



CITY OF SAN ANTONIO



# ANIMAL CARE SERVICES

FY 2022 | SECOND QUARTER REPORT





SHANNON SIMS  
ACS DIRECTOR

## DIRECTOR'S DESK

There's an old saying that failing to prepare is the same as preparing to fail. I believe the single most valuable asset we have is our team, but that advantage is diluted without strategic employee recruitment and retention efforts. When you consider the importance of getting (and keeping) compassionate and mission-driven staff at the shelter, you can see why Animal Care Services is proactively enhancing our staffing strategies. This is especially important when you consider the ongoing nationwide vet shortage which has greatly impacted our operations. This past quarter, I've worked closely with City leadership, including Human Resources, to ensure we can attract and keep shelter veterinarians with increased starting salaries, hiring incentives, and other benefits like expanded continuing

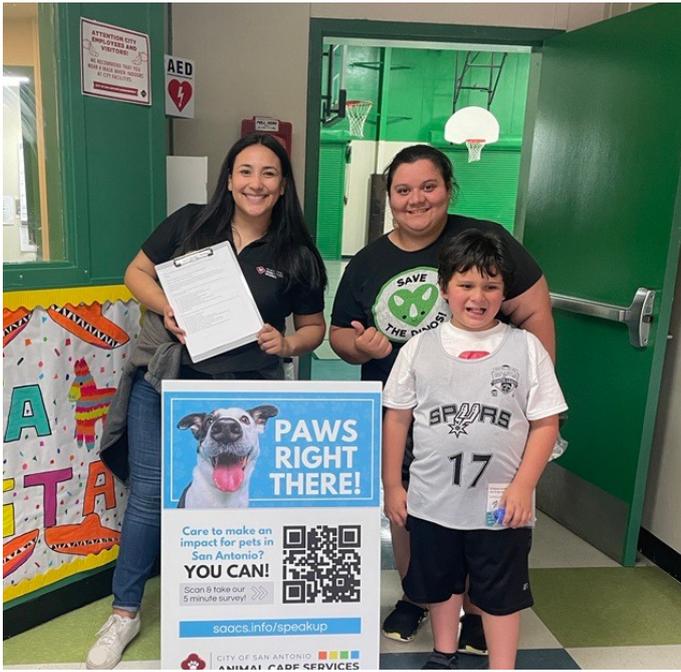
education opportunities. SAACS is also looking at ways to improve the onboarding and retention processes including the creation of new training sessions and a career growth plan for Field Enforcement, an area consistently hard hit by turnover. Additional career trajectories will be completed by 2023 and we've also increased employee stipends for staff-bought necessities like uniforms, boots, and scrubs. Staffing efforts are not the only place we're seeing some progressive updates. A recent meeting with local rescues included a healthy conversation about a possible increase in financial support to our placement partners. The Rescue Partner Incentive Program (RPIP) oversees this assistance; a new allocation will also include a standardized application process to boost the numbers of eligible rescues. As we head towards this year's budget process, I am confident our previous successes and new ideas will pave the way towards even greater lifesaving progress.

## CHAIR'S CORNER

Thrilled to end this recent quarter with the passage of the City bond to build a new veterinary hospital on the ACS campus! Slated for completion in 2025, this new clinic will undoubtedly help sterilize and heal more pets than ever before. That's vital because litter season is definitely here. That seasonal increase can certainly be addressed with more community spay neuter; but there's another concern that's not as apparent on our city streets. San Antonio still struggles with low vaccination rates and that translates into a huge health concern for local pets and shelters. I'm excited about the new partnership Animal Care Services has with the Animal Defense League (ADL) to boost community pet health. Since the beginning of the year, SAACS and ADL have hosted monthly clinics (sponsored by Petco Love) in underserved areas. To date, close to 300 pets have received free comprehensive vaccination packages and registered microchips. The growing success of the initiative has even led Animal Care to increase capacity for the remainder of the clinics. It's a great program for at risk pets!



