

FY 2024

THIRD QUARTER REPORT



**ANIMAL CARE
SERVICES**

DIRECTOR'S REPORT

As you know, Animal Care Services has been recruiting a new Director since our previous Department head, Shannon Sims, retired earlier this year. While an executive recruiter has been reviewing potential candidates and conducting interviews, City leadership has announced the continuation of the search to find the best candidate for this critical role. In a recent memo to San Antonio's Mayor and City Council, City Manager Erik Walsh outlined the qualities he is seeking in a new Director, emphasizing the need for a leader with the experience, values and vision to "provide exceptional, compassionate care and education that promotes a safe community for the health and well being of pets and the people who love them."

In the meantime, Michael Shannon, PE, CBO, will serve as the interim head of the department. In addition to serving as an ACS Advisory Board Member for four years, Shannon has more than 20 years of experience with the City of San Antonio and most recently served as the Director of the Development Services Department, which oversees code enforcement and land development, zoning, and permitting. He is also familiar with the ACS Strategic Plan which outlines the shelter's core priorities of supporting a



safe community, protecting the safe and humane treatment of pets, supporting the lifetime placement of pets while fostering positive community connections and providing for a healthy and thriving workforce.

Shannon's interim role begins July 15th and will continue until a new ACS director takes the helm in the next few months.

CHAIR'S CORNER

As the City continues the process of finding and appointing a new Animal Care Services Director, I am pleased to welcome a familiar face back to the shelter! I have had the pleasure of working with Michael Shannon during his many years as a City representative on the ACS Advisory Board and I am confident he will place the same importance and level of attention on this interim role as he has the board. On behalf of my fellow ACSAB members, welcome Michael!

– Rita Braeutigam,
Advisory Board Chair





GIVING
for
PAWS

Helping San Antonio Pets

@sanantonioacs

PET FOOD DISTRIBUTION EVENT A HUGE SUCCESS!

ACS staff, local and international volunteers help with distribution

The ACS Pet Food Distribution event, conducted in collaboration with the Humane Society of the United States, was a significant success. It provided essential support to the community by serving over 600 families in San Antonio with complimentary pet food and valuable pet care resources.

These resources included information on complimentary spaying, neutering,

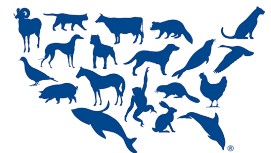


and vaccination clinics. Additionally, the event successfully microchipped 70 pets, further ensuring their safety and wellbeing.

This event also attracted close to 100 volunteers from local, national, and international backgrounds, including individuals from South Africa, Vietnam, and Canada who gained insights into our large-scale shelter operations. This initiative not only supported the immediate community but also highlighted the global commitment to animal welfare.



A Texas-sized
Thank You to our
partners!



THE HUMANE SOCIETY
OF THE UNITED STATES

chewy





ACS HAPPY TAILS

These stories are 'pawsitively' the best!

In May 2022, Milly's fortune changed when Animal Care Officer Flores spotted her darting through a busy intersection. She was swiftly rescued from danger and brought to ACS. From there, her journey led her to San Antonio Pets Alive and eventually to Massachusetts with A Place for Ace Rescue.



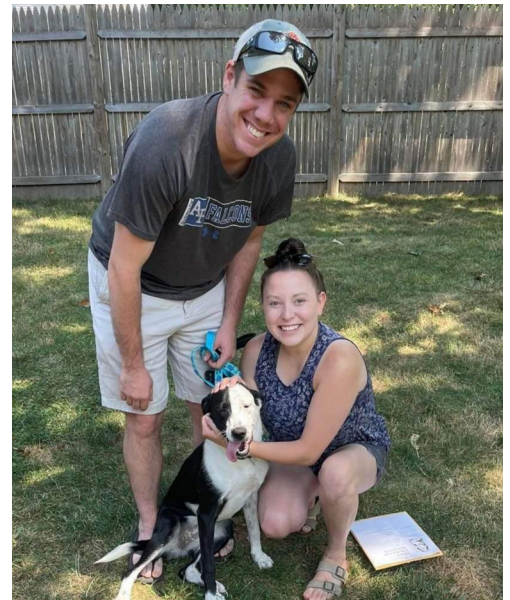
Ms. A and Mr. C had longed for a family dog for over six years but had always lived in apartments. After purchasing their first home three years ago, they began their search for the perfect pet.

