

Hello Community and Partners,

ACS is urgently implementing tasks to mitigate current capacity and resource challenges. ACS will be communicating weekly about current service levels and how those service levels are impacted. Visit our website <https://www.sanjoseca.gov/your-government/departments-offices/animal-care-services/animal-care-services-2> for a chart with weekly updates.

For the week beginning Sunday December 4, 2022:

Animals in shelter (Total)	345 (Desired capacity is under 300)
Dogs	186- Desired capacity under 100
Puppy	12
Cats	45
Kitten	37
Other Animals	65
Completed Spay and Neuter Surgeries (11/28 to 12/4)	Dogs-20 Cats- 32 Other-0 Total-52 animals
Total animal intake (11/28 to 12/4)	Dogs-59 Puppy-9 Cats-29 Kittens-23 Other-12 Total-132 animals
Animals Sent to rescues and shelter partners (11/28 to 12/4)	Dogs-5 Puppy-6 Cats-6 Kittens-2 Other-2 Total-21 animals
Animal Outcome Totals (11/28 to 12/4)	Adoption-36 Rescue-4 Transfer-17 Return to Owner-18 <i>Live Outcome Totals-75 animals</i> <i>Non-Live Outcome: Euth-15 Died-6 Totals= 21</i> <i>Owner request Euthanasia- 6</i>

Service Levels

	Description/Desired Service Levels	Current Service Levels
Public Spay/Neuter Services	5 surgeries a day	Temporarily unavailable due to staffing shortage in the medical area.
TNR Services for Cats	5-10 surgeries a day	Very limited availability
Surgery for Rescue Partners	10 surgeries a day	Temporarily unavailable due to staffing shortage in the medical area.
Intake of New Animals	It is important to keep the total volume of animals around 400 or lower. When the number exceeds 400, staff will evaluate and manage animal intake to minimize the number of animals entering the Animal Care Center.	<p>The following operational parameters will be put in place:</p> <ul style="list-style-type: none"> - The Animal Care Center is at capacity for large dogs. We request that owners make an appointment before surrendering healthy and friendly dogs. - Stray healthy and friendly animals may be turned away after being scanned for a microchip. - Staff is also working with partner agencies to help transfer animals when possible and manage intake.
Field Response	Desired response levels are (1) Respond to Emergency (Priority 1) calls withing one hour or less; (2) Respond to Priority 2 calls – animal bites, investigations, etc., within 6 hours; and (3) Respond to Priority 3 calls – loose animals, dead animals, etc., within 36 hours.	Due to some vacancies some field response may be delayed. Emergency Calls will be prioritized.
Field Dispatch	7:00 am to 9:00 pm Monday-Sunday	Dispatch is currently staffing the desired hours.
Adoption Services	12:00 pm to 4:30 pm Tuesday-Sunday	Adoptions are prioritized to help with the shelter population.
Licensing Services	9:00 a.m. to 4:00 p.m. Monday - Friday	Operating hours are being met.
Front Desk Hours	9:00 a.m. to 5:00 p.m. Tuesday-Sunday	Operating hours are being met.
Animal Reclaim Hours	9:00 a.m. to 5:00 p.m. Monday-Sunday	Operating hours are being met.