RITA BRAEUTIGAM  
ADVISORY BOARD CHAIR



## FEEDBACK KEY TO FUTURE MAPPING AS SAACS WORKS ON NEW STRATEGIC PLAN

An initial community survey hosted by San Antonio Animal Care Services is completed as the shelter continues mapping the future of humane pet care in San Antonio. In March, more than 3,000 respondents participated through the City's SASpeakUp public engagement portal, kicking off community outreach efforts. The online survey, which was available for more than a month, sought general input on current SAACS programming and services to better understand the community's view of local animal issues.

The inclusive feedback gained from SASpeakUp responses, staff questionnaire results, and strategic community engagement in underserved neighborhoods, will further direct a deeper dive into key initiatives and operational direction.

An accelerated timeline for the Strategic Planning process will see additional feedback sessions and stakeholder meetings before an initial Council review later this year.

The finalized SAACS Strategic Plan will be completed by May 2023.



Thank you to our volunteers and the following organizations for their support in promoting this survey throughout San Antonio:

- ACE Veterinary Clinic
- Animal Defense League of Texas
- Bazan Branch Library
- Carver Branch Library
- Cortez Branch Library
- Copernicus Community Center
- Father Roman Community Center
- Helgas Pet Grooming
- Fifi & Fidus
- Las Palmas Branch Library
- Lucy's Doggie Day Care
- Mission Branch Library
- Pan American Branch Library
- Pets Barn
- RobCary Pet Resort
- San Juan Community Center
- VCA Becker Animal Hospital
- VCA Mission Animal Hospital
- Westfall Branch Library
- Willie Cortez Senior Center



A special thank you to our City of San Antonio partners:



CITY OF SAN ANTONIO  
**PARKS & RECREATION**



**SAN ANTONIO  
PUBLIC Library**  
information. imagination. ideas.



CITY OF SAN ANTONIO  
**OFFICE OF EQUITY**



CITY OF SAN ANTONIO  
**OFFICE OF INNOVATION**

# BISSELL SPONSORED RESCUE FLIGHT HELPS SAVE DOZENS OF SA PETS

The rate of saving San Antonio's shelter pets has risen sky-high thanks to a new collaboration between the city and the BISSELL PET Foundation.

The rescue flights take pets from shelters and rescues here in San Antonio to less crowded animal welfare organizations in the country's northern half.

It's a lofty mission that's already helped save close to two hundred local dogs and cats!



The latest flight took place in the early morning hours of March 26th when pets from San Antonio Animal Care Services and partner shelter, San Antonio Pets Alive!

After touching down in Connecticut, staff and volunteers from half a dozen animal shelters met the dogs and puppies in northern states.

Participating shelters included:

- Connecticut Humane Society,
- Mohawk-Hudson
- Humane Society
- Potter League for Animals
- PAWS New England
- Montgomery County SPCA
- Mount Pleasant Animal Shelter
- South Hampton Animal Shelter

Texas dogs have proven very popular; many of the pets sent on the March flight already had waiting adopters before they landed! A June rescue flight to Buffalo, New York, near the Canadian border is already being organized and fosters are needed to make it happen!

## SHOT DOG FINDS HEALTH AND HAPPINESS IN NEW HOME

A sweet companion caught in the crossfire of street violence earlier this year is resting easy with a new family. That happy ending was less than certain after Snickers was found critically injured by San Antonio Police responding to a shooting in a local neighborhood. While it was not clear if the little black and tan Doberman mix was the shooter's primary target, it was obvious he needed immediate emergency care.



Snickers had at least one gunshot wound and was losing a lot of blood. Animal Care Officer Perry made the scene and rushed the injured puppy to our partners at the Animal Emergency Room. Although it was touch and go for a bit, their medical staff was able to stabilize Snickers enough that he could be transferred to the SAACS veterinary clinic the following day. Snickers initially refused to eat due to the excruciating pain he was in. Our veterinary team made sure to be near Snickers to help soothe him through his discomfort and eventually, he became something of a snuggler. That sweet disposition got him noticed by a local family who heard his hard luck story and knew they needed to meet him. Shortly afterwards, the family made it official and adopted Snickers. Now, he's happy and healthy in his new home...as it turns out, love really does heal all wounds.



