

CITY OF SAN ANTONIO



ANIMAL CARE SERVICES

FY 2023 | FIRST QUARTER REPORT





SHANNON SIMS
ACS DIRECTOR

DIRECTOR'S DESK

As President during one of our country's most difficult eras, Harry Truman oversaw the nation's exit and rebuilding from a devastating World War. In fact, the president famously said about that transition that "you can always amend a big plan, but you can never expand a little one...I believe in plans big enough to meet a situation which we can't possibly foresee now." That forethought is something I have been considering as we've worked on the shelter's future mapping. As you know, SAACS has experienced many of the same setbacks other animal shelters have throughout the country following the pandemic, but we haven't taken those challenges laying down. Instead, we've been laying the groundwork for positive change through enhanced programs and processes that impact pets in and out of the shelter. That structured transition supports shelter and staff enhancements, but it also makes sense if you consider our community's need for more

humane resources and education. In the next several months, we will be detailing the vision for creating a more humane city, and we do this with full awareness our role at Animal Care Services is not an insulated one. What we do today and what we plan for tomorrow is every bit as impactful outside the shelter as it is inside it. Similarly, our community's role in animal welfare must embrace that same duality. The decisions we make as residents of San Antonio have a ripple effect in the shelter. Communities are necessarily strengthened through collaboration and vision for a common cause. I know we will continue to make our city a better place for people and pets if we do it together.

CHAIR'S CORNER

While the Advisory Board has been pleased to see the continued attention paid to strategic planning at Animal Care Services, it's not without a bit of worry concerning the here and now. So many times, organizations can look so far down the road that they don't see a coming pothole. The challenges from the recent Winter Storm showed me the Animal Care Services team still has the flexibility to pivot as needed. When power outages left a number of local residents and their pets in the cold, SAACS set up pop-up emergency sheltering at several of the City's warming centers. Animal Care Officers worked through the holidays enforcing a zero-tolerance approach to those who left their pets outside during the freeze. An emergency foster program was even stood up, which got several dozen dogs into the safety of homes for the holidays. It's obvious that the community can come together when pets are at risk—more than ever, we need to embrace that risk isn't confined to a crisis or the 11th hour. Only through a daily passion for change in and out of the shelter can we make lifesaving differences.



RITA BRAEUTIGAM
ADVISORY BOARD CHAIR

HOME, HOME ON THE RANGE...

Sometimes it's more than the buffalo who are roaming the range....Just ask Big Mac, who spent a (not so) good part of his life as a wanderer. Now, this former stray has cowboyed up! Several months ago, the R family came to ACS looking for a new little cowpoke to take back to the old homestead. The R's live on a ranch, and they knew any canine companion they brought home would need to be livestock friendly and adaptable to life outside the city. Big Mac fit the bill, and his calm demeanor and warm disposition won the hearts of the R family right off the bat....and good thing, too, because Big Mac had been waiting more than two weeks for a family to call his own!

The R family has this to say about Mac: "He is the most patient, well-mannered, and loving dog we have ever had! He immediately fell in love with our cows and still will spend hours in the pasture just licking on them. His days are spent following us around at our ranch, running errands, playing with his doggy and calf siblings, and being a snuggle buddy (his favorite)." Thank you, R family, for giving Mac the life and love he deserves! We know big guys like BM sometimes get overlooked due to their appearance. Whether they're minding the livestock, supporting their families, or overseeing snack time, dogs like Big Mac exemplify the best of shelter dogs!



FROM MATS TO MAGNIFICENT!

Sometimes the best stories start out with the hardest of beginnings. So was the case for three white furballs who came to ACS after a very rough start. Snowball, Blizzard, and Snowflake were rescued by ACS cruelty investigators after they were found living in deplorable conditions. They were covered in urine, emaciated and noticeably uncomfortable due to their matted fur. Staff and volunteers worked together to ensure they not only had all of the care and attention they needed while here but also baths, grooming and medical attention to feel better. Snowball and Blizzard were quickly adopted by new families, while Snowflake still waited for his happily ever after.

After a week in our care, The Right to Live Rescue was able to find the perfect foster family to continue caring for Snowflake! in a few short weeks, Snowflake has transformed into a handsome ice prince...and he loves to show off his new buzz cut while playing with his foster siblings.

