City of San Antonio

AGENDA PACKET

Animal Care Services Advisory Board Meeting

Wednesday, January 18, 2023 **5:55 PM** **4710 State Hwy 151**

The Animal Care Services Advisory Board Meeting will hold its regular meeting in the 4710 State Hwy 151 beginning at 5:55 PM. Once convened, the Animal Care Services Advisory Board Meeting will take up the following items no sooner than the designated times.

Members of the public can comment on items on the agenda. To submit comments or sign up to speak, please go to www.sanantonio.gov/agenda and click on the eComment link for instructions. Questions relating to these rules may be directed to the Office of the City Clerk at (210) 207-7253

Once a quorum is established, the Animal Care Services Advisory Board Meeting shall consider the following:

Chair's Statement

Director's Report

Consent Agenda

1. Approval of the minutes from the Animal Care Services Advisory Board Meeting on November 17, 2022
2. Approval of Animal Care Services Advisory Board Statistical Reports for December 2022
3. Approval of Animal Care Services Advisory Board Contracts Performance Report
4. Approval of Animal Care Services Advisory Board FY 2023 First Quarter Report
5. Approval of the Animal Care Services Advisory Board Facility Inspections
6. Approval of the Revised Fiscal Year 2023 Facility Inspection Schedule

Briefing and Possible Action on the following items

7. Briefing on the Spay Neuter Network
8. Briefing on the Development of the New Animal Care Services Strategic Plan
9. Briefing on Animal Care Services Operations Update

Public Comments

Determination of Next Meeting Date

Adjournment

At any time during the meeting, the Animal Care Services Advisory Board Meeting Committee may meet in executive session by videoconference for consultation with the City Attorney's Office concerning attorney client matters under Chapter 551 of the Texas Government Code.

City of San Antonio

Agenda Memorandum

File Number:
23-189084

Agenda Item Number: 1

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of the minutes from the Animal Care Services Advisory Board Meeting on November 17, 2022

SUMMARY:

N/A

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the Animal Care Services Advisory Board Meeting Minutes from November 17, 2022.

City of San Antonio

Animal Care Services Advisory Board
Meeting Minutes

Wednesday, November 17, 2022, 5:55 PM
4710 State Hwy 151, San Antonio, Texas, 78227

I. Call to Order:

Board Chair Braeutigam called the meeting to order at 5:59 p.m.

II. Roll Call:

Present: George Garcia (Dist. 3), Rita Braeutigam - Chair (Dist. 4), Karen Speer - Secretary (Dist. 5), Kathleen Davis (Dist. 6), Valerie Moore (Dist. 7), Katie Jarl (Dist. 8), Susan Beldon -Vice Chair (Dist. 9), Amin Tohmaz (Mayor)
Ex-Officio Member: David McCary, Shannon Sims

Absent: Cynthia Cox (Dist. 1), Lorena Havill (Dist. 2), Sallie Scott (District 10)
Ex-Officio Members: Dr. Marilyn Gotbeter

III. Chair's Statement

IV. Director's Report

ACS Director Shannon Sims discussed the Texas Unites Conference, the current struggle with live release numbers, and the importance of supporting residents with resources through the new CASA program. Sims announced the winner of the Brackenridge Clinic City contract is the Dallas-Fort Worth organization, Spay Neuter Network, as well as improvements and renovations being made to the Brackenridge Clinic facility.

Board Member Jarl asked if CASA was going to be collecting data on reasons for Owner Surrenders. CASA Manager, Kate Powell, confirmed.

A question was asked for the new location of PetShotz, which Sims provided as 3306 N. Saint Mary's; near the City's Brackenridge Clinic facility.

Board Member Speer asked if the Food Bank was the only pet pantry option available for residents. Sims responded that CASA has networked with multiple programs and organizations to provide food resources for citizen's pets, as well as the AniMeals program by Meals on Wheels which will provide food for both residents in need as well as their pets.

V. Consent Agenda:

1. Approval of the minutes from the Animal Care Services Advisory Board meeting on September 21, 2022.
2. Approval of the ACS Advisory Board Statistical Reports for October 2022.
3. Approval of the ACS Advisory Board Contracts Performance Report.
4. Approval of the Animal Care Services Advisory Board FY 2022 Fourth Quarter Report
5. Approval of the ACS Advisory Board Facility Inspections.
6. Approval of the Fiscal Year 2023 Facility Inspection Schedule.

Board Member Garcia pulled item number 5, Approval of the ACS Advisory Board Facility Inspections.

Motion: Katie Jarl moved to approve the Consent Agenda.
Val Moore seconded the motion.

Vote: Ayes: Garcia, Braeutigam, Speer, Davis, Moore, Jarl, Beldon, Tohmaz

Nays: None

Abstain: None

Absent: Cox, Havill, Scott

Action: **MOTION PASSED WITH 8 AYES, 0 NAY, 0 ABSTAIN, AND 3 ABSENT.**

VI. Items for Individual Consideration

Item 5 of the Consent Agenda, ACS Advisory Board Facility Inspections, was pulled for individual discussion. Board Member Garcia discussed concerns about issues that are notated on inspections not being addressed.

Motion: Valerie Moore moved to approve the ACS Facility Inspections. Karen Speer seconded the motion.

Vote: Ayes: Garcia, Braeutigam, Speer, Davis, Moore, Jarl, Beldon, Tohmaz

Nays: None

Abstain: None

Absent: Cox, Havill, Scott

Action: **MOTION PASSED WITH 8 AYES, 0 NAY, 0 ABSTAIN, AND 3 ABSENT.**

Item 6 of the Consent Agenda, Approval of the Fiscal Year 2023 Facility Inspection Schedule, was pulled for discussion.

Motion: Kathy Davis moved to table the Approval of the Fiscal Year 2023 Facility Inspection Schedule and re-evaluate the revised schedule at the next Board meeting.
Amin Tohmaz seconded the motion.

Vote: Ayes: Garcia, Braeutigam, Speer, Davis, Moore, Jarl, Beldon, Tohmaz

Nays: None

Abstain: None

Absent: Cox, Havill, Scott

Action: **MOTION PASSED WITH 8 AYES, 0 NAY, 0 ABSTAIN, AND 3 ABSENT.**

7. A Briefing on the Brackenridge Vet Clinic Contract.

Chief Operations Officer, Bethany Colonnese, presented an overview of the new partner organization, Spay Neuter Network, that won the City's bidding process for the award of the Brackenridge Clinic facility contract.

8. A Briefing on the Partner Focus Group.

Director Shannon Sims presented on the feedback received during Partner Focus Group, which was the final data gathering initiative of the new Strategic Plan development.

9. A Briefing on ACS' Legislative Priorities for the Next State Legislative Cycle

Director Shannon Sims presented on the timeline and priorities for the upcoming Texas Legislative Cycle.