Mr. C unexpectedly came across a social media post featuring Milly. Captivated by her story and charm, Ms. A and Mr. C knew Milly was meant to be part of their family.

Eager to make a difference in a shelter pet's life, they promptly submitted an adoption application. Since joining their lives, Milly has brought endless love, joy, and adventure. At 2.5 years old, she embraces each day with enthusiasm, enjoying the spacious yard, beach outings, and frolicking in the snow during winter getaways to Maine.

Thanks to the teamwork between ACS, San Antonio Pets Alive, and A Place for Ace, Milly found an incredible family. Shelter pets can bring immeasurable joy into our lives. As Ms. A and Mr. C affirm, adopting a pet not only saves a life but enriches your own in countless ways. Many other shelter pets are still waiting for their chance to shine.

"She is our world! She has brought so much loyalty, patience, companionship, and love to our lives. We absolutely cannot imagine our lives without Milly," says Ms. A.



TRAPPED CAT RESCUED

Felicity is now living her best life!

Animal Care Officer Brooks responded to a 3-1-1 call about a cat trapped under an outdoor couch. Upon arrival, Officer Brooks initially neither saw nor heard any cat. However, with careful inspection, she discovered a black cat, now named Felicity, stuck by the neck under the couch. With much care and patience, Officer Brooks adjusted the couch to help Felicity free herself, only for Felicity to become stuck by her belly.

After another careful maneuver, Felicity dashed off to a nearby bush and got herself trapped for the third time. Thankfully, Officer Brooks quickly freed Felicity again and transported her to ACS for much-needed care.



Following a veterinary examination, Felicity moved into the adoptable cat building and found her forever home with Miss G the very next day. This heartwarming new family was made possible by someone noticing a pet in need and taking action to make a report.



FROM SHELTER PET TO SERVICE DOG IN TRAINING

Cue the Paw-mp and Circumstance!

Congratulations are in order for the graduates! Recently, Rocky completed his Canine Good Citizen (CGC) Certification, demonstrating that shelter pets are as capable as any others.



The CGC certification is a 10-skill test designed to instill good manners in dogs, and Rocky excelled in every aspect. Despite arriving at ACS in November 2022 with a leg injury, Rocky's determination remained unwavering. Thanks to a compassionate resident who noticed him on the streets, Rocky was brought into the shelter. Rocky's accomplishments extend beyond this certification.

Despite a head tilt that occasionally affects his balance during agility exercises, Rocky has not let it hinder his progress. He is now preparing for the next phase of his journey: training to become a service dog.

Rocky's story is a testament to the remarkable potential of shelter pets. Congrats on finding your forever home, Rocky!



IF YOU SEE A PET IN NEED, CALL 311!

Or visit: saacs.info/311 to report online

SHOWING OUR PURR-IDE

June adoption event successful!



At the recent Purrs, Paws, and Pride adoption special, 42 pets, including Good Boy Boomer, found loving families. The organization expresses gratitude to all attendees and acknowledges Pride San Antonio for their invaluable partnership in making the event a success. This support significantly impacts both the organization and the animals, ensuring more pets find their forever homes.



Introducing Our New CCP PAW'RTNERS!

This quarter, ACS announced a significant expansion of its Community Cat Program, adding 1,500 spay/neuter surgeries, thanks to partnerships with ADL, SNIPSA, SNAP, Footbridge Foundation, and SAHS. The initiative aims to enhance community welfare by addressing the stray and feral cat population through strategic partnerships and increased surgical interventions.



FLYING HIGH

Local hawk rescued

Animal Care Officer Garcia and Cadet Scott swiftly responded to a call about an injured broad-winged hawk. Hawks are renowned for their excellent eyesight, so when this bird was discovered with an injured eye, the officers acted quickly to ensure they received the necessary medical attention.

Thanks to their prompt response, the hawk was transported to Wildlife Rescue & Rehabilitation, Inc., where it will receive the care needed for recovery.