## WORTH THE WAIT- HISTORY MAKER FINDS HOME AFTER ALMOST TWO YEARS

They say love is patient, but it wouldn't be a surprise if Dr. Fuzz was a little grouchy every now and then. After all, this distinguished gentleman had been waiting for his forever home for what seemed like, well...forever. You see, Dr. Fuzz came to us in March of 2020-- He was injured, underweight, and almost fur-less.

Along with a whole host of medical concerns, it took our rescue-foster team close to a month to find a volunteer to host Dr. Fuzz for what we assumed would be hospice care. Volunteer Sarah R. had experience with fosters in need of medical care, and she gave Dr. Fuzz a relaxing place of respite. Recovery seemed out of the cards for this sweet boy, but Dr. Fuzz had other plans. He didn't give up, and neither did Sarah or the ACS veterinary team.

It took a little over a year, ongoing treatments, and a special new diet but Dr. Fuzz finally got back his true "purr"-sonality! In fact, the good doctor's newfound spirit was so sassy, Sarah created his own sown social media pages which became quite popular. She posted daily using medical puns to go with his "official" title and dozens of pics from his sideline as a male "meow-del." His future looked bright, but he never found a true connection with any would-be adopters. That was until he caught the eye of Ms. B.



**"I saw him on social media and started following his story. His pictures and the medical puns caught my attention.**

**I spent a lot of time working in the medical field, and I thought the post was genius!"**

Ms. B and Dr. Fuzz had an instant love connection and Sarah brought him to the ACS veterinary clinic for one final medical exam before he went to his new home. During their consult, Chief Veterinarian Dr. Gotbeter was filled with gratitude for Sarah and credited her dedication to his recovery for his newfound health. Sarah was able to say her final goodbyes and thanks to heartfelt donations in his name, Dr. Fuzz and his new person left with almost a year's worth of his special diet. It was a happy ending well worth waiting for.



## fostering saves lives.

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That couldn't be more true than for medical fosters like Dr. Fuzz.

**In FY21, 700+ pets were placed in foster care--many of them needing a temporary home to heal to be ready for adoption. You can help save a life by joining our foster network.**

[saacs.info/foster](https://saacs.info/foster)

## VACCINATING THE VULNERABLE



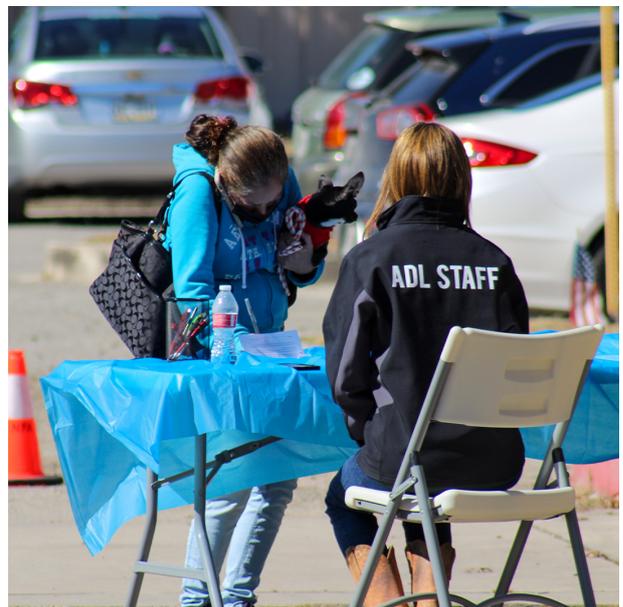
A new SAACS partnership with the Animal Defense League (ADL) aims to boost community pet health in underserved areas of San Antonio.

