	906	1,042	136
TOTAL	1,820	1,886	66

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic	Actuals	Variance
Volunteer Hours	488	126	(362)
Media Interactions	64	147	83

970,840

Digital Outreach

112,617

Digital Engagement