The Right to Live Rescue continues to work in finding the perfect home for him, and they're hoping he can find an ideal match with an adopter that lives up North so he can experience colder weather as his beautiful coat grows back in. We appreciate our rescue partners helping pets like Snowflake to shed the horrible traumas of their past and allow them to discover a real loving home!



TALK ABOUT A "WHO-MADE-WHO" STORY!

The calls that we receive don't always look like the calls we respond to...and that was a good thing when it came to an aggressive animal report our Officers McCallister and James responded to a few months ago. What was supposed to be an angry aggressive dog turned out to be a happy, friendly, (and super wiggly) blocky-headed pup! In fact, as soon as the Animal Care Officers arrived, this little lady leaped into the front seat of their transport truck, ready to head to her next adventure! They named her Gracie Lou and brought her to ACS, where she would meet her furever family just a few days later. After spending a bit of time with the playful pup, the Y family filled out the paperwork and added her to their family.

The family chose to rename her Mala, after Wonder Woman's best friend from Amazonia.

Mala's namesake was not only Wonder Woman's best friend, but she pushed Wonder Woman to be her best and strongest self! The Y family quickly realized what a bright light Mala is and wanted to share her comforting gifts with those in need. Mala is now on her way to becoming a certified therapy dog to join her pet parent's practice as a Trauma Therapist that works with children and adults overcoming some heavy things. Mala will soon be helping them in the healing process, and she's already practicing her therapeutic efforts in all she meets! It's truly incredible what shelter dogs are capable of! Thank you, Y family, for opening your hearts and home and allowing Mala to blossom into her full potential!



19 YEARS AND COUNTING!!!

Close to two decades...That's how long Ana has been helping pets in need at ACS! As a seasoned veterinary technician, Ana plays a vital role in helping our veterinary clinic function smoothly and she'd done it all. As one of the original mobile spay neuter techs, Ana helped sterilize hundreds of San Antonio pets. She's well versed in tending to the basic needs of the pets housed in the clinic and she's even trained new vet techs learning the ropes at the shelter. Well known for her cheerful disposition and positive attitude, Ana has always had the highest work ethic. She's so loved by her colleagues, another one of our seasoned vet techs even stated, "Ana taught me everything I know!"

When we asked what her favorite part of her job was, Ana let us know she couldn't pick just one! In fact, she says she loves seeing how visibly relieved pets are from pain after special surgeries and she's always excited to see how happy families are to be reunited with pets treated by our clinic team. Ana plays such a big part in how successful our clinic is and we are so grateful to have such a shining star helping heal the pets in our care. Thank you, Ana, for all the heart, sweat, and tears you put into your work each day!

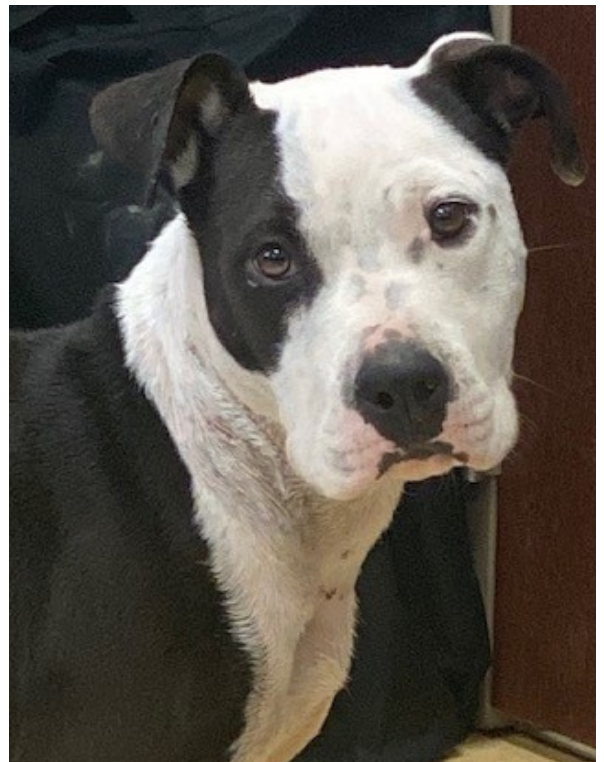


PETCO LOVE ADOPTION EVENT



73 pets now have homes for the holidays thanks to the Petco Love and BOBS from SKECHERS's Make More Merry mega-adoption event during December!

