

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH FEBRUARY 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	1,107	4,348	1,978	4,356	745	9,763	5,092	6,849	34,238
Actuals	0	1,418	4,713	1,991	4,459	742	11,925	5,179	9,857	40,284
Variance	0	311	365	13	103	(3)	2,162	87	3,008	6,046

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%	98.3%	79.3%	41.3%	51.5%	98.1%	30.5%	88.6%	99.1%	68.0%
Variance	0.0	0.8	(5.5)	(1.4)	(11.6)	1.4	(22.6)	(2.6)	(0.6)	(8.2)

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)

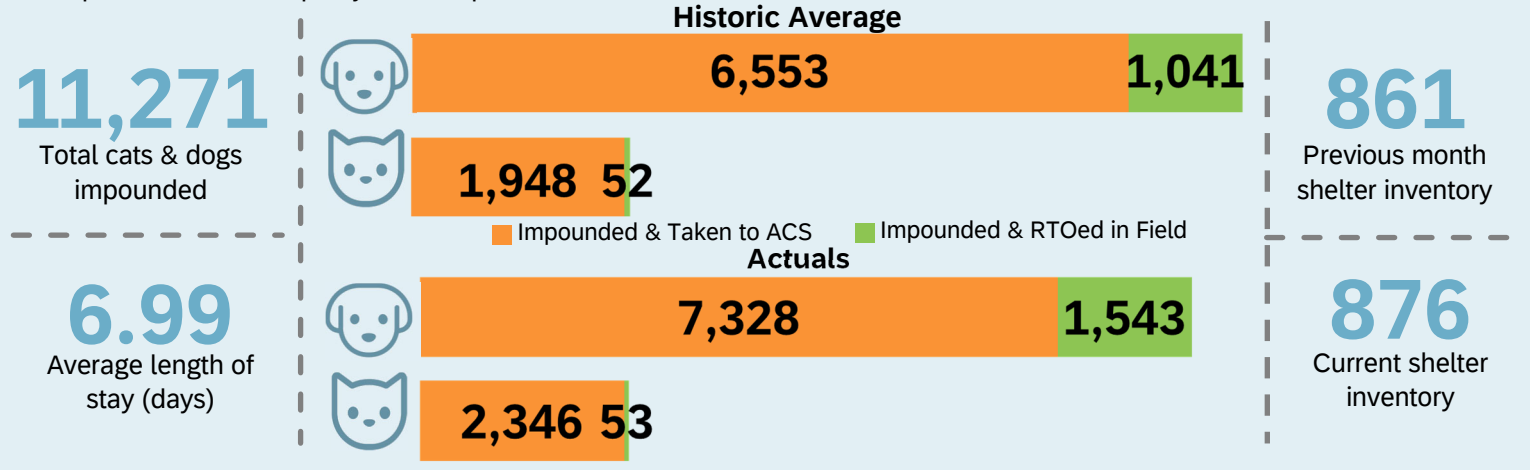
PRIORITY 8: Public Nuisance, Permits

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

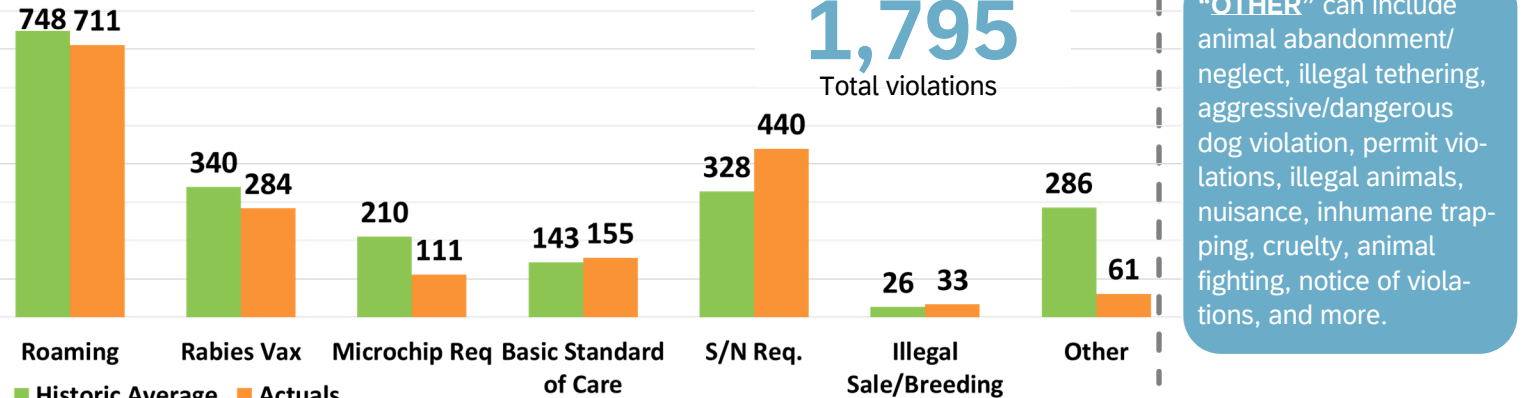
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

