

# SAACS Advisory Board Monthly Statistical Update

- FY 2023 YTD THROUGH SEPTEMBER 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	2,618	9,888	5,140	9,442	1,937	21,813	11,463	14,654	76,956
Actuals	0	3,446	12,264	4,440	10,433	2,009	26,516	12,322	22,817	94,247
Variance	0	828	2,376	(700)	991	72	4,703	859	8,163	17,291

### 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*	93.1%	97.9%	90.5%	45.6%	68.3%	97.4%	66.7%	88.0%	99.8%	77.5%
Actuals	0.0%	96.4%	78.2%	48.8%	60.1%	95.2%	43.2%	92.2%	99.6%	77.3%
Variance	(93.1)	(1.5)	(12.3)	3.2	(8.2)	(2.2)	(23.5)	4.2	(0.2)	(0.2)

**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)

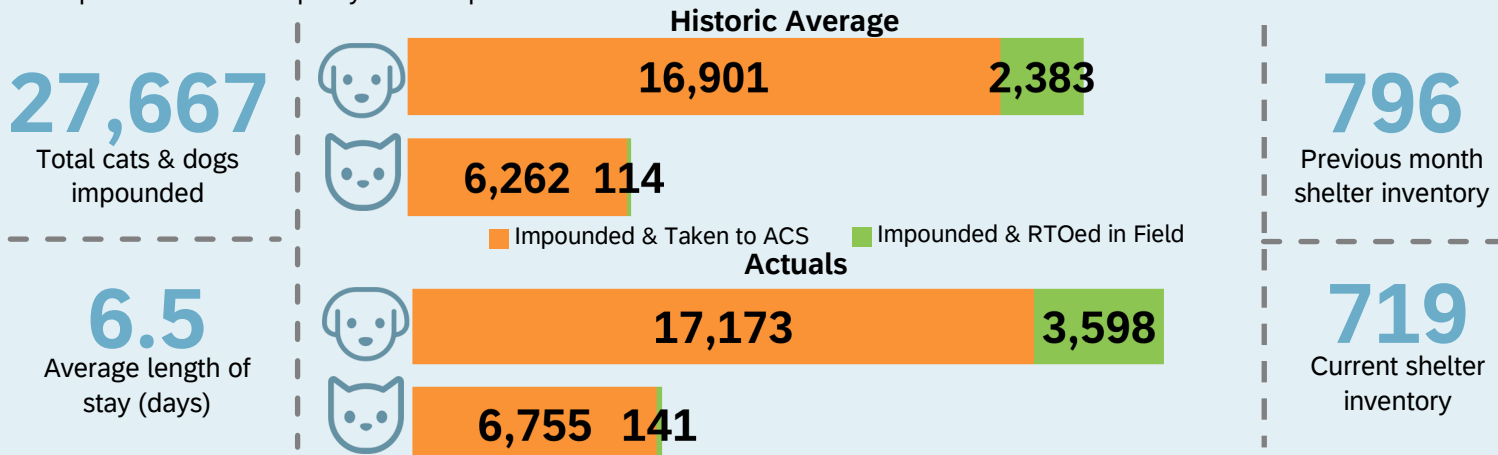
**PRIORITY 8:** Public Nuisance, Permits

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

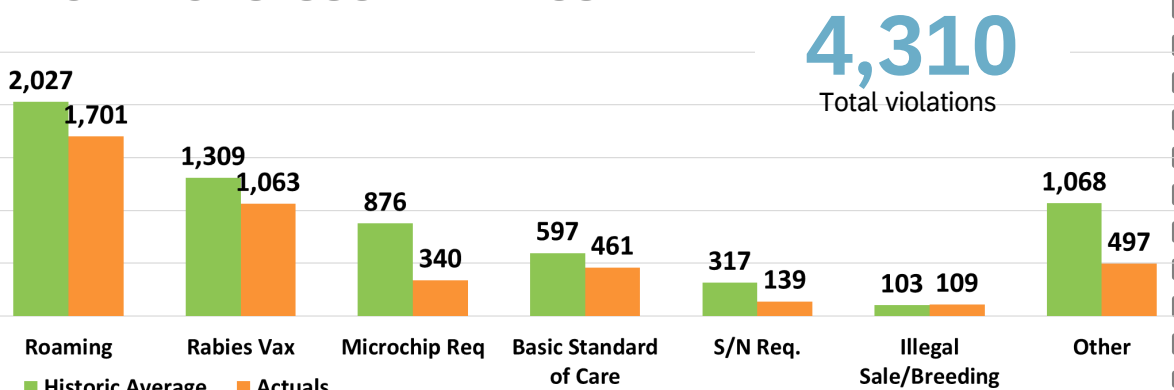
\* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