55 dogs, including Xena (pictured), and 19 cats found their furever families over the weekend. We are so grateful to all who adopted a new furry family member! Special thanks to Petco Love and BOBS from SKECHERS for sponsoring this event and helping these pets find homes!



San Antonio Mayor Ron Nirenberg even joined in the fun and encouraged residents to adopt and foster through the holidays. ACS office dog Pearl was happy to help and even got gussied up for her photo shoot with our leader. Pearl loved the road trip downtown and is doing well with her new family, thanks to San Antonio Pets Alive!)

LITTLE PIG, LITTLE PIG LET ME IN!

"Little pig, little pig...let me in!" Okay. No houses were blown down in the making of this story, but there was a fair amount of huffing and puffing to be had. Just ask Chicha, the pig who waddled up to the O family's house and, well, made herself at home. Chicha even made herself comfortable when Ms. O's granddaughter greeted her with polite pets, and they instantly became friends. Ms. O was concerned Chicha's caretakers might be looking for her and began to search around the neighborhood for any word of a lost pig. That's when she called 3-1-1 and found out pigs aren't actually allowed in San Antonio! She knew she'd need help from an Animal Care Officer to deal with the ham on the lam, so she was pleased to see the Officer arrived with a cadet in tow.

Chicha was thrilled as well, and with a squeal of delight, she quickly strutted towards them and laid on her side, waiting for some much-needed belly rubs. Ms. O's granddaughter was saddened that she couldn't keep her pig friend but understood after Officer McCallister thanked her for their hogspitality and for allowing them to help Chicha find a safe farm to live in. Cadet Guevara thought it would be a great idea to take a stuffed toy pig to Ms. O's granddaughter as a "thank you" for being such a great animal friend. The O family was not home when Officer McCallister and Guevara dropped off the stuffy, but the family reached out to us to share the happy smile on their granddaughter's face when she came home to find it. Thank you, O Family, for helping Chicha when she was in need!



FY 2022 4TH QUARTER PERFORMANCE

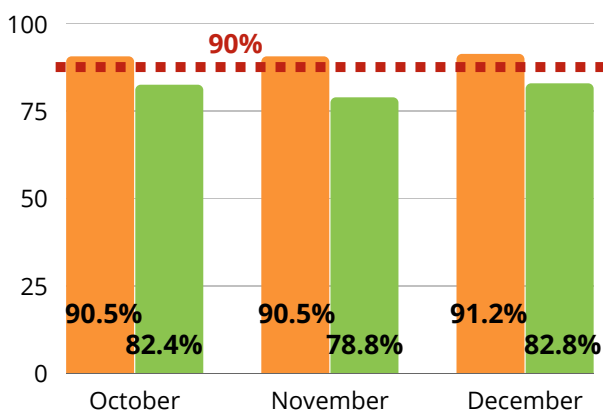
Analysis of the annual metrics for Fiscal Year 2022 will be a comparison of the results for Fiscal Year 2022 and the average of respective metric totals for the previous three years (Fiscal Year 2019, Fiscal Year 2020, and Fiscal Year 2021). Annual Fiscal Year 2022 targets are displayed to gauge the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

INCREASING THE LIVE RELEASE RATE

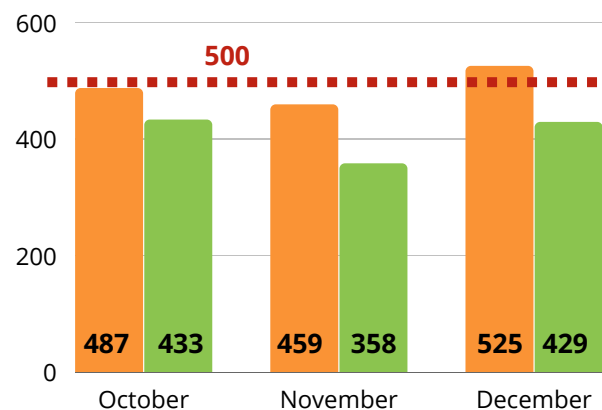
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs 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