We also extend our heartfelt gratitude to the residents who spotted the hawk in distress and took the initiative to report this incident. Their vigilance and compassion for animals in need are truly commendable. We appreciate their efforts in helping us provide assistance to wildlife in our community.

**Thank you
Wildlife
Rescue!**

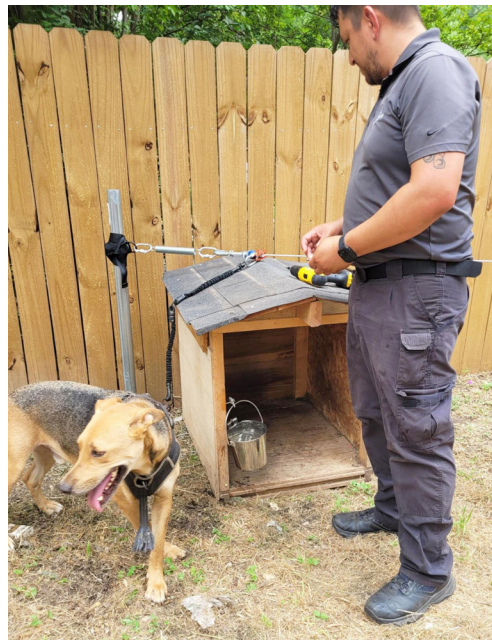


CASA HIGHLIGHT

Keeping pets safe and in their yard

Our CASA team recently assisted several San Antonio families, exemplifying their dedication to keeping pets safe and families together. This quarter, they intervened to support pets like Blackie and Scooter by providing essential resources.

adores him but lacked proper means to contain him safely. In response, CASA coordinators supplied and installed an aerial tether and collar, allowing Blackie to roam his yard safely without the risk of encountering traffic hazards.



In another instance, the S family was referred to CASA coordinators Trujillo and Oyervides for assistance in caring for their pets. While providing pet food, they noticed Scooter lacked adequate shade in his yard. Understanding the importance of ensuring Scooter's well-being, they offered and installed a shade structure, greatly benefiting Scooter and his family.

These interventions are part of CASA's broader efforts to support families by providing necessary resources for their pets.

During a routine drive through a local neighborhood, CASA team members encountered Blackie roaming the streets. After speaking with neighbors, they located Blackie's family, who

**A huge Thank You
to our animal care
officers!**

THIRD QUARTER PERFORMANCE

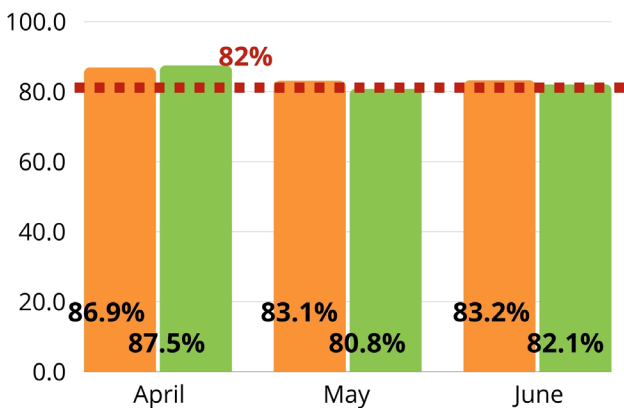
Analysis of the annual metrics for Fiscal Year 2024 will be a comparison of the results for Fiscal Year 2024 and the average of respective metric totals for the previous three years (Fiscal Year 2021, Fiscal Year 2022, and Fiscal Year 2023). Annual Fiscal Year 2024 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