Every month, ADL and Animal Care Services sponsor vaccination clinics in at-risk areas—the clinics, which are also supported by Petco Love and the San Antonio Parks and Recreation Department, feature free wellness visits, vaccines, and microchips. The aim is to increase the overall health of San Antonio’s pets by providing lifesaving boosters for as many dogs and cats as possible.

SAACS Director Shannon Sims explains it’s an initiative that makes sense because it protects pets and people.

**“By ensuring our city’s pets have vaccinations, we’re making dogs and cats healthier of course; but we’re also protecting our residents from deadly zoonotic disease...”**

Close to three hundred pets have benefited from the monthly clinics thus far and the lifesaving collaboration is expected to continue into the fall. Held the last Saturday of every month, May’s clinic is set for Roosevelt Park in Council District 1. Future clinics will also offer flea and tick preventatives thanks to a new ADL grant from PetSmart Charities!



# FY 2022 2ND QUARTER PERFORMANCE

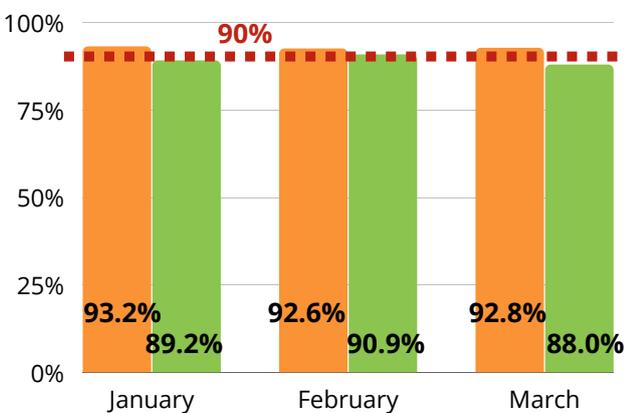
Analysis of the annual metrics for Fiscal Year 2022 will be a comparison of the results for Fiscal Year 2022 and the average of respective metric totals for the previous three years (Fiscal Year 2019, Fiscal Year 2020, and Fiscal Year 2021). Annual Fiscal Year 2022 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

## INCREASING THE LIVE RELEASE RATE

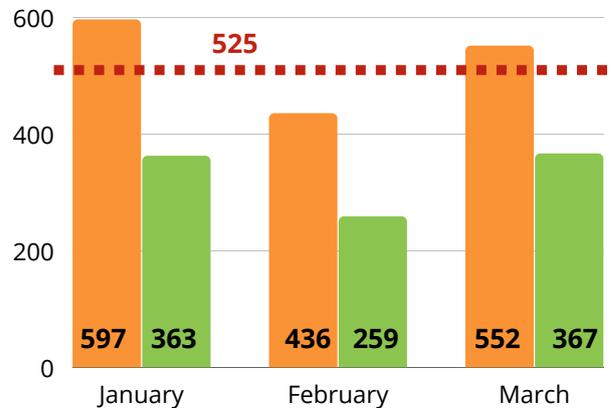
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing to maintain and raise the Live Release rate: Free dog training for adopters helps 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