VII. Public Comment

a. Lynda Ramirez discussed mandatory spaying or neutering of reclaimed pets.

b. Chrissy Campbell discussed the use of the Next Door app regarding stray and roaming pets, and owner responsibilities.

c. Vicki Steerman discussed backyard breeding, enforcement, and making Advisory Board meeting materials available to the public.

d. Frances Ely discussed utilizing the Petco Love [Lost] app, improving public awareness of ACS, and microchip registration process.

e. Ktrynha Rangel discussed the euthanizing of animals for space. Rangel also recommended process improvements being needed for owner surrenders, medical documentation, and transports.

f. Carol Gatzert discussed personal fostering experiences and recommended more incentives to foster.

g. Jenna Loos discussed personal experience with microchips not being registered by ACS, issues with backyard breeding, and making resident resources available on other sides of town as well.

h. Nadia Rivera discussed the increased need for fostering as well as suggested the creation of an ACS mobile app that would also have available resources listed in it.

i. John Bachman discussed dead animal pickup, inconsistencies between the City's website and ACS' website, and how difficult it can be to find the documents on the City website. Bachman also discussed concerns about the new Brackenridge Clinic contract.

VIII. Determination of Next Meeting Date

The next ACS Advisory Board meeting was scheduled for January 18, 2023.

IX. Adjournment

The meeting adjourned at 7:25 p.m.

APPROVED

_____

Rita Braeutigam, Chair
Animal Care Services Advisory Board
City of San Antonio

City of San Antonio

Agenda Memorandum

File Number:
23-189085

Agenda Item Number: 2

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of ACS Advisory Board Statistical Reports for November 2022

SUMMARY:

Reports to be approved include:
1. Monthly Infographic Report for the month of November 2022.
2. Year-to-Date Statistical Report through the month of November 2022.

BACKGROUND INFORMATION:

Reports to be approved include:
1. Monthly Infographic Report for the month of November 2022.
2. Year-to-Date Statistical Report through the month of November 2022.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends the approval of ACS Advisory Board Statistical Reports for November 2022.

SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

DECEMBER 2022 SUMMARY REPORT

SERVICE REQUESTS

7,584
Requests received during reporting period.

245
Requests serviced daily.

Contact 311 to report pet related concerns

SHELTER INTAKE

1,514
Dogs brought into ACS care

308
Cats brought into ACS care

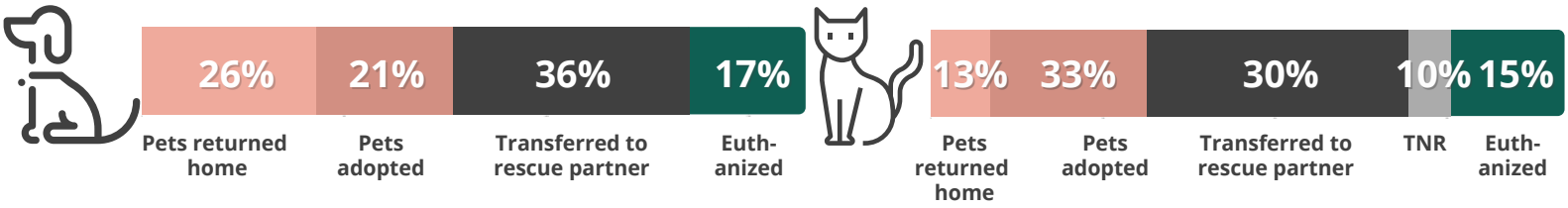
PET PLACEMENT

82.8%
of **ALL** pets found positive placement.

1,654 **Pets found positive placement!**

216 Pets euthanized due to untreatable health/behavioral issues

138 Pets euthanized due to lack of kennel space



95
"ROAMING" CITATIONS ISSUED

1,585
PETS **KILLED** ON THE STREETS BY CARS

1,120
SPAY/NEUTER SURGERIES PERFORMED TO PREVENT UNWANTED FUTURE LITTERS**

For more information, visit SAACS.NET or call 207-4PET

POINT &SCAN with your phone's camera

SAVE YOUR PET'S LIFE, **DON'T LET THEM ROAM.**

**Data provided by San Antonio Animal Care Services*
***Totals represent data as available at time of publishing*

JUNTA ASESORA DE SERVICIOS DE CUIDADO ANIMAL DE SAN ANTONIO

DICIEMBRE 2022
INFORME RESUMIDO

SOLICITUDES DE SERVICIO

7,584
Solicitudes recibidas durante el período del informe.

245
Solicitudes atendidas diariamente.

Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE

1,514
Perros traídos al cuidado de ACS.

308
Gatos traídos al cuidado de ACS.

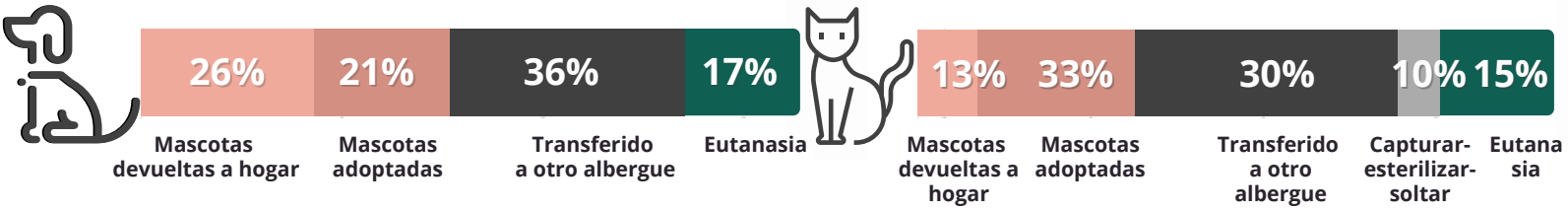
COLOCACIÓN DE MASCOTAS

82.8%
de **TODAS** mascotas encontraron una ubicación positiva.

1,654 **¡Mascotas con colocación positiva!**

216 Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

138 Mascotas fueron eutanasiados debido debido a la falta de espacio en el albergue.



95
MULTAS DE MASCOTAS ***"SUELTA"***

1,585
MASCOTAS **MATADAS** POR AUTOS

1,120
CIRUGÍAS DE ESTERELIZACIÓN REALIZADO PARA PREVENIR CAMADAS FUTURAS NO DESEADAS**

PARA OBTENER MÁS INFORMACIÓN, VISITE SAACS.NET O LLAME AL 207-4PET

APUNTA & ESCANEA con la cámara de tu teléfono.

SALVA LA VIDA DE TU MASCOTA, **NO LOS DEJES AFUERA.**

** Datos proporcionados por San Antonio Animal Care Services*
*** Los totales representan los datos disponibles en el momento de la publicación.*

SAACS Advisory Board Monthly Statistical Update

- FY 2023 YTD THROUGH DECEMBER 2022 -

STRATEGIC PRIORITY #1: Enhanced Enforcement

SERVICE REQUESTS RECEIVED

Includes requests from residents through 3-1-1.