SUPPORT THE PLACEMENT OF PETS FOR LIFE

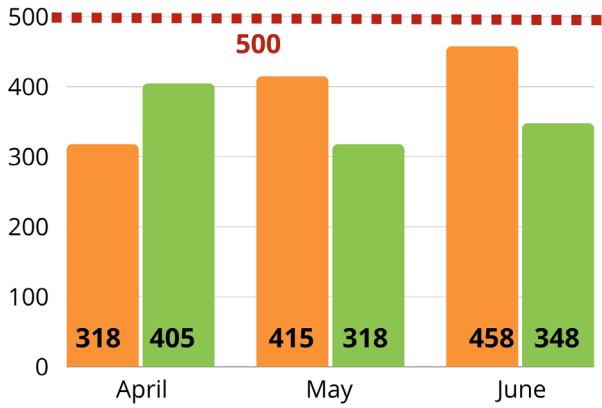
In FY 2017, Animal Care Services (ACS) hit and maintained an annual Live-Release rate of 90+% for several years. While this is a monumental achievement, ACS - like open-admission shelters across the country - has faced severe challenges over the past couple years. This is why the Placement Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing raise the Live Release rate include: Free dog training for adopters to help ensure successful outcomes; Building partnerships with external agencies to take part in national events and grant opportunities; Continuing to support and be supported by committed rescue partners.