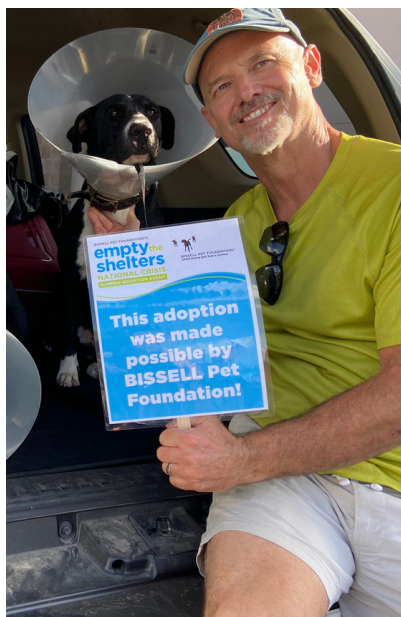
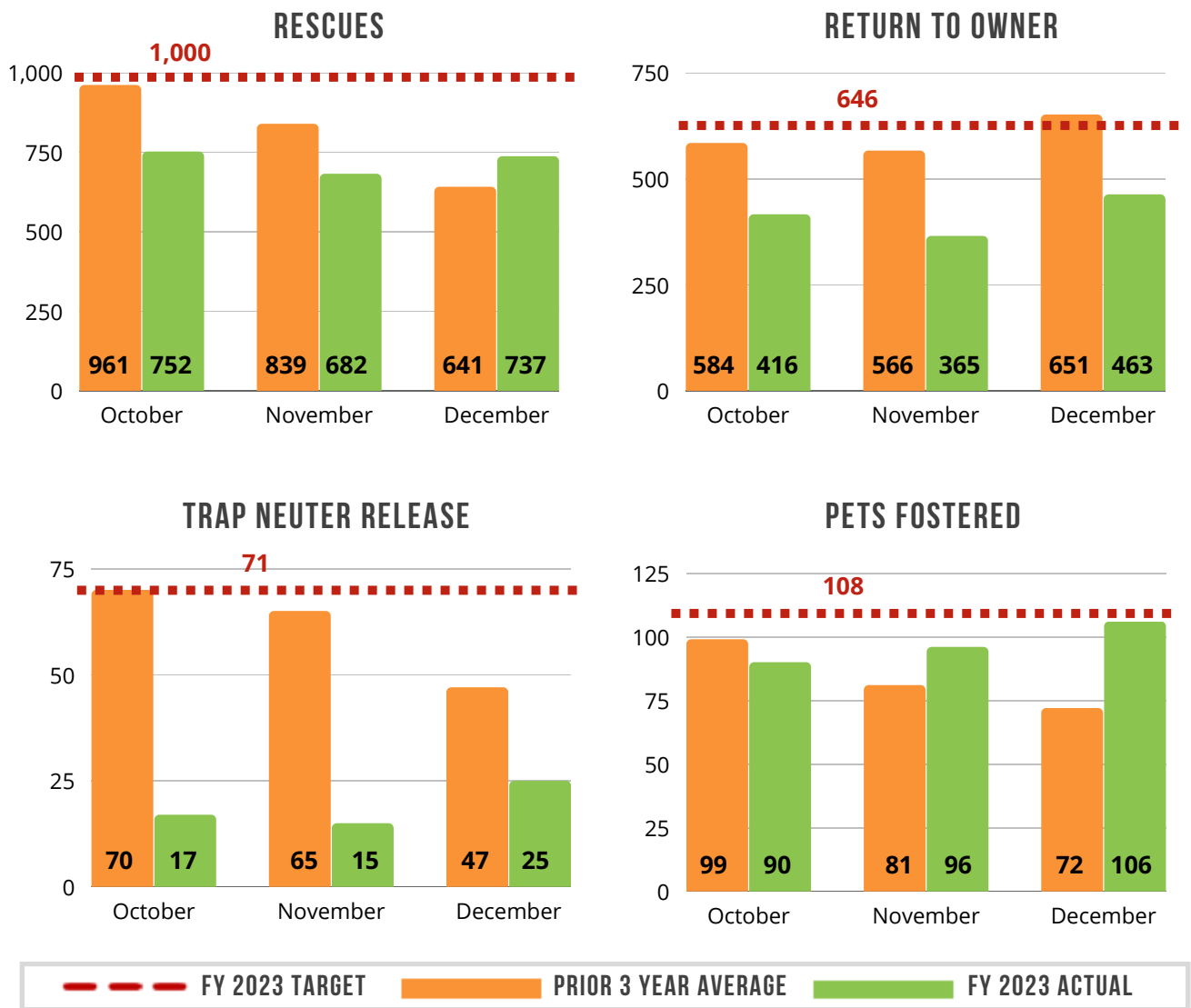