Priority Level	1	2	3	4	5	6	7	8	9	TOTAL
Historic Average*	0	2,300	530	30	3,891	2,085	3,621	3,054	3,799	19,310
Actuals	0	2,954	578	40	3,127	2,513	4,799	2,884	5,395	22,290
Variance	0	654	48	10	(764)	428	1,178	(170)	1,596	2,980

COMPLIANCE (SLA) RATE

Percent of initial requests from residents that are responded to within established SLA.

Priority Level	1	2	3	4	5	6	7	8	9	TOTAL
Historic Average*	93.1%	94.4%	81.8%	55.7%	60.7%	68.6%	68.6%	88.6%	99.8%	77.5%
Actuals	0.0%	89.8%	81.7%	70.0%	41.6%	59.6%	43.1%	91.3%	99.8%	75.7%
Variance	(93.1)	(4.6)	(0.1)	14.3	(19.1)	(9.0)	(25.5)	2.7	0.0	(1.8)

PRIORITY 1: Calls by default are assigned priority level 1.

PRIORITY 2: Sick/ Injured, SAPD Officer Standby

PRIORITY 3: Bites (Critical), Cruelty

PRIORITY 4: Illegal Sales

PRIORITY 5: Aggressive (Critical), Bites (Non-Critical)

PRIORITY 6: Neglect, Trapped/Confined

PRIORITY 7: Aggressive (Non-Critical)

PRIORITY 8: Public Nuisance, Permits

PRIORITY 9: Stray/ Roaming, Customer Service Compliments / Complaints

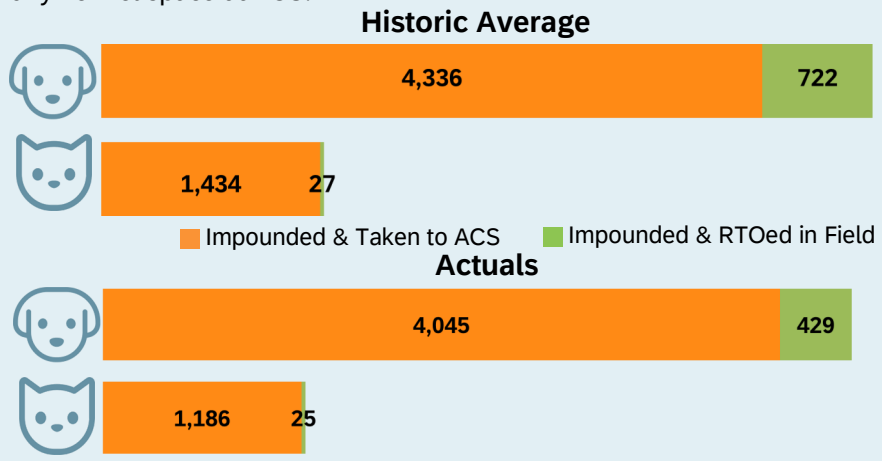
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

SHELTER INTAKE

"Impounded & RTOed in Field" are pets that were impounded and immediately returned to their owner by the impounding Officer. These pets did not take up any kennel space at ACS.

5,685
Total cats & dogs impounded

6.88
Average length of stay (days)

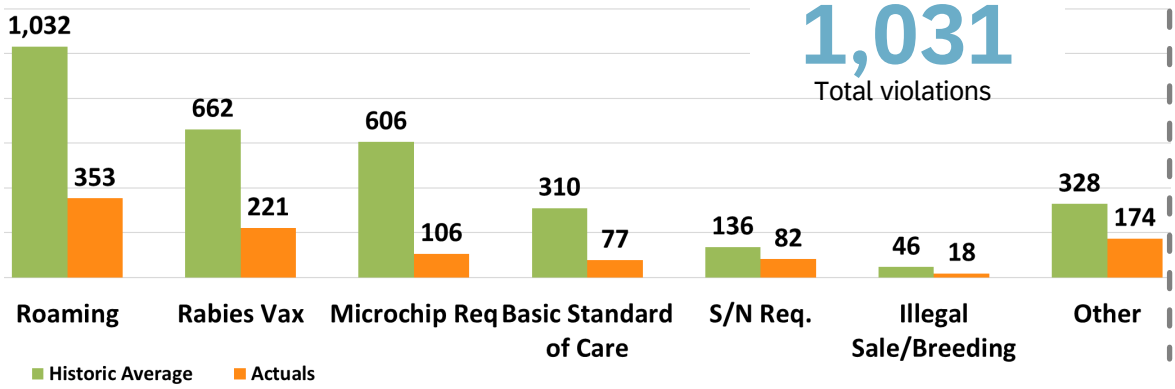


803
Previous month shelter inventory

785
Current shelter inventory

VIOLATIONS ISSUED BY ACS

1,031
Total violations

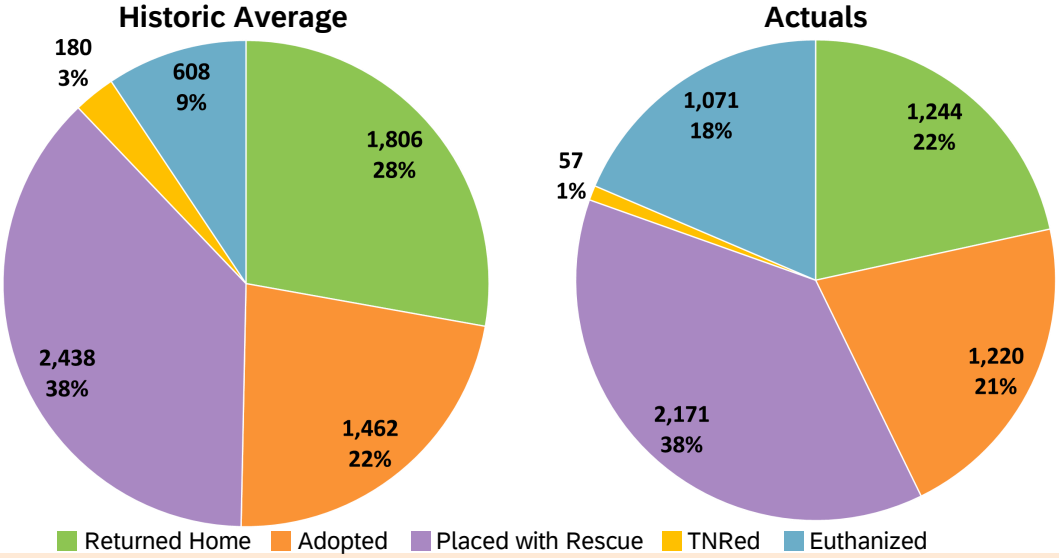


"**OTHER**" can include animal abandonment/ neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