LIVE RELEASE RATE

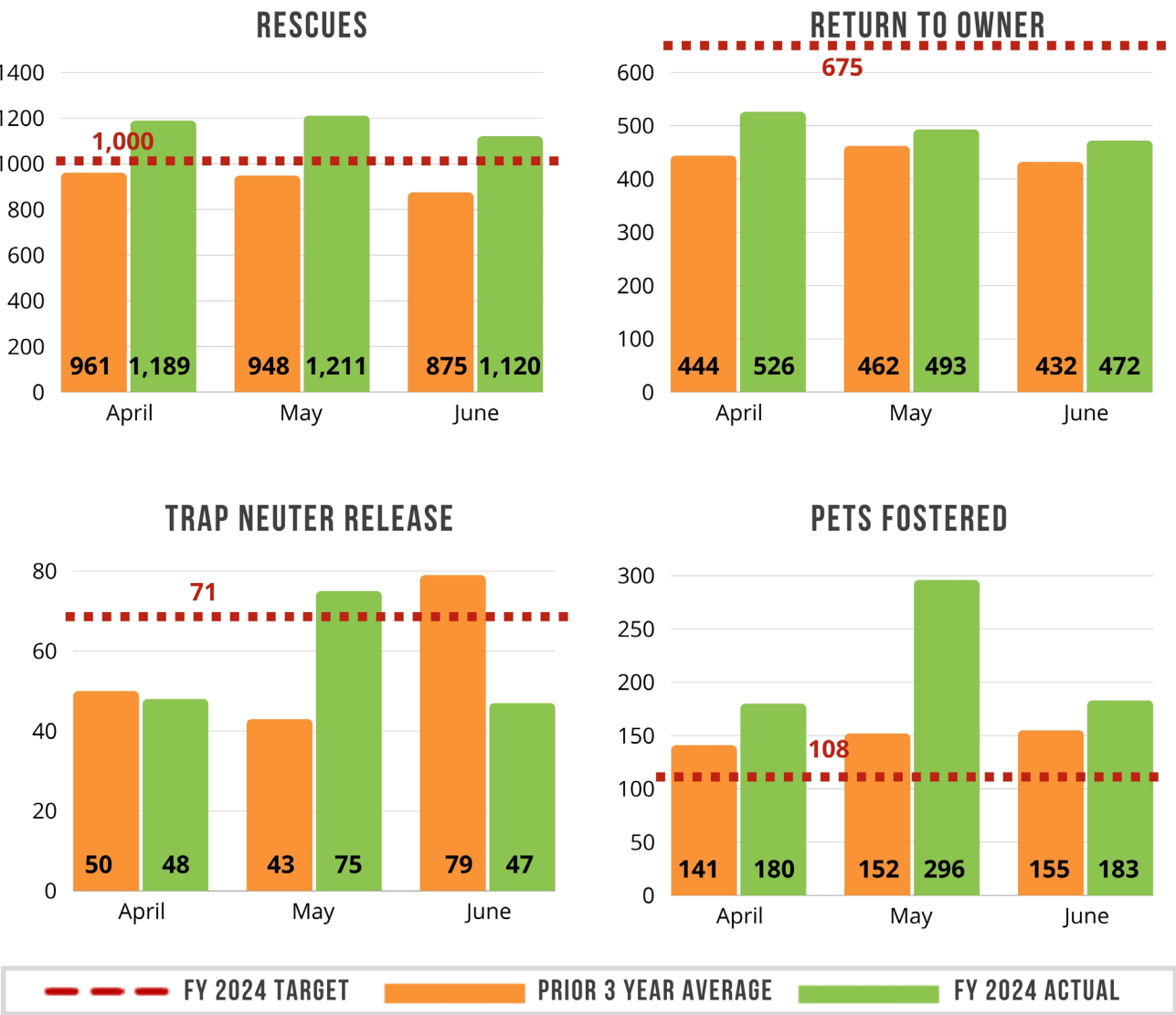


ADOPTIONS



--- FY 2024 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2024 ACTUAL

INCREASING THE LIVE RELEASE RATE (CONT'D)

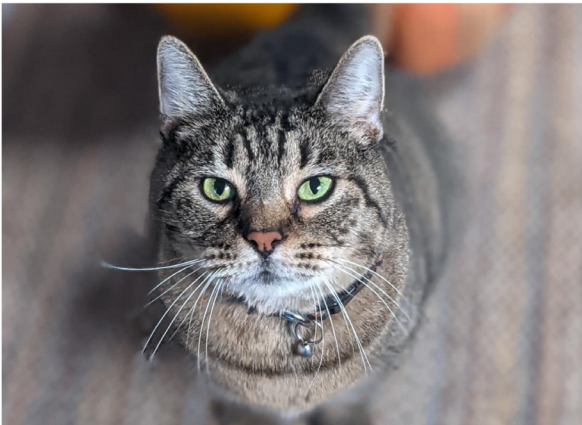
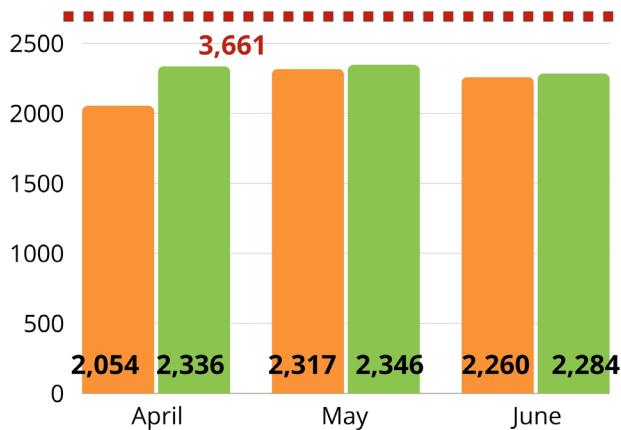




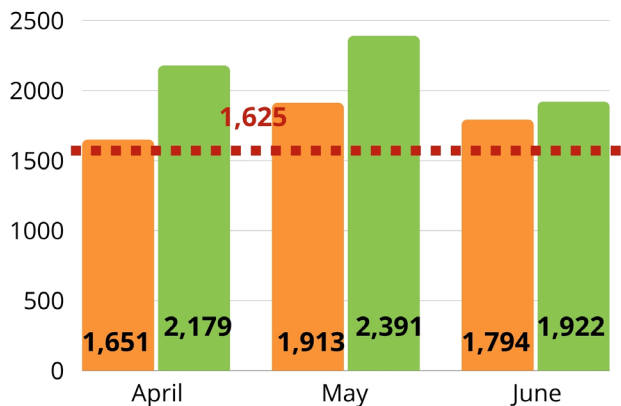
CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services (ACS) strategic goal to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners, often without needing to bring the animal to the ACS campus. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