ADOPTIONS



--- FY 2023 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2023 ACTUAL

INCREASING THE LIVE RELEASE RATE (CONT'D)

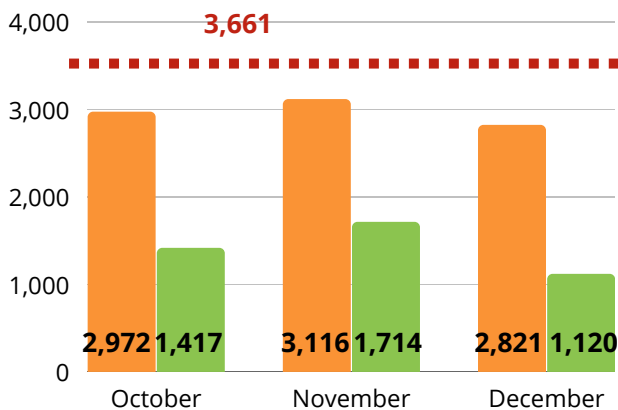




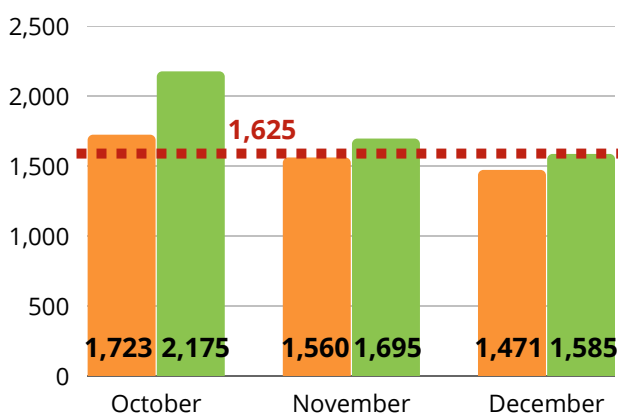
CONTROLLING THE ROAMING ANIMAL POPULATION

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.