4,692
Pets found homes

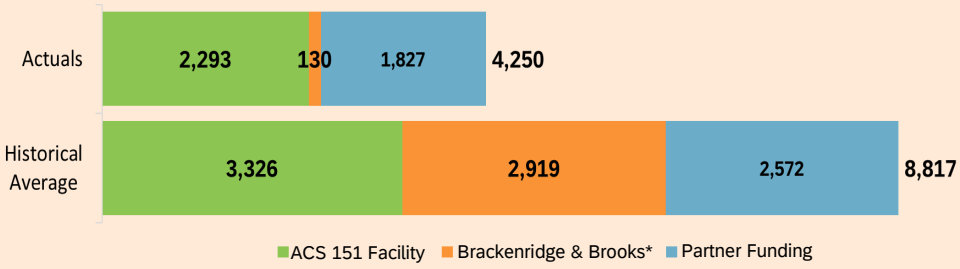
8.8%
(or 505 pets)
Euthanized for space

81.4%
Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

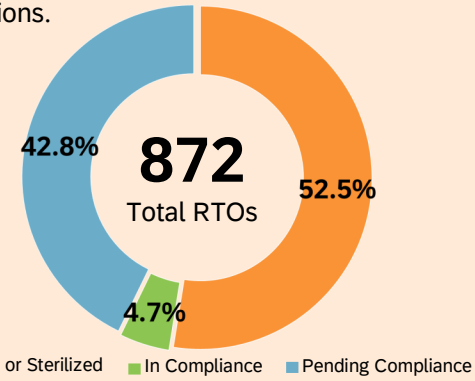
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



**Brackenridge & Brooks numbers are reported every three months.*
***Some partner actuals are pending due to reporting delays.*

S/N REQUIREMENT

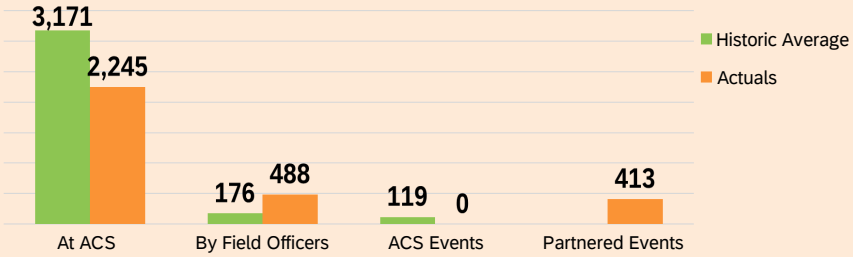
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	2,161	2,756	**595**
Cats	2,593	2,699	**106**
TOTAL	**4,754**	**5,455**	**701**

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	2,564	2,836	**272**
Media Interactions	240	165	**(75)**

2,758,012
Digital Outreach

199,670
Digital Engagement

City of San Antonio

Agenda Memorandum

File Number:
23-189086

Agenda Item Number: 3

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of Animal Care Services Advisory Board Contracts Performance Report

SUMMARY:

N/A

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the report.

FY 2022 ACS Contract Plan Performance

Through December 2022

Paul Jolly Center Contract (November 1, 2022 - October 31, 2023)

		November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	Total
ADL - Paul Jolly Center	Plan	0	0	0	0	230	231	257	257	257	257	257	254	2,000
	Actual	3	0											3

ADL Kennel Contract (June 10, 2022 - June 9, 2023)

		June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	Total
ADL - Kennels	Plan	0	0	7	349	414	397	335	349	375	339	351	275	3,191
	Actual	18	2	7	6	37	218	286						574

HVPP Contracts (October 1, 2022 - September 30, 2023)

	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	Total
God's Dogs	13	32	21										66
SA Humane	0	9	42										51
SAPA!	338	270	230										838
SNIPSA	31	27	36										94
Texas Chihuahua	3	0	3										6
They Have the Right to Live	13	9	12										34
Vermont English Bulldog	3	1	4										8

**Beginning in FY23, Rescues receive compensation on a tiered system based on age and size. They do not have specific targets for number of animals.*

K9s For Warriors Contract (February 20, 2022 - February 19, 2023)

		February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2021	September 2022	October 2022	November 2022	December 2022	January 2023	Total
K9s For Warriors	Plan	17	17	16	17	17	16	17	17	16	17	17	16	200
	Actual	0	1	0	0	3	0	4	2	0	1	2		13

FY 2022 ACS Contract Plan Performance

Through December 2022

SPAY/NEUTER PARTNERS (October 1, 2022 - September 30, 2023)

		October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	Total
Pet Spots	Plan	345	360	379	407	318	344	358	375	351	300	227	236	4,000
	Actual	154												154
SA Humane	Plan	45	505	518	578	569	455	323	412	487	544	274	290	5,000
	Actual	304	323	204										831
SNIPSA	Plan	374	170	46	261	170	48	51	358	114	55	96	106	1,850
	Actual	73	556											629

Spay Neuter Network Brackenridge Clinic (January 1, 2022 - September 30, 2023

		Q1 Oct-Dec 2021	Q2 Jan-Mar 2022	Q3 Apr-Jun 2022	Q4 Jul-Sep 2022	Total
SNN Brack	Plan	0	1,625	1,625	1,625	4,875
	Actual	0				0

**The Brack clinic will be closed during Q1 for repairs and upgrades.*

SA Humane Brooks Clinic (March 6, 2022 - March 5, 2023)

		Q1 Mar-May 2022	Q2 Jun-Aug 2022	Q3 Sept-Nov 2022	Q4 Dec 2022-Feb 2023	Total
SA Humane Brooks	Plan	2,000	2,000	2,000	2,000	8,000
	Actual	135	119	186	42	482

**Q4 includes only numbers for December*

City of San Antonio

Agenda Memorandum

File Number:
23-189087

Agenda Item Number: 4

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of Animal Care Services Advisory Board FY 2023 First Quarter Report

SUMMARY:

N/A

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the FY 2023 First Quarter report.

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.

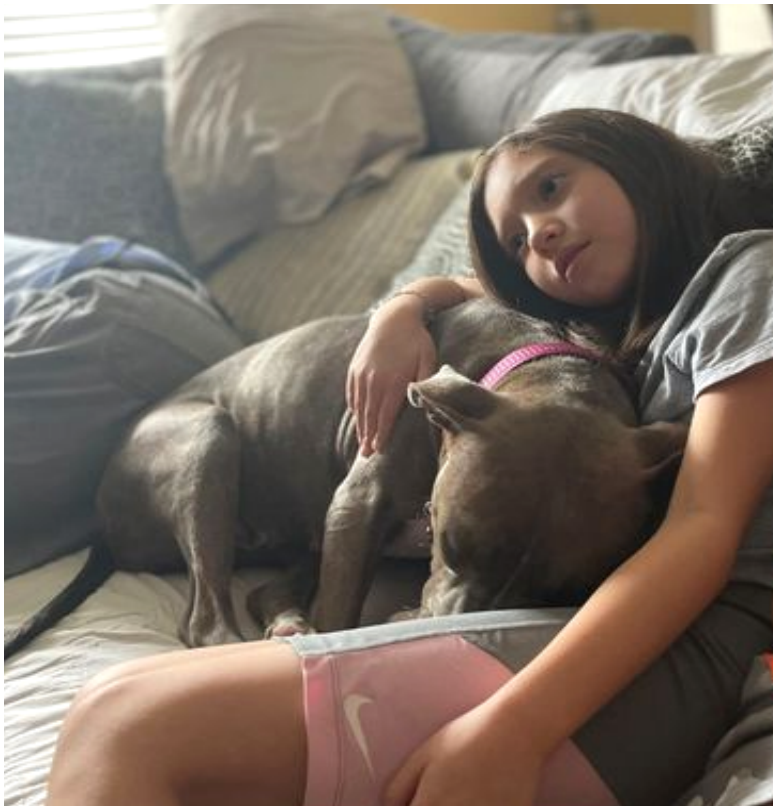
The Right to Live Rescue continues to work in finding the perfect home for him, and they're hoping he can find an ideal match with an adopter that lives up North so he can experience colder weather as his beautiful coat grows back in. We appreciate our rescue partners helping pets like Snowflake to shed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

