

ACS Strategic Plan Update

Public Safety Committee

May 19, 2025

Presented by Jon Gary, ACS Director



**ANIMAL CARE
SERVICES**



PLAN DEVELOPMENT

1. DISCOVERY PHASE

January – May 2022

- ACS Staff Survey
- ACS Leadership & Advisory Board Interviews
- Public Input Survey (3,100+ responses)
- Best Practice Research

2. ENGAGEMENT PHASE

May – December 2022

- Public Input Meetings
- ACS Advisory Board Work Session
- Community Partner Focus Group
- ACS Staff Focus Groups

3. FINALIZATION PHASE

January – September 2023

- Compilation of plan document
- March 2023 B Session
- FY 2024 Budget Work Session



ACS 2023 Strategic Plan



Support a Safe
Community for People
in Their Neighborhoods

CITY OF
SAN ANTONIO
— TEXAS —

SERVICES



Protect the Safety and
Humane Treatment of
Pets



Champion a
Healthy &
Thriving
Workforce



Foster Positive
Connections with
Our Community



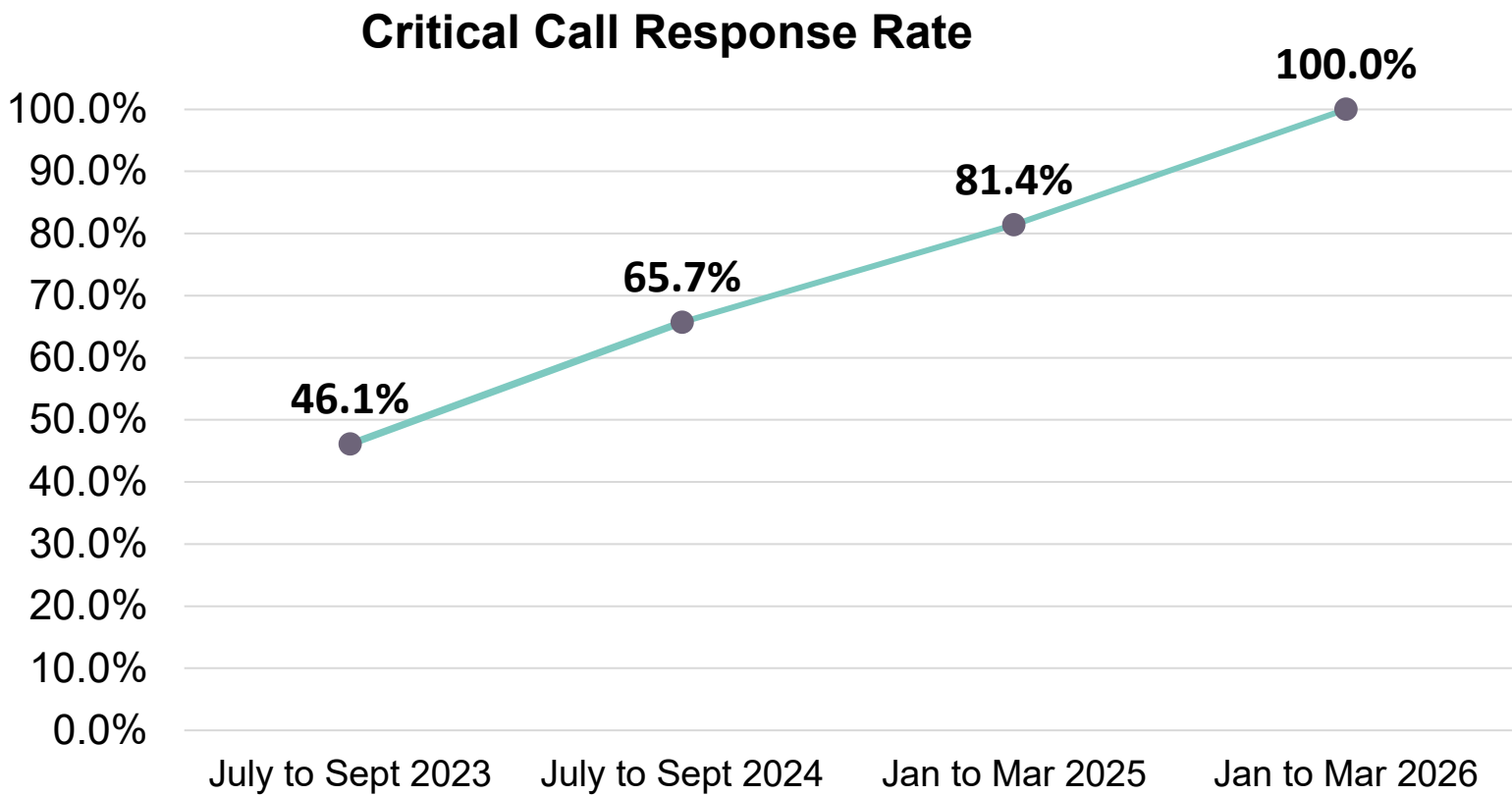
Support the
Placement of Pets
for Life

3

SAFE COMMUNITIES

CRITICAL CALLS

- 22 First Response positions added in FY24 and FY25 to address critical calls
- Critical call response rate increased from 44% in FY23 to 84.5% in April of FY25
- On track to hit 100% critical call response rate in January 2026



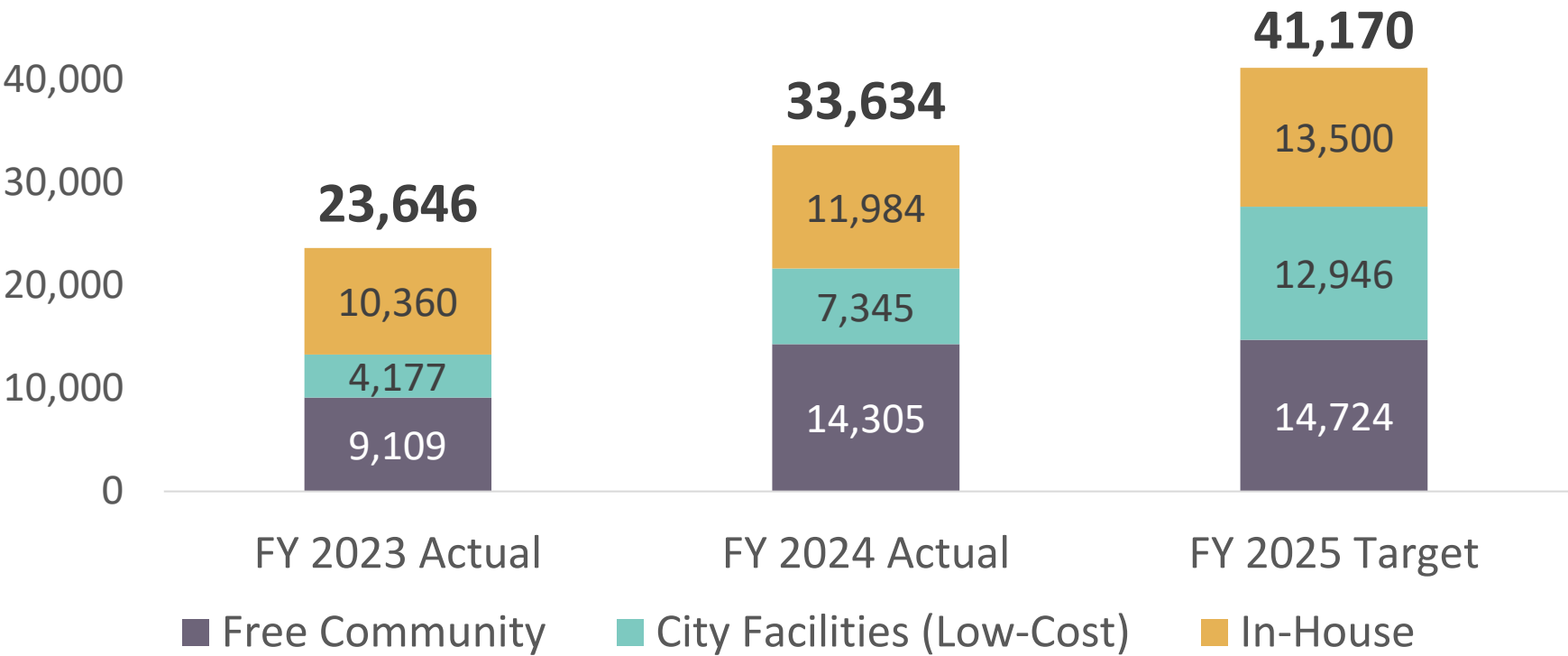
SAFE COMMUNITIES

SPAY/NEUTER CLINICS

- Two new ACS spay/neuter clinics opened this month
- West Side clinic is booked out through June
- East Side clinic ribbon cutting on Friday

COMMUNITY SPAY/NEUTER

- Increased funding for community s/n partners in FY24 and FY25
- Through March, 9% increase in total s/n over FY24 and 90% increase over FY23



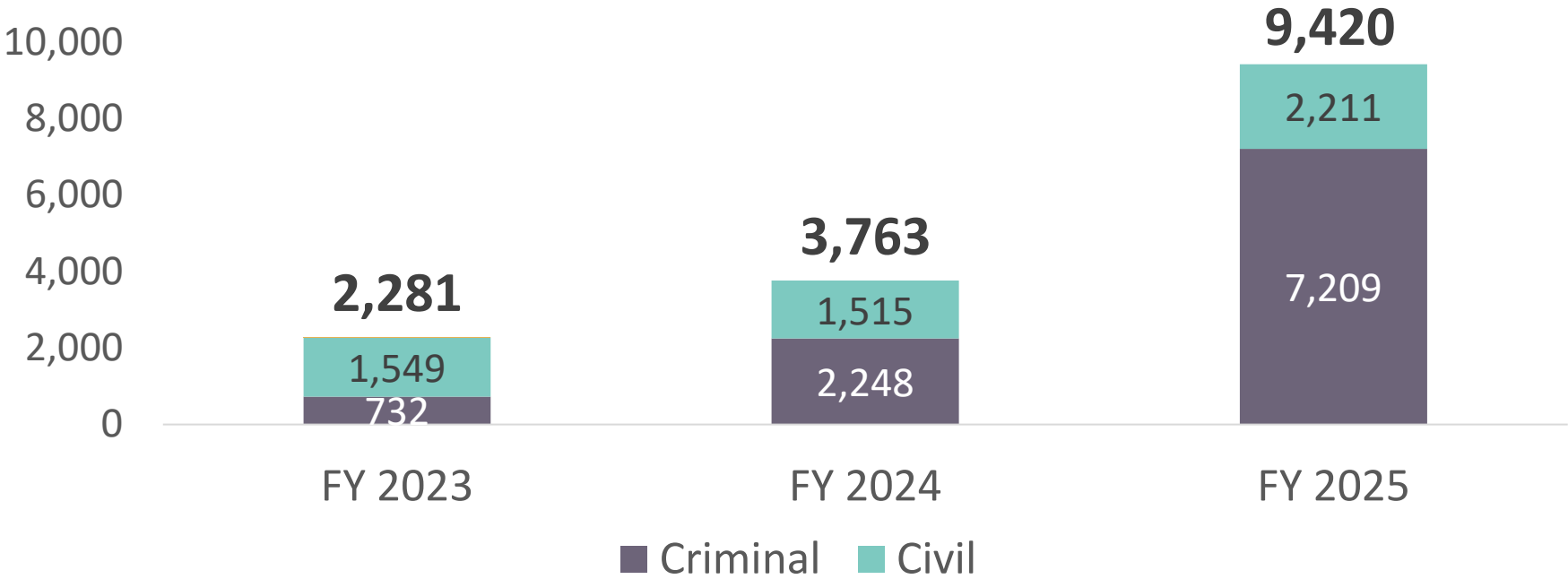
SAFE COMMUNITIES

DANGEROUS DOGS & BITES

- 4 Bites Officers, 2 Dangerous Dog Investigators, and 1 Dangerous Investigations Supervisor added in FY24
- Increased dangerous dog compliance rate from 55% in FY23 to 82.4% YTD (ahead of 80% goal)
- Launched a public-facing dangerous dog registry
- 98.6% of bite cases worked; 100% of severe bite cases worked