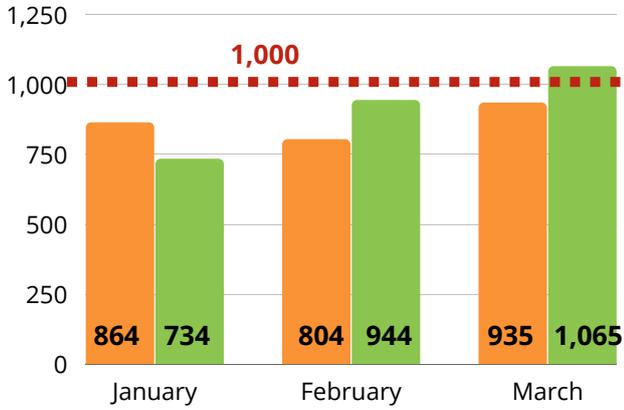
ADOPTIONS



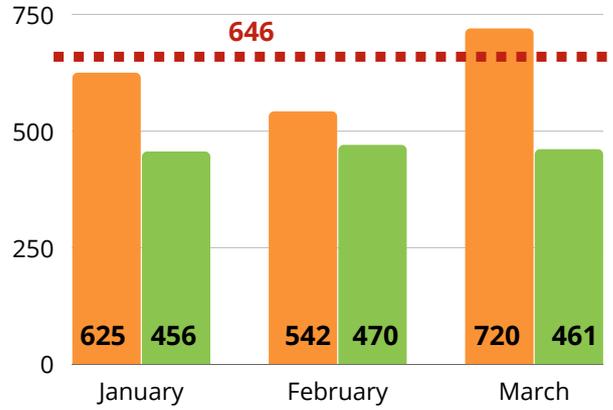
--- FY 2022 TARGET    █ PRIOR 3 YEAR AVERAGE    █ FY 2022 ACTUAL

## INCREASING THE LIVE RELEASE RATE (CONT'D)

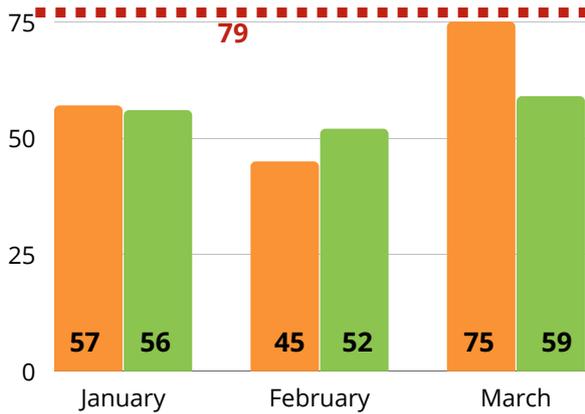
**RESCUES**



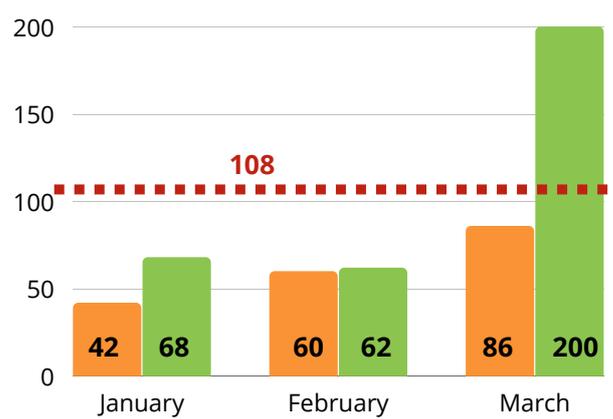
**RETURN TO OWNER**



**TRAP NEUTER RELEASE**



**PETS FOSTERED**



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL

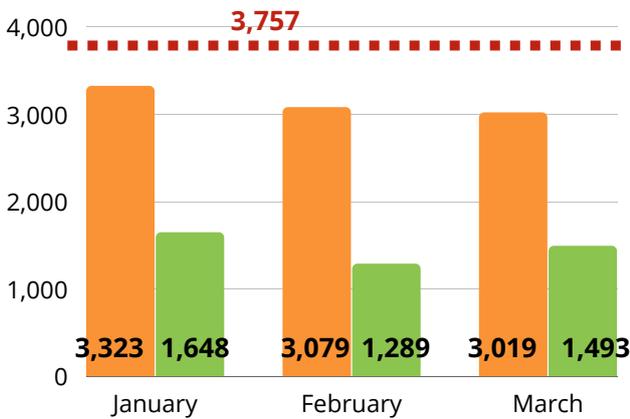




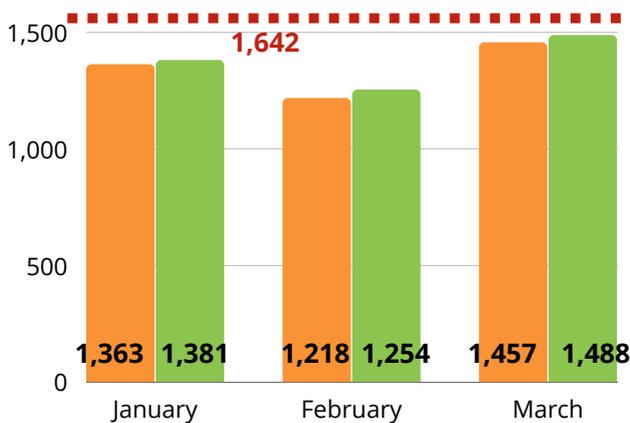
## CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services (ACS) strategic priority 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.

