

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 August 28, 2022:

Animals in shelter (Total)	413 (Desired capacity is under 300)
Dogs	170- Desired capacity 100
Puppy	10
Cats	62
Kitten	134
Other Animals	37
Completed Spay and Neuter Surgeries (8/21 to 8/28)	Dogs-2 Cats- 44 Other-0 Total- 46 animals
Total animal intake (8/21 to 8/28)	Dogs-70 Cats- 136 (32 cats 104 kittens) Other-34 Total-240 animals
Animals Sent to rescues and shelter partners (8/21 to 8/28)	Dogs-20 Cats-186 Other-4 Total-210 animals
Animal Outcome Totals (8/21 to 8/28)	Adoption-52 Rescue-125 Transfer-14 Return to Owner-25 <i>Live Outcome Totals-210 animals</i> <i>Non-Live Outcome Totals: Euth-27 Died-9= 36</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	10 surgeries a day	Temporarily unavailable due to staffing shortage in the medical area.
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. When the number exceeds 400, staff will evaluate and manage animal intake to minimize the number of animals entering the Animal Care Center.	As the number of animals approaches 600, the following operational parameters will be put in place: - 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 within 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.	The current desired field response times are being met.
Field Dispatch	7:00 a.m. to 9:00 p.m. Monday-Sunday	Dispatch is currently staffing the desired hours.
Adoption Services	9:00 a.m. to 4:00 p.m. 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.