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

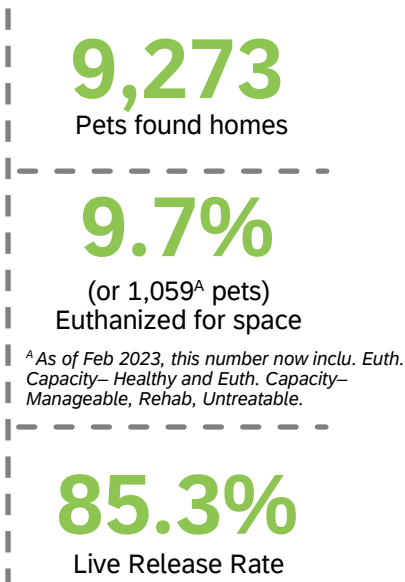
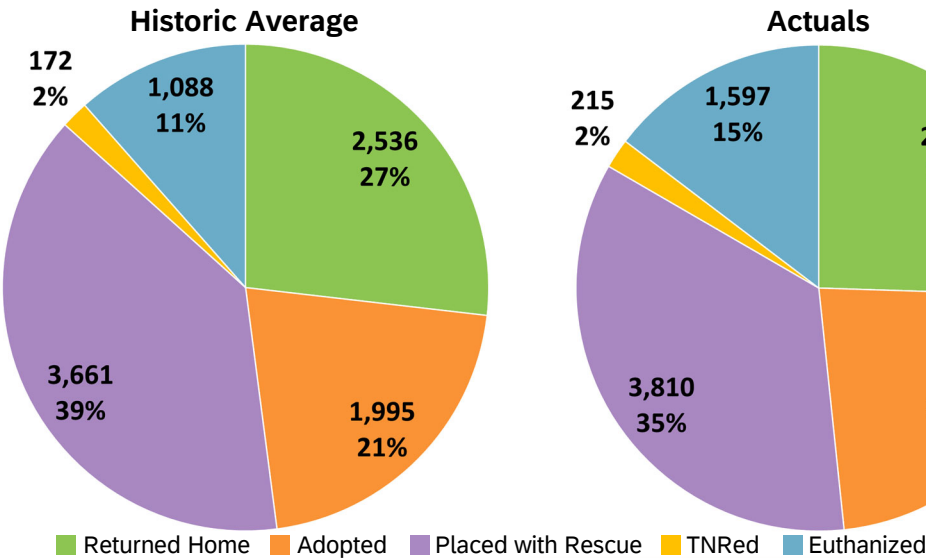


* Numbers include only civil citations and notices of violation

* Historic Average = Prior 3

STRATEGIC PRIORITY #2: Increase Live Release Rate

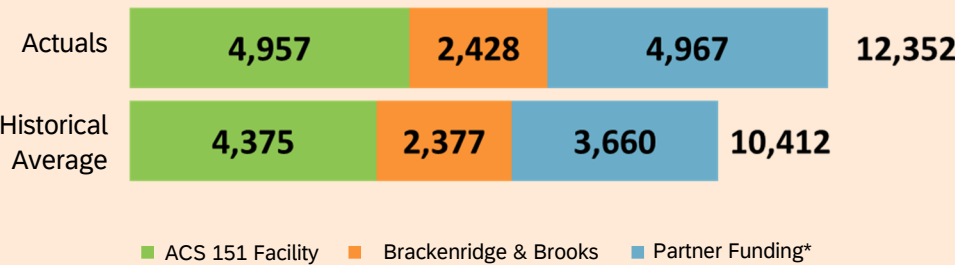
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

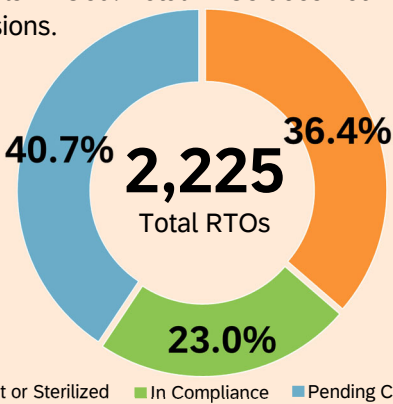
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

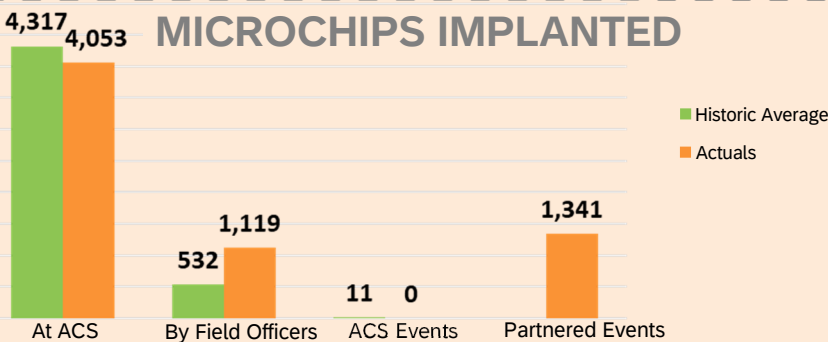
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	3,527	3,973	446
Cats	4,101	4,975	874
TOTAL	7,628	8,948	1,320

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	2,913	289	(2,624)
Media Interactions	305	843	538

5,096,162
Digital Outreach

529,895
Digital Engagement