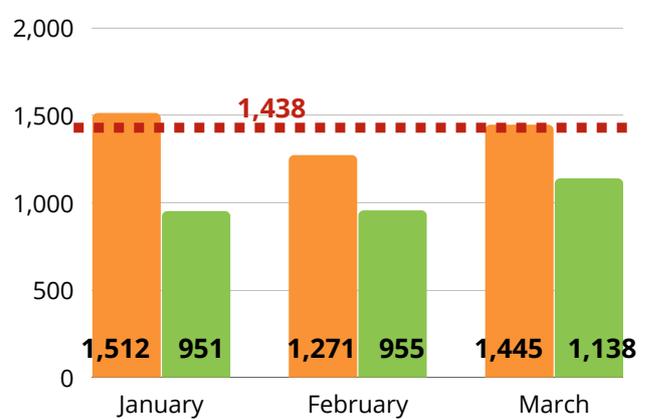
### TOTAL SPAY & NEUTER SURGERIES



### DECEASED DOG/CAT PICK-UP\*



### MICROCHIPS REGISTERED



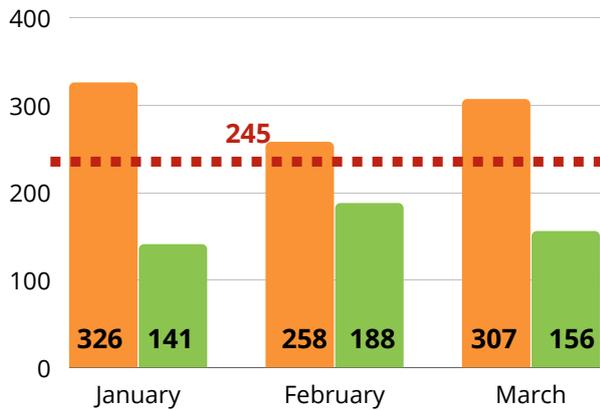
--- FY 2022 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2022 ACTUAL