TALK ABOUT A "WHO-SAVED-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 an angry aggressive dog turned out to 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 culdn'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.

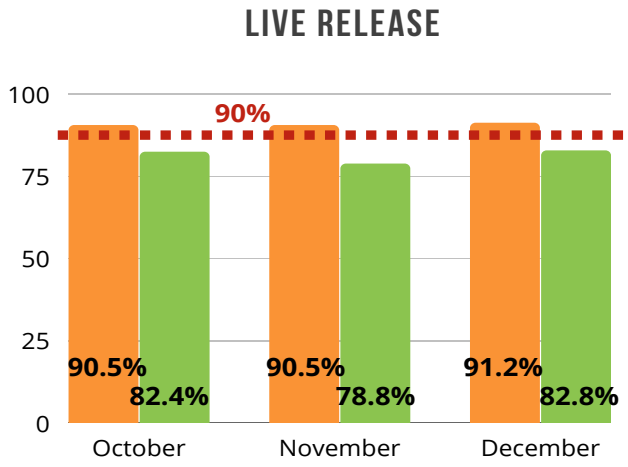
Chicha was thrilled as well, and with a squeal of delight, she quickly strutted towards them and laid on her side, waiting for some much-needed belly rubs. Ms. O's granddaughter was saddened that she couldn't keep her pig friend but understood after Officer McCallister thanked her for their hogspitality 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!

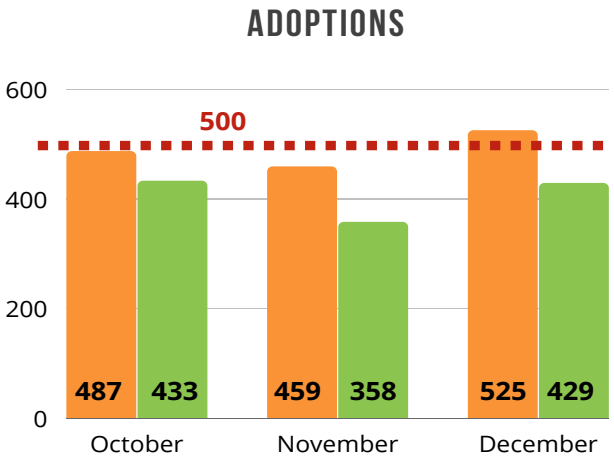
FY 2022 4TH QUARTER PERFORMANCE

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

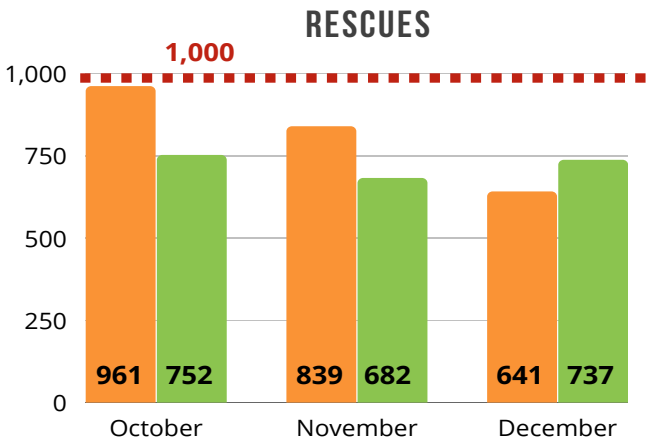
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs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

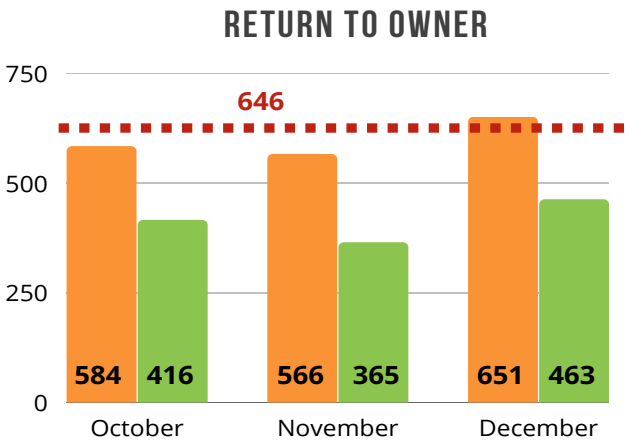


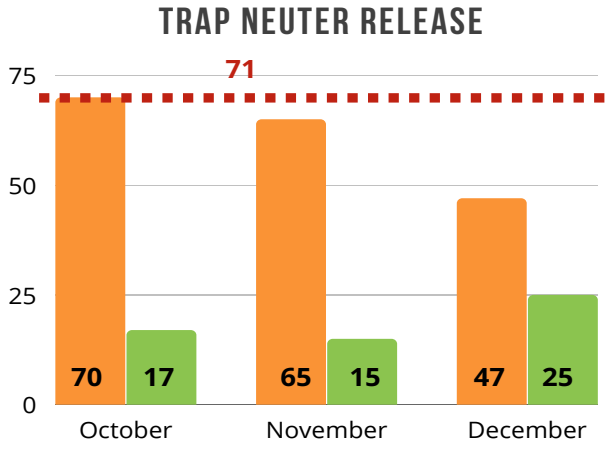


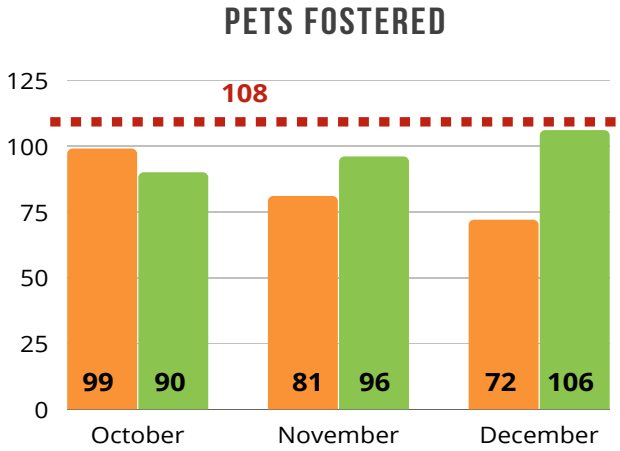
FY 2023 TARGET | PRIOR 3 YEAR AVERAGE | FY 2023 ACTUAL

