



CITY OF SAN ANTONIO 

## **ANIMAL CARE SERVICES**

### Briefing on Updates to ACS Operations

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Presented by: Shannon Sims, *Director*



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



Call Type	New Priority	FY 2019	FY2023
Injured/Sick	3	5,999	8,494
Officer Standby	2	1,481	1,554
Bite Critical	2	431	1047
City Council	3	90	0
Cruelty Critical	3	1,222	743
Animal Sales	8	0	164
Aggressive Critical	4	2,953	3,406
Bite Non-Critical	6	2,396	1,567
Third Shift	9	0	438
Trapped/Confined	7	6,036	5,009
Neglect	5	6,684	7,874
Aggressive Non-Critical	7	12,425	15,784
Permit	8	1,451	1,038
Public Nuisance	8	6,052	8,399
Customer Service	9	0	170
Stray	9	13,915	17,083
<b>Total</b>		<b>61,135</b>	<b>72,770</b>



# Calls for Service Analysis



## 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



# Calls for Service Analysis



## 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



# Calls for Service Analysis



## 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



# Calls for Service Analysis



## 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





# Calls for Service Analysis



## 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 to surgery schedule
- Play Yards
  - ✓ FY 2023 Budget Initiative is underway

