





### CITY OF SAN ANTONIO



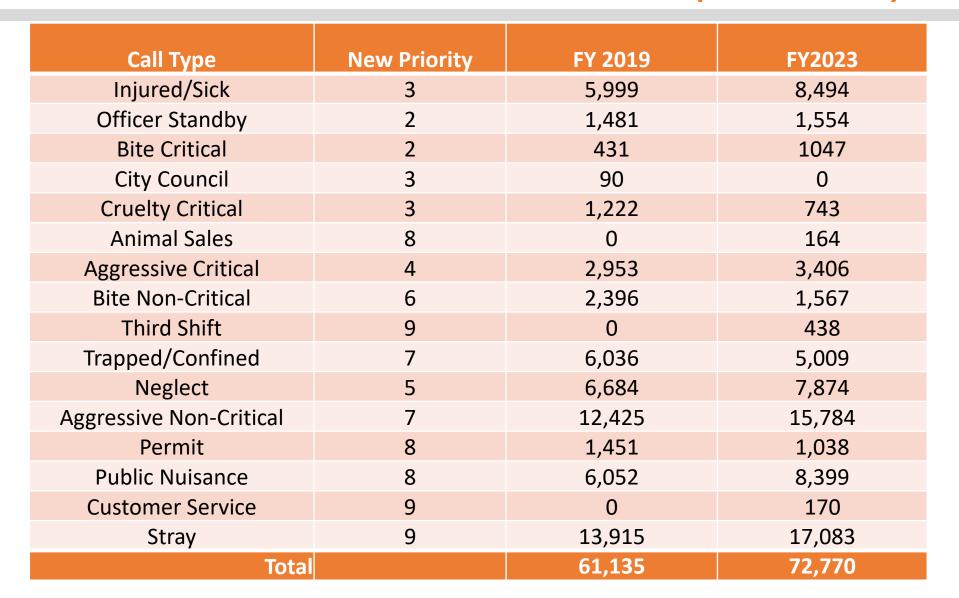
ANIMAL CARE SERVICES

Briefing on Updates to ACS Operations

Presented by: Shannon Sims, *Director* 



### Calls for Service - FY 2019 VS FY2023 (10/1-6/30)







#### **Unique Calls – October 1 – June 30**

Category	2018	2019	2020	2021	2022	2023
Total Calls	57,782	61,615	54,684	54,670	64,959	72,770
Change From Previous Year		3,833	-6,931	-14	10,289	7,811
% Change From Previous Year		6.6%	-11.2%	0.0%	18.8%	12.0%
3 Year Average Call Volume			58,027	56,990	58,104	64,133





#### **Injured Calls – October 1 – June 30**

Category	2018	2019	2020	2021	2022	2023
Total Calls	4,494	5,999	5,352	5,660	6,874	8,494
Change From Previous Year	-	1,505	-647	308	1,214	1,620
% Change From Previous Year		33.5%	-10.8%	5.8%	21.4%	23.6%
3 Year Average Call Volume			5,282	5,670	5,962	7,009





#### **Trapped/Confined Calls – October 1 – June 30**

Category	2018	2019	2020	2021	2022	2023
Total Calls	5,329	6,036	5,717	6,437	6,696	5,009
Change From Previous Year	-	707	-319	720	259	-1,687
% Change From Previous Year		13.3%	-5.3%	12.6%	4.0%	-25.2%
3 Year Average Call Volume			5,694	6,063	6,283	6,047





#### Aggressive Non-Critical Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	12,552	12,425	8,812	8,579	12,513	15,784
Change From Previous Year	-	-127	-3,613	-233	3,934	3,271
% Change From Previous Year		-1.0%	-29.1%	-2.6%	45.9%	26.1%
3 Year Average Call Volume			11,263	9,939	9,968	12,292





#### Bite Critical Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	349	431	649	695	968	1,047
Change From Previous Year	-	82	218	46	273	79
% Change From Previous Year		23.5%	50.6%	7.1%	39.3%	8.2%
3 Year Average Call Volume			476	592	771	903



### **Campus Operations - Updates**





- Operating hours expansion
  - ✓ Monday-Friday now open at 11 a.m.
- On campus spay/neuter
  - ✓ Now added Wednesday surgery schedule
- Play Yards
  - ✓ FY 2023 Budget Initiative is underway