## ENHANCED ENFORCEMENT

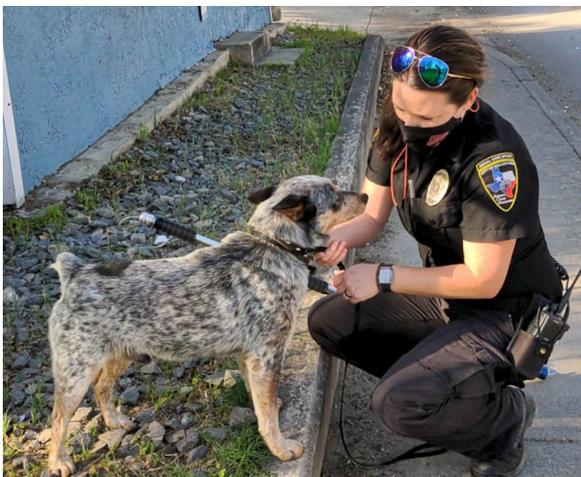
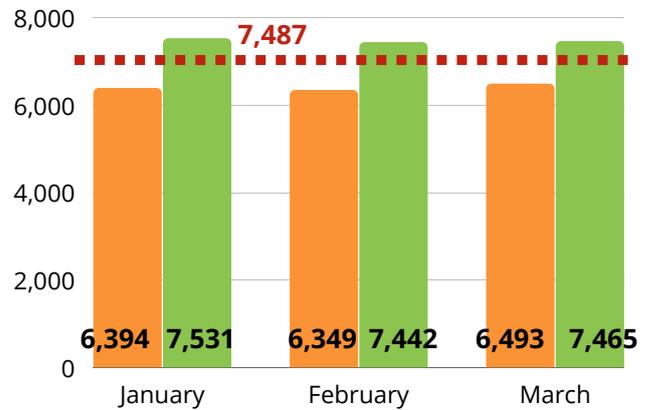
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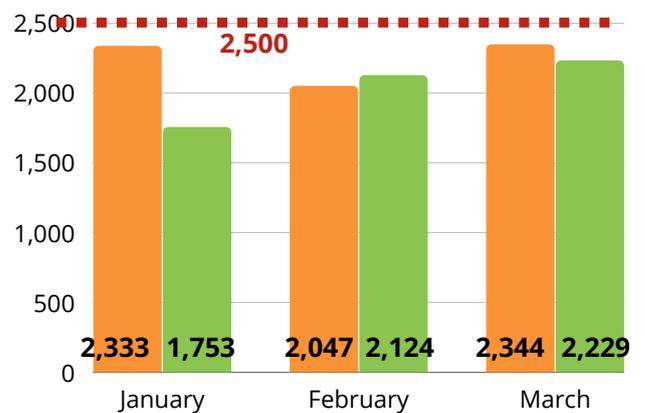
### PETS RETURNED TO OWNER-FIELD



### CALLS FOR SERVICE REQUESTS



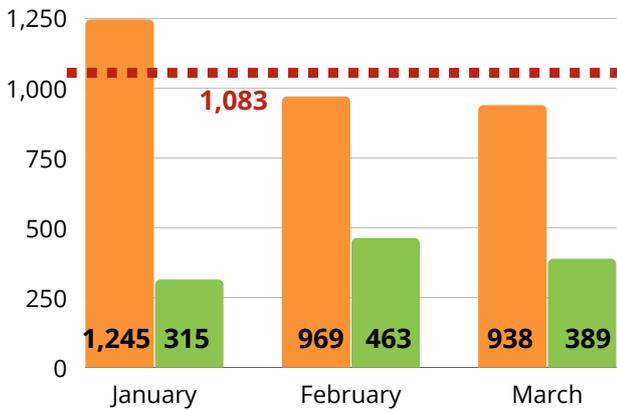
### IMPOUNDMENTS



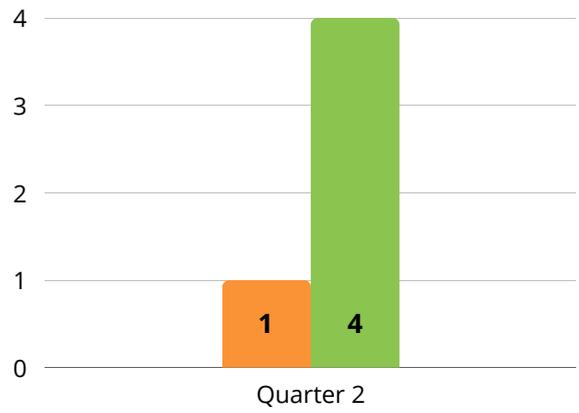
--- FY 2022 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2022 ACTUAL