ENFORCEMENT & ACCOUNTABILITY

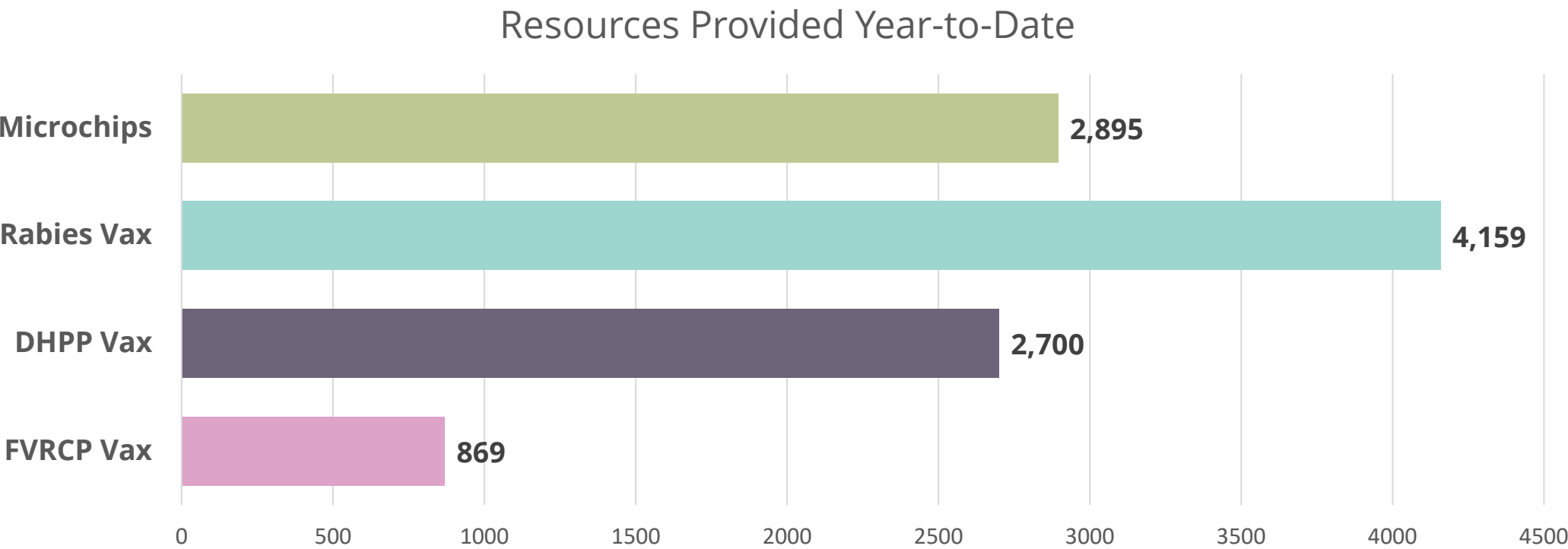
- 221% increase in criminal citations over FY24
- 46% increase in civil citations over FY24
- Changes to Chapter 5 of the City Code made in December 2024 to enhance enforcement and increase penalties for repeat offenders



HUMANE TREATMENT OF PETS

WELLNESS CLINICS

- Increased contract funding in FY25 for wellness clinics held by community partners, providing free vaccines and microchips
- Regular clinics held by our partners almost every Saturday
- Partners include Protect Your Pet, ADL, and Spay Neuter Network
- Clinics are held at ACS, Paul Jolly, and at varying locations around the City
- 5,300 pets served YTD, a 71% increase over FY24
- Already exceeded FY25 goal of 4,800 pets