INCREASING THE LIVE RELEASE RATE (CONT'D)







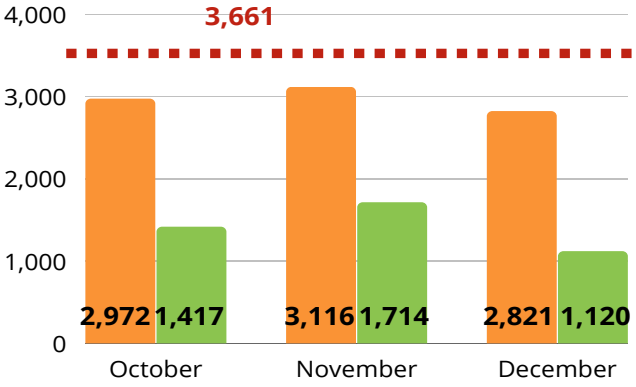


FY 2023 TARGET | PRIOR 3 YEAR AVERAGE | FY 2023 ACTUAL

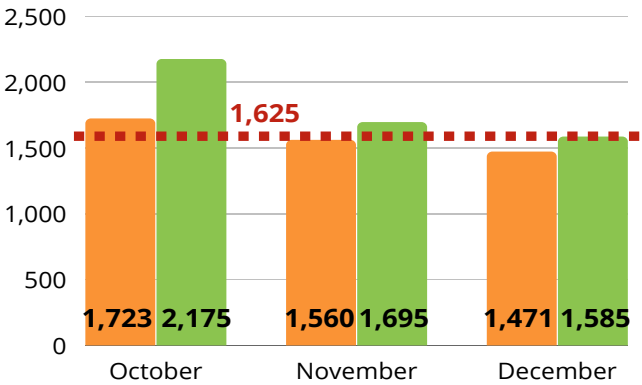
CONTROLLING THE ROAMING ANIMAL POPULATION

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.

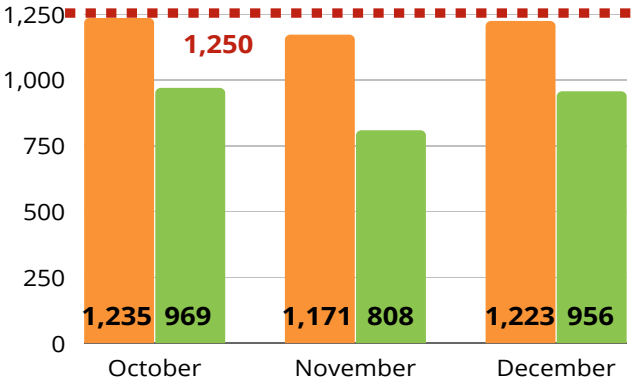
TOTAL SPAY & NEUTER SURGERIES



DECEASED DOG/CAT PICK-UP*



MICROCHIPS REGISTERED

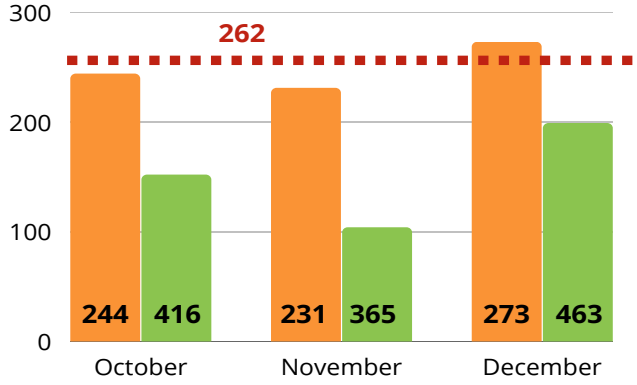


FY 2023 TARGET | PRIOR 3 YEAR AVERAGE | FY 2023 ACTUAL

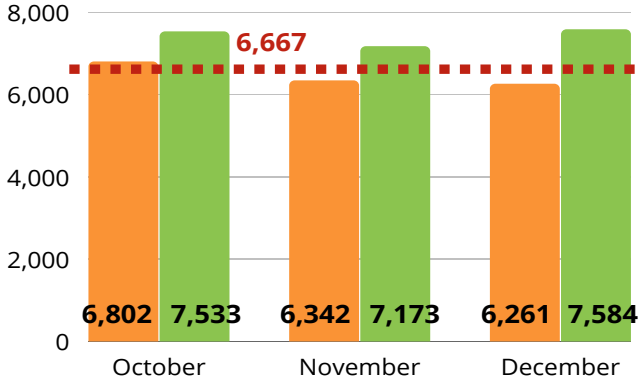
ENHANCED ENFORCEMENT

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.

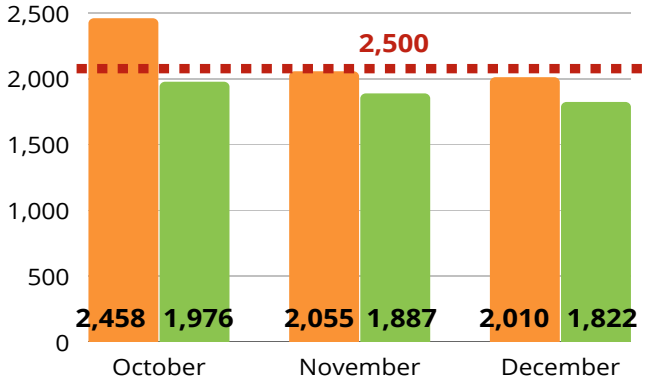
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



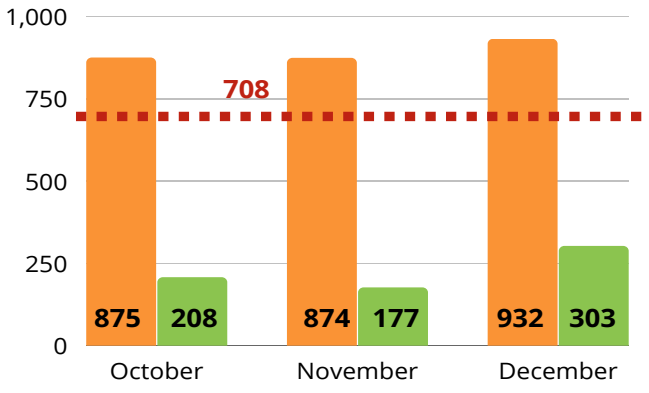
IMPOUNDMENTS



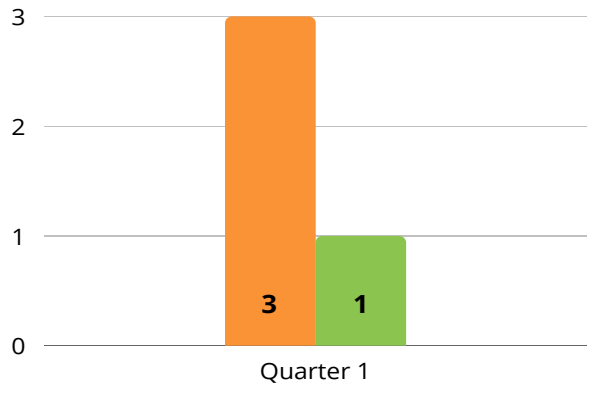
FY 2023 TARGET | PRIOR 3 YEAR AVERAGE | FY 2023 ACTUAL