## ENHANCED ENFORCEMENT (CONT'D)

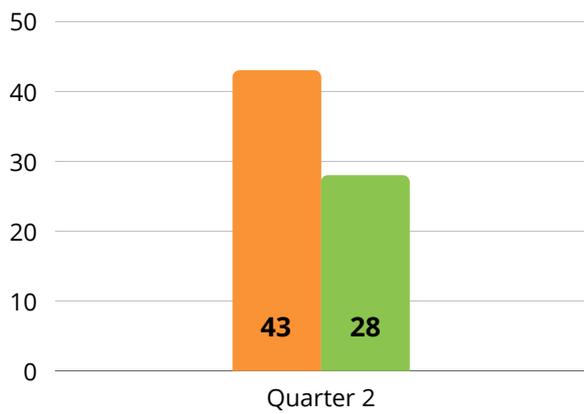
CITATIONS WRITTEN



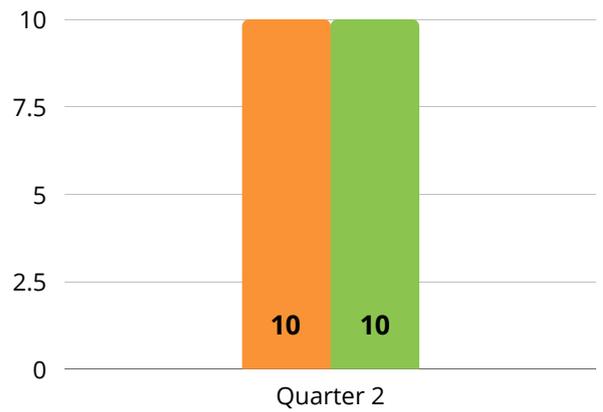
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED

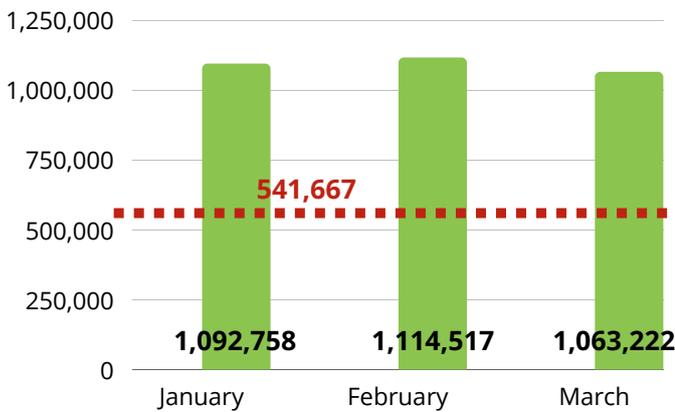




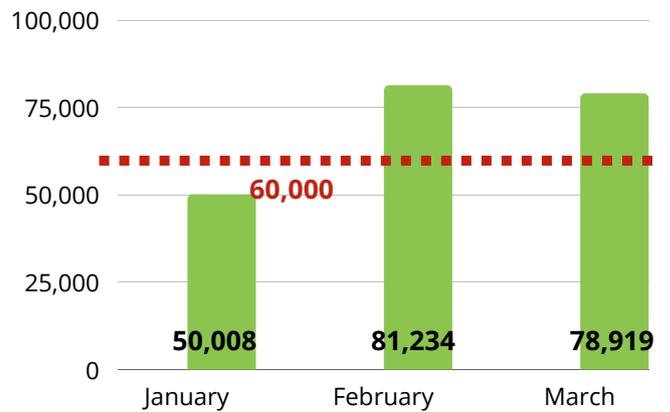
## ENGAGE AND EDUCATE THE COMMUNITY

The ACS strategic priority to engage and educate the 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).

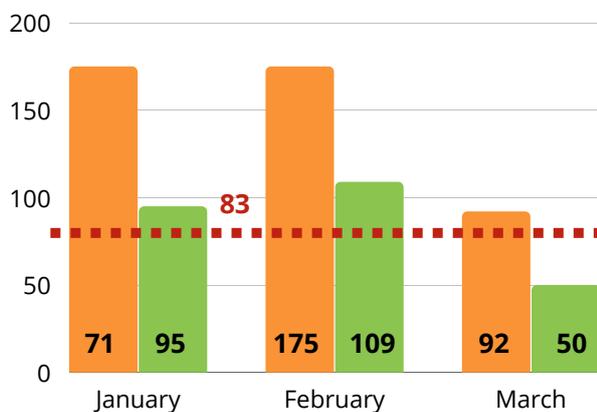
### DIGITAL REACH\*



### DIGITAL ENGAGEMENT\*



### MEDIA INTERACTIONS



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL