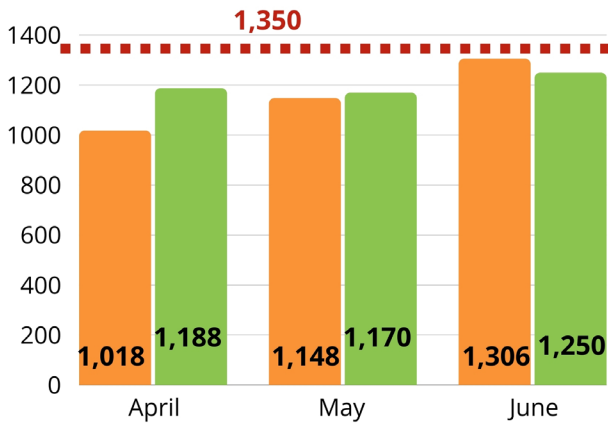
TOTAL SPAY & NEUTER SURGERIES*



DECEASED DOG/CAT PICK-UP



MICROCHIPS IMPLANTED

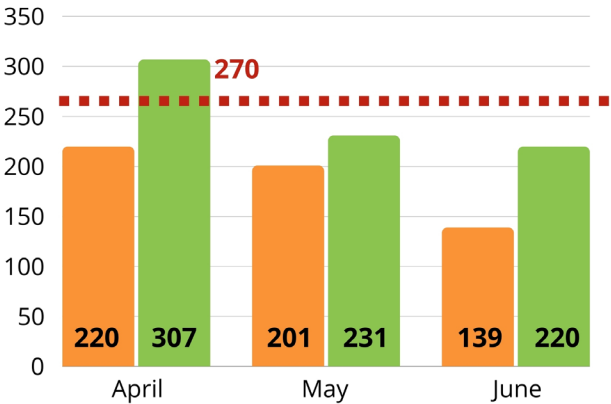


SUPPORT A SAFE COMMUNITY

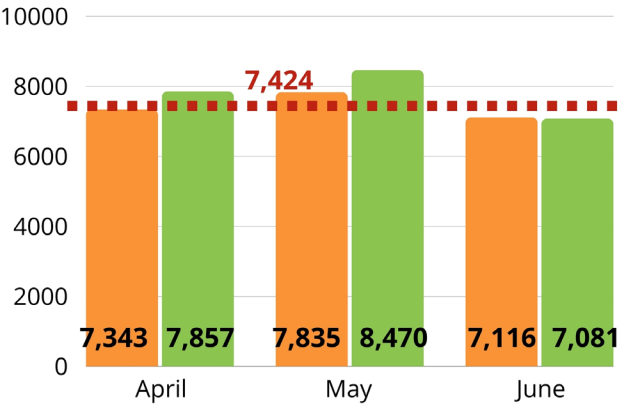
Animal Care Services (ACS) strategic priority to support a safe community includes programs that advance public safety through strong processes and partnerships to boost guardian accountability and promote a sense of security in our communities. These programs are largely measured by the work performed in the ACS Field Division. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets.



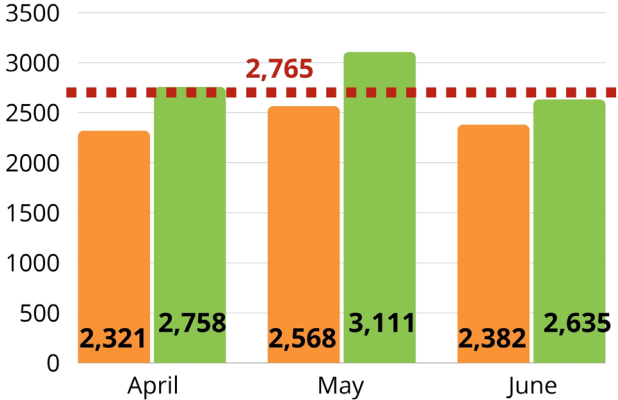
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



