

# SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH JANUARY 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	911	3,162	1,610	3,207	592	7,947	4,116	5,508	27,054
Actuals	0	1,089	3,792	1,624	3,725	608	9,644	4,135	8,131	32,748
Variance	0	178	630	14	518	16	1,697	19	2,623	5,694

### 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%	98.4%	79.6%	39.5%	51.9%	97.8%	29.8%	86.4%	99.4%	67.2%
Variance	0.0	0.9	(5.2)	(3.2)	(11.2)	1.1	(23.3)	(4.8)	(0.3)	(9.0)

**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)

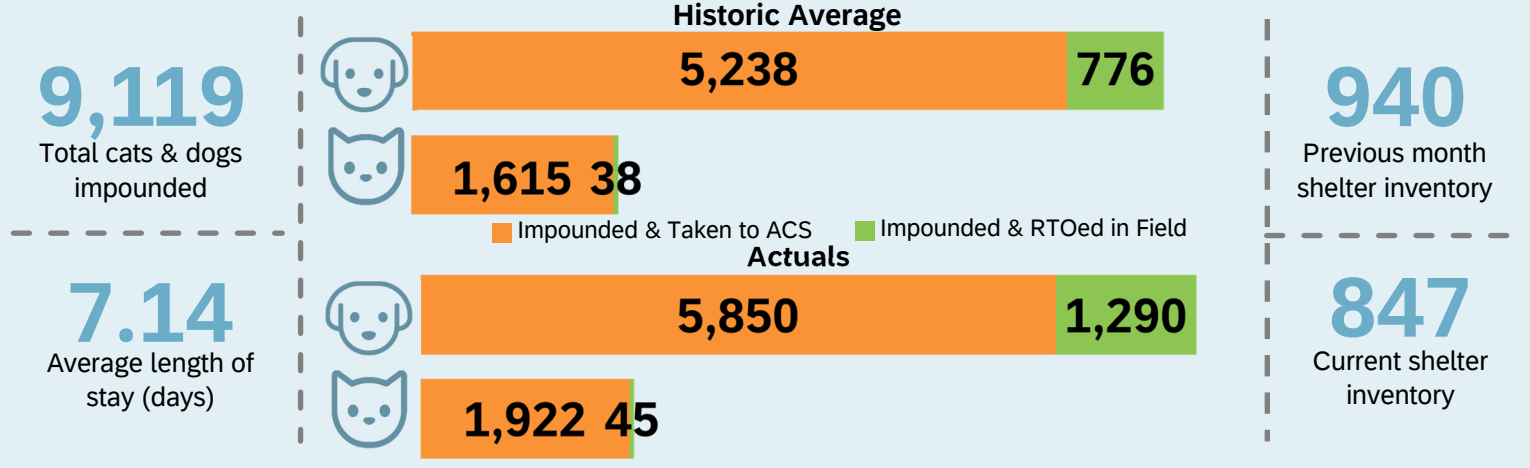
**PRIORITY 8:** Public Nuisance, Permits

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

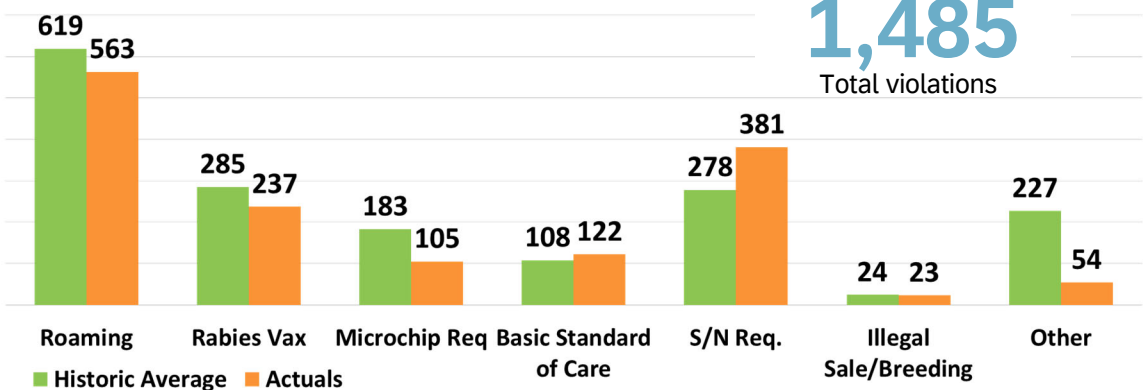
\* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