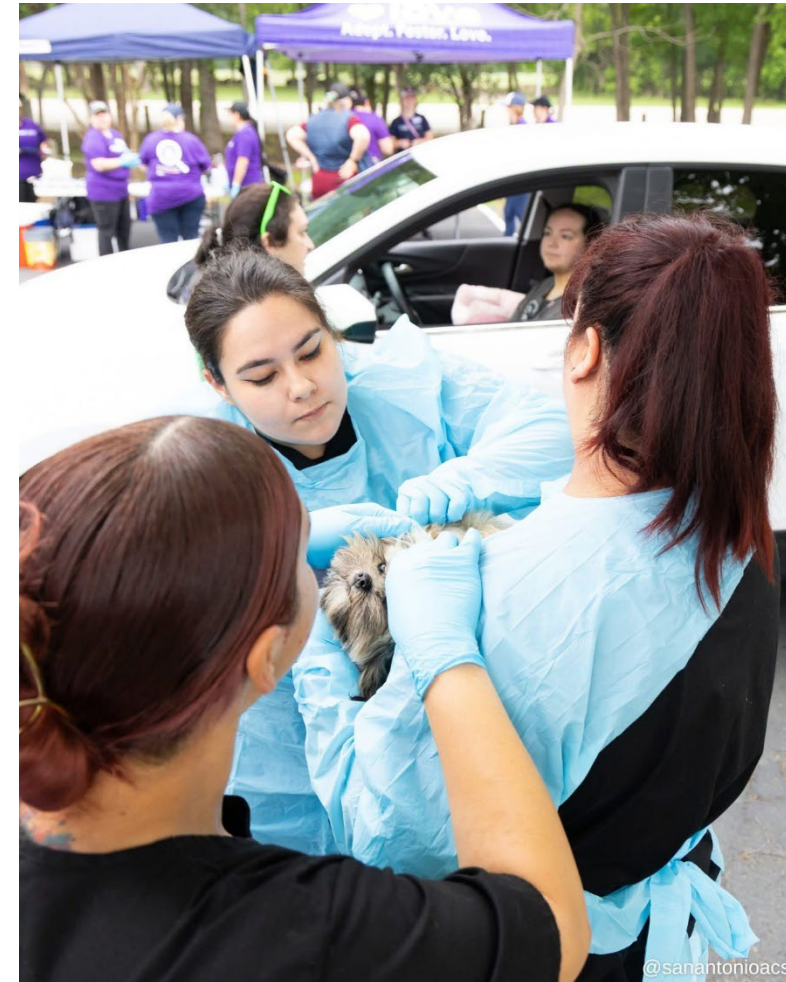
HUMANE TREATMENT OF PETS

“MINI-MEGA” VACCINE CLINIC

- Held in November at ACS campus
- Partnered with Pet Shotz, Petco Love, District 6
- Free microchips, rabies vaccines, DHPP & FVRCP vaccines
- 418 pets served

“MEGA” VACCINE CLINIC

- Held in March at Wheatly Heights (D2)
- Partnered with Spay Neuter Network, Protect Your Pet, Petco Love, Penny Paws, PIMA Medical Institute, 24Pet, and District 6
- Free microchips, rabies vaccines, DHPP & FVRCP vaccines
- 986 pets served



HUMANE TREATMENT OF PETS

PET CARE CONNECT

- Pilot programs to reduce roaming animals, support pet guardians, and promote responsible pet care
- Piloted in Districts 1, 5, and 3
- Each pilot is a 4-week effort that includes door-to-door outreach & education, with direct access to free microchipping, spay/neuter signups
- School presentations
- Free Pet food & Vaccine targeted pop-ups
- Immediate return-to-home & transfer partner opportunities
- Powered by strong community partnerships

RESULTS SO FAR

- 2,000+ of families supported
- Dozens of pets reunited or placed
- 600+ pet care resources distributed
- 200+S/N referrals collected
- 90,000+lbs of pet food distributed.



PLACEMENT OF PETS

LARGE-SCALE ADOPTION EVENTS

- Implemented 2 large events and 1 medium event per year to grow adoption opportunities
- Community events that bring a thousands of people to the ACS campus
- Growing partner and sponsor list for future events

DOGTOBER

- 133 ACS pets adopted
- 223 pets fostered
- 45% spike in short-term fosters leading up to event

HOME FOR THE HOWLIDAYS

- 83 ACS pets adopted
- Holiday Market

PAW-CHANGA

- 143 ACS pets adopted
- 149 pets fostered for event
- 58% spike in short-term fosters leading up to event
- 600+ hours of volunteer support
- 133 volunteers for event day



PLACEMENT OF PETS

FOSTER & ADOPTIONS

- 15% increase in number of animals in foster care over FY24
- Large adoption events increase short-term fostering

RETURNS TO OWNER

- 21% increase in RTOs (both in the field and over-the-counter) over FY24
- RTOs account for 28% of all outcomes
- 46% increase in over-the-counter RTOs, meaning a high volume of owned pets are coming onto campus

RESCUE

- Increased rescue incentive to \$200 per pet in FY24
- 8.5% increase in rescues over FY24

MARKETING

- Using 2 temp positions to take high-quality photos of shelter pets and promote their stories on social media
- 91.8% positive placement rate in April for featured pets



COMMUNITY CONNECTIONS

MARKETING STRATEGY

- Added \$200k in FY25 for comprehensive marketing efforts
- Radio ads and digital billboards advertising large adoption events
- New billboard campaign launched this month to promote adoption, foster, volunteering, keeping pets contained, and spay/neuter
- Partnered with C&E, Transportation and Solid Waste for community outreach opportunities
- Working to update the ACS Adoptables page to better promote shelter pets

EDUCATION & OUTREACH

- Attended 50+ community outreach events YTD
- Pet Care Connect has reached 2,000+ families to build face-to-face connections and direct access to resources
- Launching monthly newsletter in June for ACS updates



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