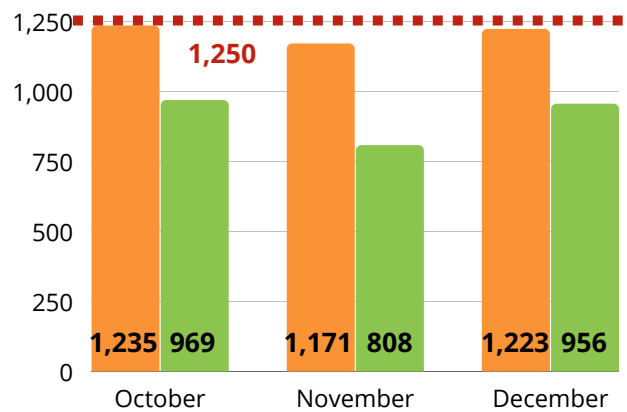
TOTAL SPAY & NEUTER SURGERIES



DECEASED DOG/CAT PICK-UP*



MICROCHIPS REGISTERED



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

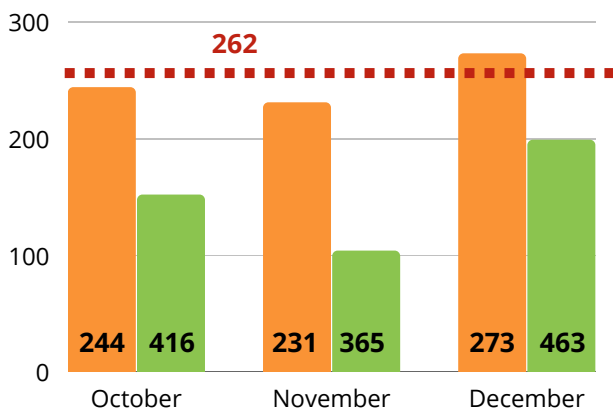
■ FY 2023 ACTUAL

ENHANCED ENFORCEMENT

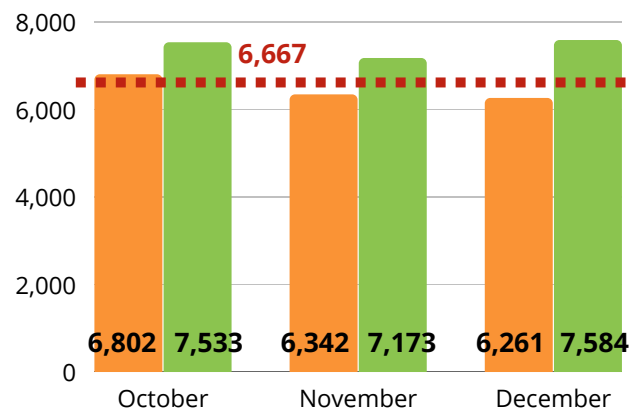
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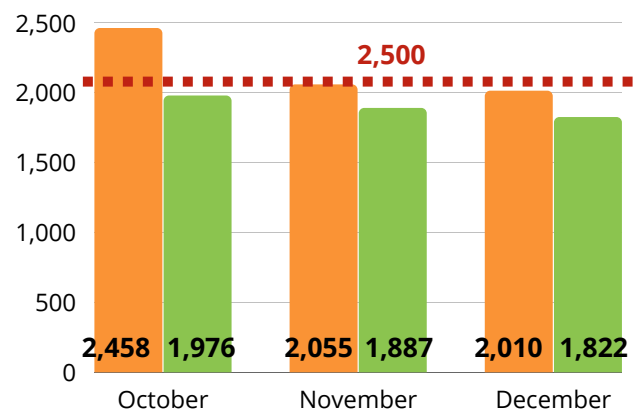
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS



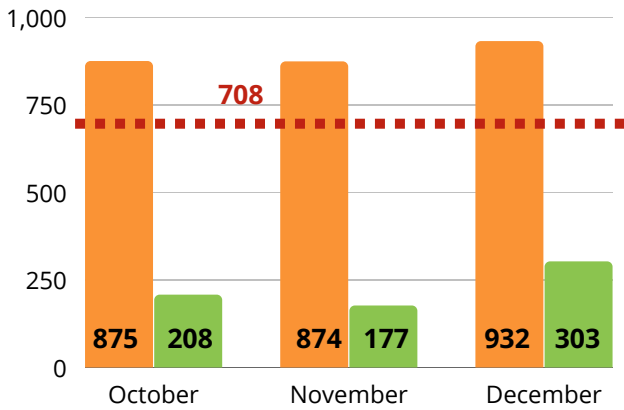
--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

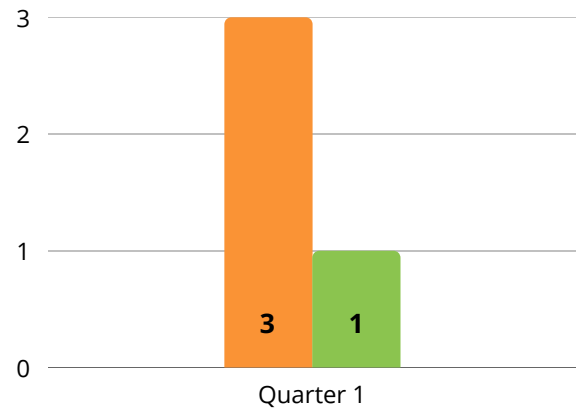
■ FY 2023 ACTUAL

ENHANCED ENFORCEMENT (CONT'D)

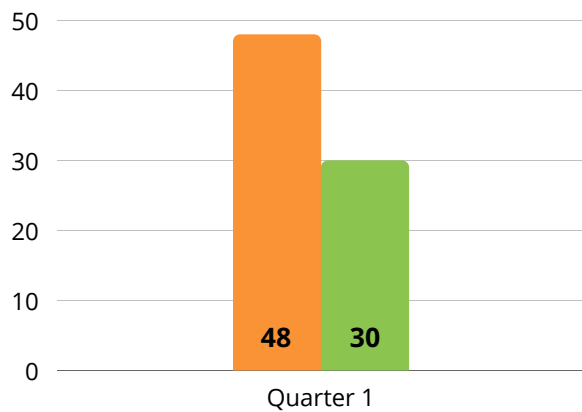
CITATIONS WRITTEN



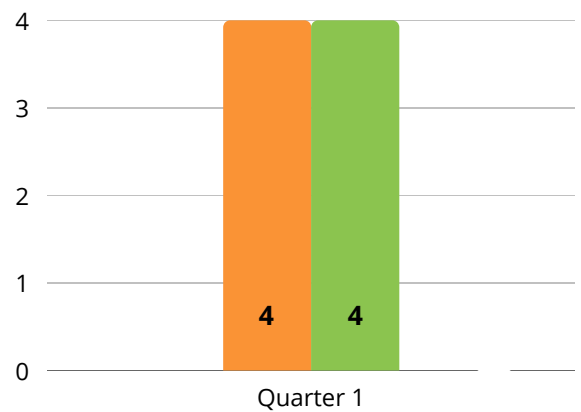
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