ENHANCED ENFORCEMENT (CONT'D)

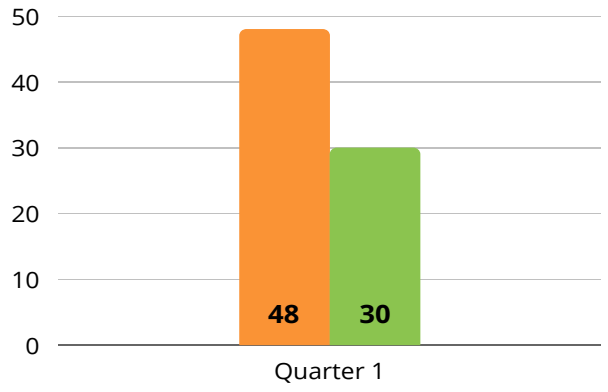
CITATIONS WRITTEN



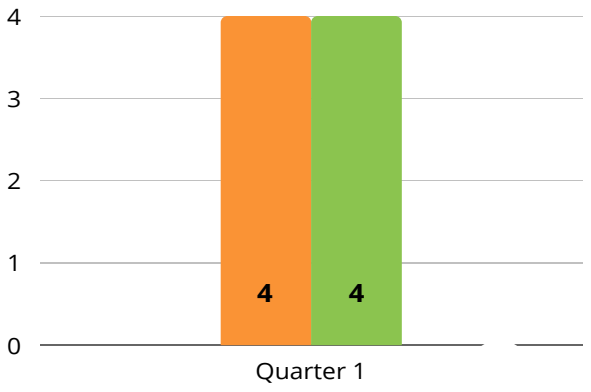
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED

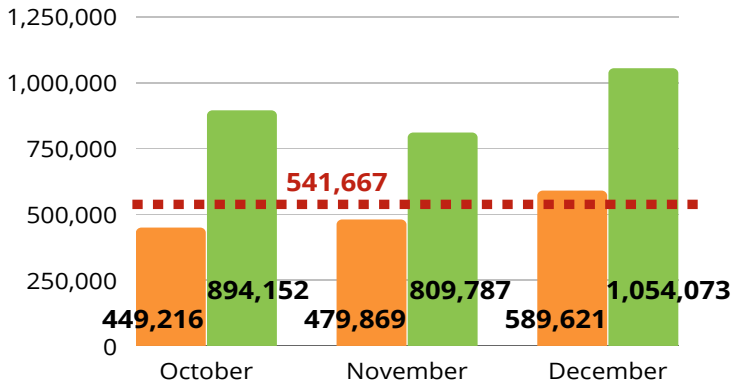


FY 2023 TARGET | PRIOR 3 YEAR AVERAGE | FY 2023 ACTUAL

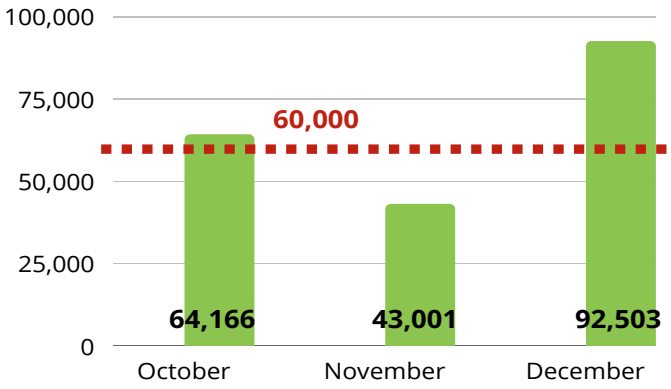
ENGAGE AND EDUCATE THE COMMUNITY

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).

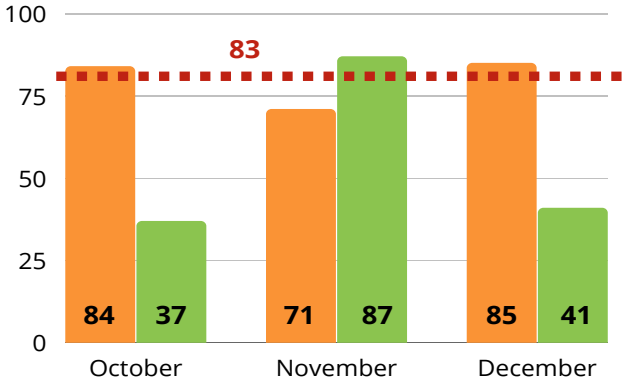
DIGITAL REACH

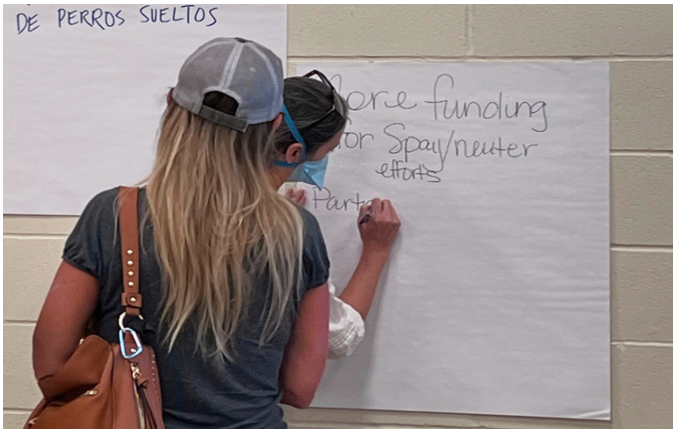


DIGITAL ENGAGEMENT



MEDIA INTERACTIONS





FY 2023 TARGET | PRIOR 3 YEAR AVERAGE | FY 2023 ACTUAL

empty the shelters
This adoption was made possible by BISSELL Pet Foundation!

empty the shelters
This adoption was made possible by BISSELL Pet Foundation!