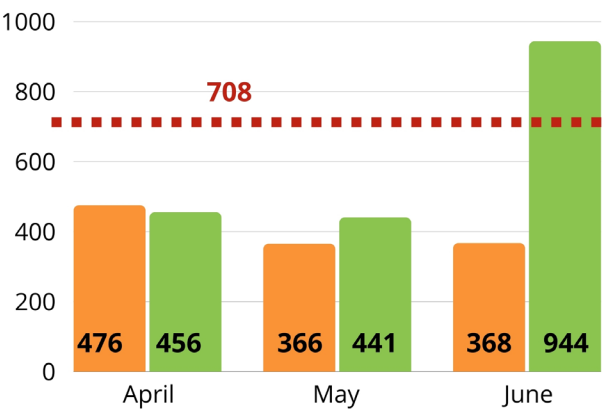
IMPOUNDMENTS



--- FY 2024 TARGET PRIOR 3 YEAR AVERAGE FY 2024 ACTUAL

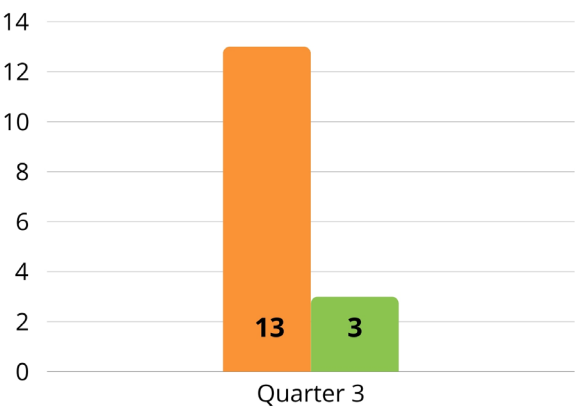
SUPPORT A SAFE COMMUNITY (CONT'D)

CITATIONS WRITTEN

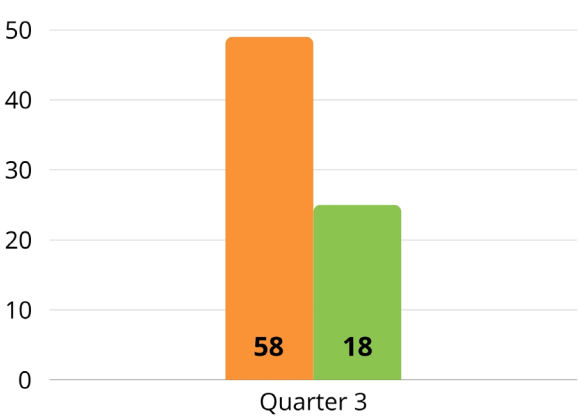


*Beginning FY24 Q2, these numbers include civil citations, criminal citations, and notices of violation.