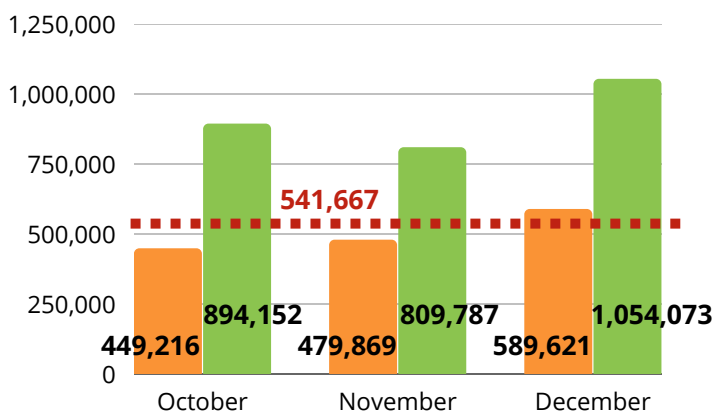




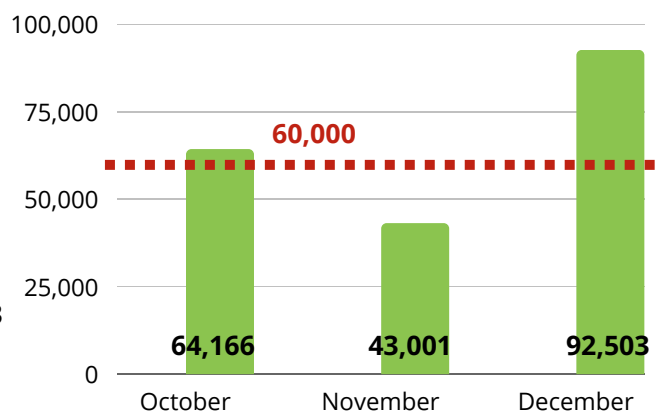
ENGAGE AND EDUCATE THE COMMUNITY

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).

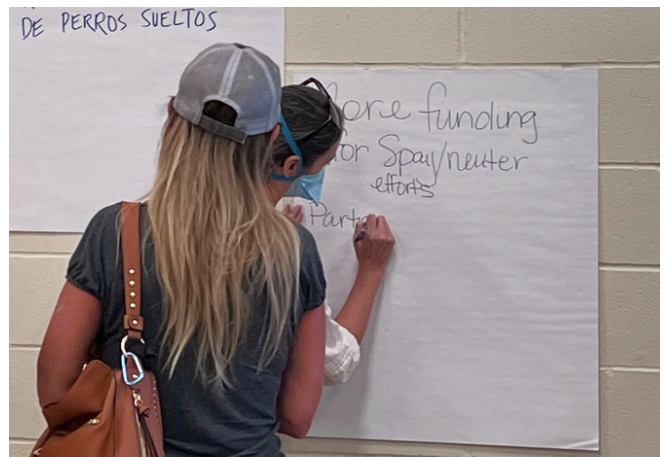
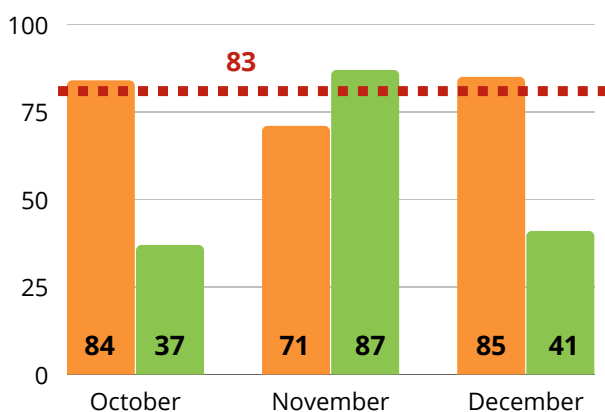
DIGITAL REACH



DIGITAL ENGAGEMENT



MEDIA INTERACTIONS



--- FY 2023 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2023 ACTUAL