## 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



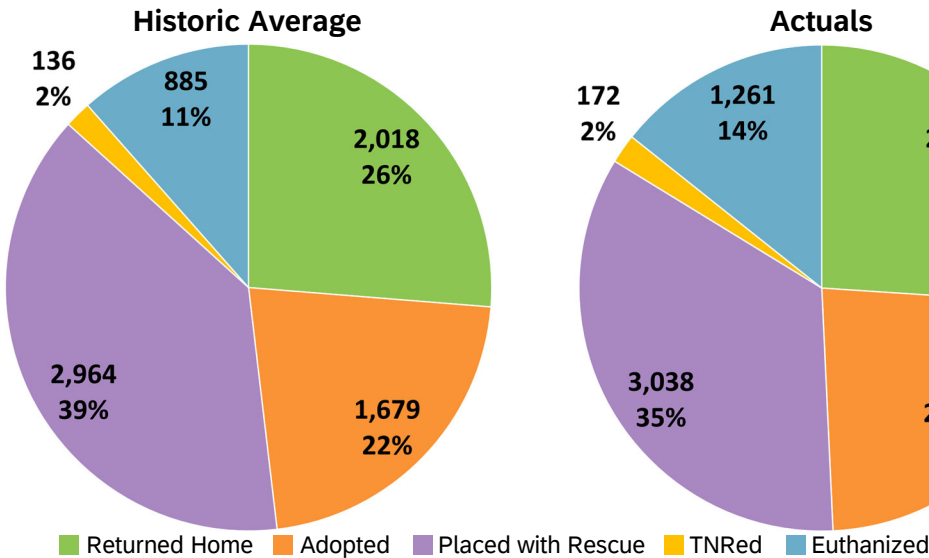
**"OTHER"** can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

\* Numbers include only civil citations and notices of violation

\* Historic Average = Prior 3

# STRATEGIC PRIORITY #2: Increase Live Release Rate

## PET PLACEMENT (QUANTITY & PERCENTAGE)



7,551

Pets found homes

9.3%

(or 822<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.

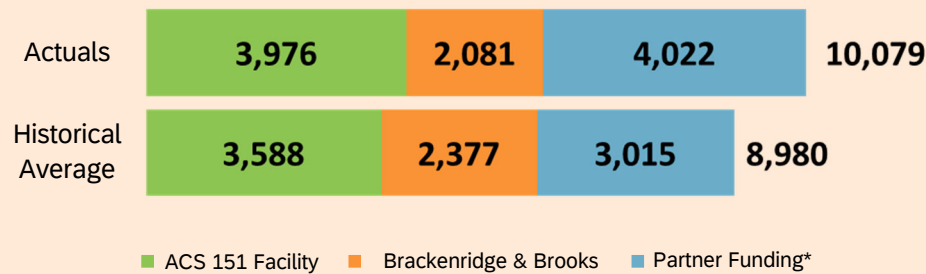
85.7%

Live Release Rate

# STRATEGIC PRIORITY #3: Control Stray Animal Population

## SPAY/NEUTER SURGERIES

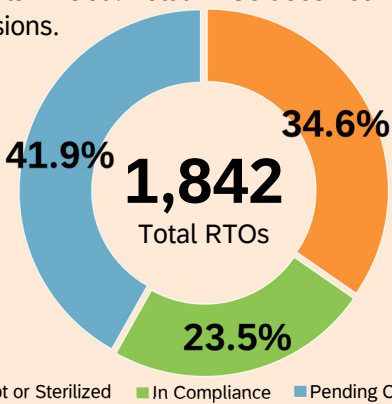
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



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

## S/N REQUIREMENT

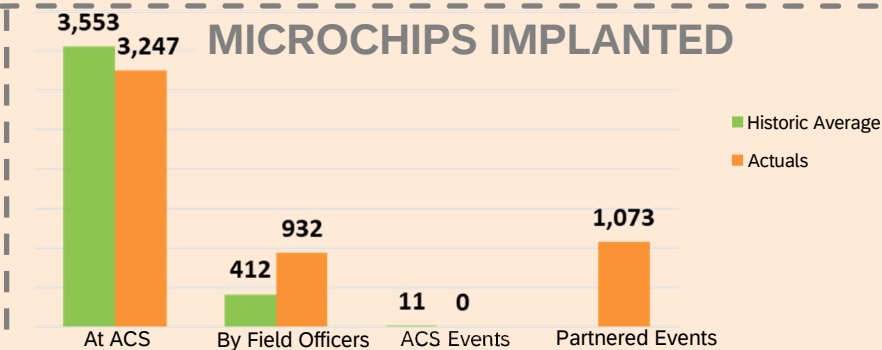
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



## DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	2,963	3,273	310
Cats	3,407	3,948	541
TOTAL	6,370	7,221	851

## MICROCHIPS IMPLANTED



# STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	2,276	284	(1,992)
Media Interactions	305	843	538

4,134,647

Digital Outreach

435,896

Digital Engagement