## 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

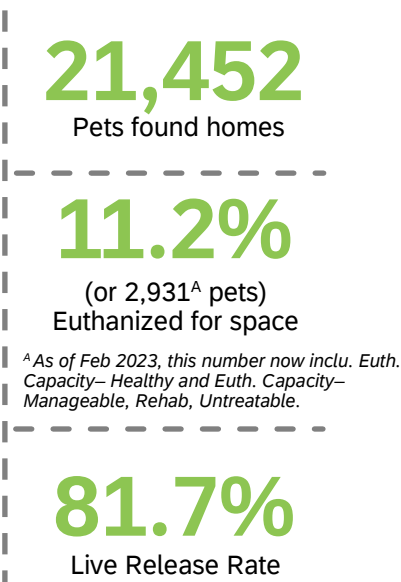
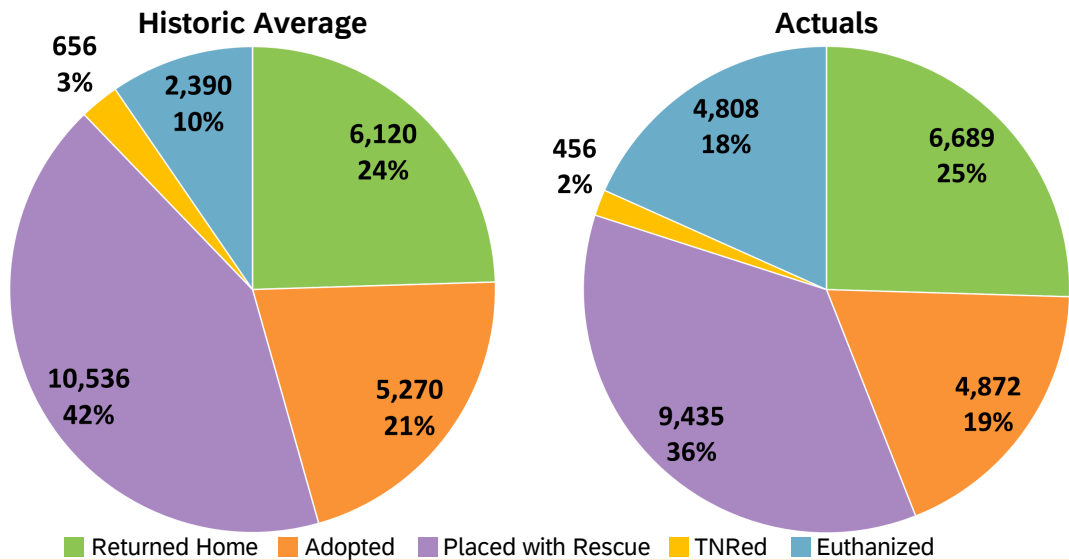


"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

\* Historic Average = Prior 3 Year Rolling Average

# STRATEGIC PRIORITY #2: Increase Live Release Rate

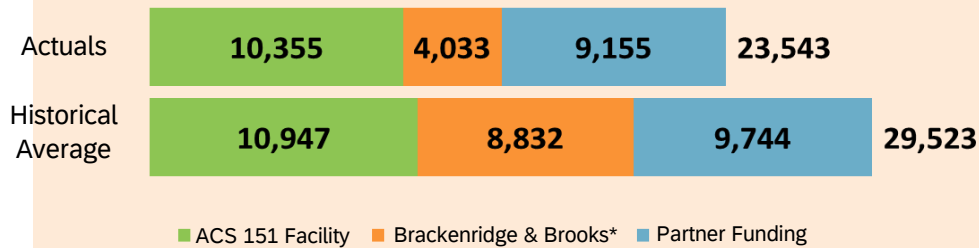
## PET PLACEMENT (QUANTITY & PERCENTAGE)



# STRATEGIC PRIORITY #3: Control Stray Animal Population

## SPAY/NEUTER SURGERIES

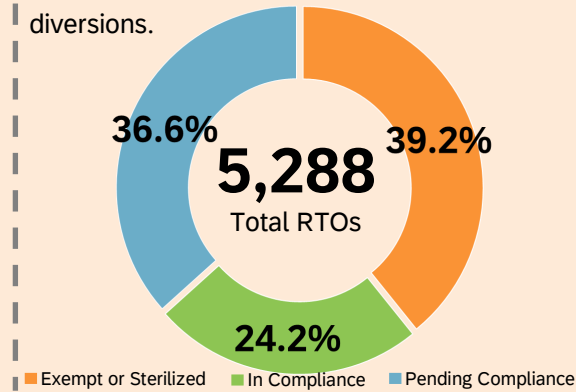
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



\*Brackenridge & Brooks numbers are reported every three months.  
\*\*Some partner actuals are pending due to reporting delays.

## S/N REQUIREMENT

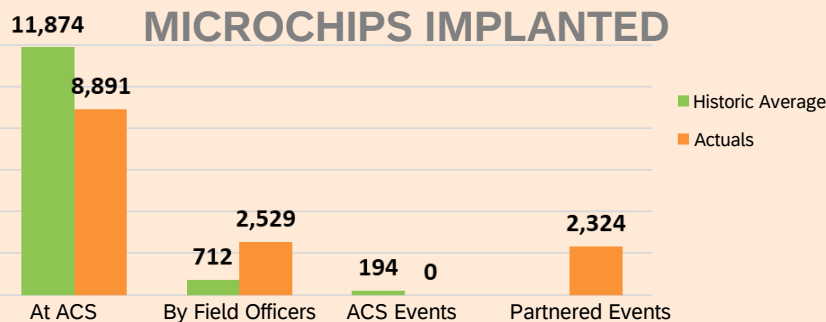
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



## DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	8,485	10,994	2,509
Cats	9,538	10,797	1,259
TOTAL	18,023	21,794	3,768

## MICROCHIPS IMPLANTED



# STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	7,742	8,581	839
Media Interactions	1,097	3,636	2,539