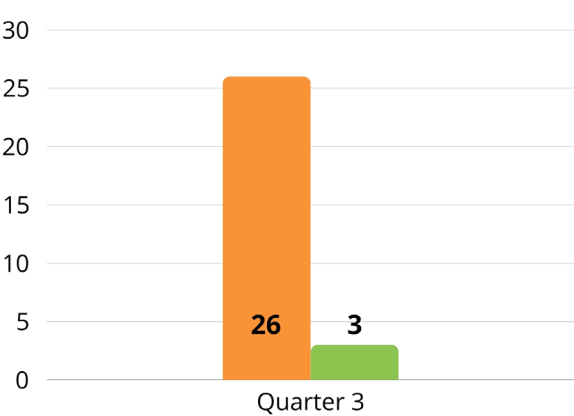
SERIOUS BODILY INJURIES

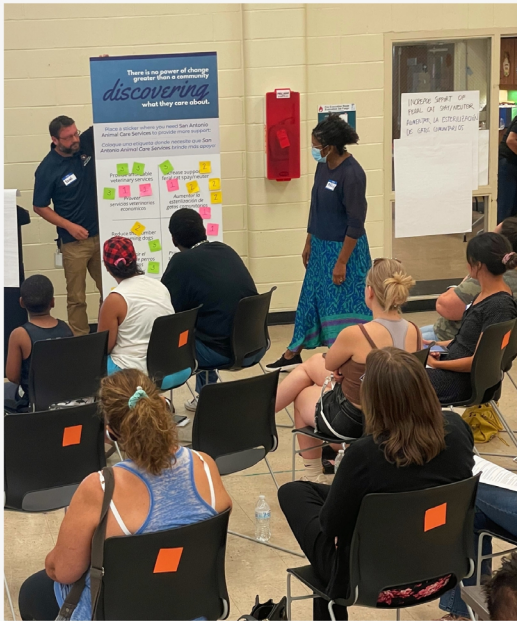


AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED

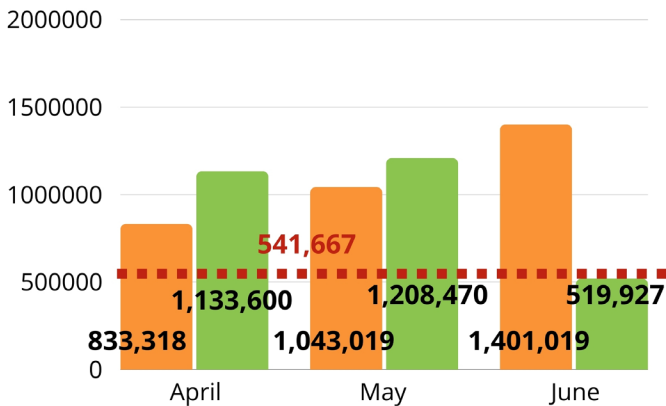




FOSTER POSITIVE CONNECTIONS WITH OUR COMMUNITY

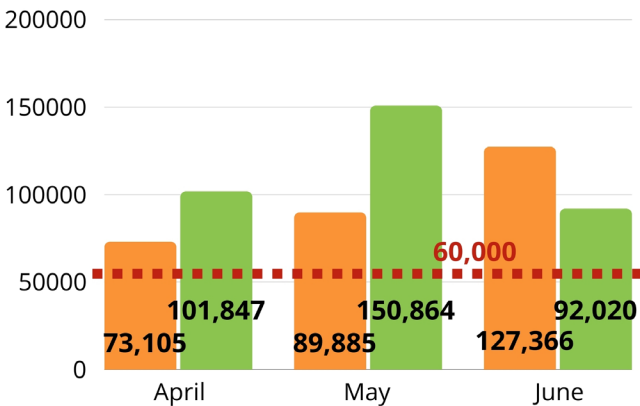
The ACS strategic priority to foster positive connections with our community is the objective of the Education & Outreach Division. Through strategic outreach efforts including digital engagement and promotion, the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached now includes digital outreach efforts as well (effective February 2020).

DIGITAL OUTREACH/REACH*

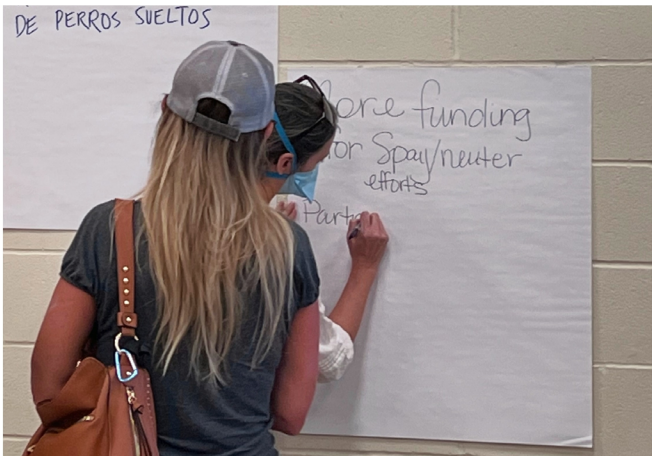
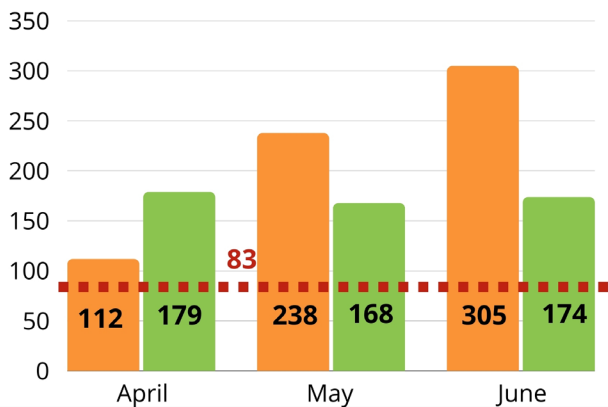


*Beginning June 2024, social media impact is measured using unique user accounts, rather than impressions.

DIGITAL ENGAGEMENT



MEDIA INTERACTIONS



--- FY 2024 TARGET P PRIOR 3 YEAR AVERAGE F FY 2024 ACTUAL