City of San Antonio

Agenda Memorandum

File Number:
23-189088

Agenda Item Number: 5

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of the ACS Advisory Board Facility Inspections

SUMMARY:

N/A

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Approval of the ACS Advisory Board Facility Inspections

City of San Antonio

Animal Care Services Department

Advisory Board Inspection Checklist

– 151 Main Campus –

General Board Instructions: 1) Inspections should be conducted while facility is open to the public to monitor results of cleaning process. 2) If an item cannot be verified at the time of your inspection, quiz a staff member as to how and when the item is to be performed.

Advisory Board Member Name(s): Susan Beldon

Date of Inspection: 1/9/23 **Time of Inspection:** 01:25

Livestock Areas	Pass/ Fail/ Not Verified	Comments
Corrals are clean and free of feces	Pass	
Fresh water is available for any occupants	Pass	verified with staff-when animals present
Fresh hay/feed is available for any occupants	Pass	verified with staff-when animals present
Area is free of debris and safety hazards	Pass	
No animals present at this inspection	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Marshall Bruce accompanied me on the inspection.

Livestock area did not have any animals present at this time.

Dog Kennel (Building 4)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennel and cages are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Intake vaccinations recorded on each kennel card	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	verified with staff
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	verified with staff
Hand sanitizing stations are visible and stocked	Pass	

Dog Kennel (Building 4) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	verified with staff
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	*Some repair issues were reported by staff-please see below

Detailed Description of Concerns, Actions Needed, or Praise

Adapters to foam sprays are stripped out. Water fountain not working.

Dog Kennel (Building 3)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennel and cages are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Intake vaccinations recorded on each kennel card	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	verified with staff
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	verified with staff

Dog Kennel (Building 3) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Fail	staff reports that well over 10 drains are not functioning properly
Staff work area has a hand washing station with soap, paper towels	Pass	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	verified with staff
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	Issues with some drains
Hand sanitizing stations are visible and stocked	Pass	

Outdoor Sally Port Kennels (Behind Building 3)	Pass/ Fail/ Not Verified	Comments
Kennels are free of feces and urine	Pass	only one kennel occupied
Fresh water in each occupied run	Pass	
Area is free of debris and safety hazards	Pass	dog feces on concrete

Detailed Description of Concerns, Actions Needed, or Praise (for Kennel 3 Indoor and Outdoor)

Staff reported the following issues-one hose on kennel wall leaking, broken pipe on sally port, asphalt patch on sally port uneven, two magnets on kennels 7 and 16 broken, water fountain not working.

Dog Kennel (Building 2)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennels and cages are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Intake vaccinations recorded on each kennel card	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	verified with staff
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	verified with staff

Dog Kennel (Building 2) cont.	Pass/ Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	Pass	
Drains free of debris and functioning properly	Fail	few drains get clogged
Staff work area has a hand washing station with soap, paper towels	Pass	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	verified with staff
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	please see below for safety issue reported

Detailed Description of Concerns, Actions Needed, or Praise

Staff reported that some of the drop down doors separating the sides of the kennels get stuck and they are concerned this is a safety issue for staff.
The exercise yards adjacent to Building 2 sometimes flood with water from the K9s For Warriors property.

Live Release Room	Pass/ Fail/ Not Verified	Comments
Kennels are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris or safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Intake vaccinations recorded on each kennel card	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	verified with staff
Hand sanitizing stations are visible and stocked	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
Sinks and tubs are in working order, clean, and free of debris	Pass	

Live Release Room cont.	Pass/ Fail/ Not Verified	Comments
Cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
Outdoor Sally Port (Behind Building 2)		**Comments**
Area is free of debris and safety hazards	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Outdoor Exercise Yards (Includes all outdoor confined spaces)	Pass/ Fail/ Not Verified	Comments
Clean and free of feces	Pass	
Gates function properly	Pass	
Waste stations are stocked	Pass	
Doors to agility area are operational and free of feces	Pass	
Detailed Description of Concerns, Actions Needed, or Praise		

EBI Building	Pass/ Fail/ Not Verified	Comments
Kennels are free of feces or urine	Pass	
Incinerator in proper working condition	Pass	
Enough receptacles for remains in cooler	Pass	
No remains on cooler floor	Pass	
Halls and walkways are free of debris and safety hazards	Pass	
Appropriate signage on each occupied cage	Pass	N/A
Every animal scanned for microchip prior to euthanasia	Pass	verified with staff
Controlled substances stored in locked cabinet when not in use	Pass	

EBI Building cont.	Pass/ Fail/ Not Verified	Comments
EBI room a quiet environment for animals	Pass	verified with staff
Cats euthanized by IP injection and kept in quiet location pre and post injection	Pass	verified with staff
Dogs are euthanized by intravenous injection (in the vein) and kept in a quiet place post injection.	Pass	verified with staff
EBI room is clean and free of odor	Pass	
Scrub brushes and all other cleaning tools are disinfected at the end of the day	Pass	verified with staff
EBI building and equipment in good repair	Pass	verified with staff

Detailed Description of Concerns, Actions Needed, or Praise

Wash Bay/Laundry	Pass/ Fail/ Not Verified	Comments
Laundry area orderly and fully stocked	Pass	
Laundry equipment is in good working order	Pass	verified with staff
Clean laundry is separate from dirty laundry	Pass	verified with staff
ACO Trucks are washed and sanitized after unloading	Pass	verified with staff
Area is free of debris and safety hazards	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Flooding outside laundry room appears to be coming from the K9s For Warriors property.

SUBMIT

City of San Antonio

Animal Care Services Department

Advisory Board Inspection Checklist

– 151 SAPA! Campus –

General Board Instructions: 1) Inspections should be conducted while facility is open to the public to monitor results of cleaning process. 2) If an item cannot be verified at the time of your inspection, quiz a staff member as to how and when the item is to be performed.

Advisory Board Member Name(s): Sallie Scott

Date of Inspection: 01/11/2023 **Time of Inspection:** 11:50 am

Administration Building	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	Andrea the guard was extremely friendly. Then Officer Harrison worked to get and cut a tennis ball to put on my walker. The one person behind the desk (ACS wasn't open yet) never acknowledged me sitting there.
Clean floors, windows, and doors	Pass	
Proper signage in place	Pass	Opinion: Sign needs to be larger. Like the bulletin board.
Intake area neat & orderly	Pass	
Area is free of debris and safety hazards	Pass	
Every animal is being scanned upon intake	Not Verified	

Annex Building	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Not Verified	No one was there yet. Marshall Bruce accompanied me on the tour.
Rooms are clean and orderly	Pass	
Lobby is clean and orderly	Pass	
Restrooms are clean and stocked	Pass	
Women's restroom is clean and stocked	Pass	
Reception desk is manned during operating hours	Not Verified	

Detailed Description of Concerns, Actions Needed, or Praise

Educate all employees coming into and leaving places where there might be a member(s) of the public present to be aware of a member(s) of the public present to acknowledge them at least with a smile! All employees represent ACS to the public.

Clinic	Pass/ Fail/ Not Verified	Comments
Staff is courteous and informative to all	Pass	
Clean floors, doors, & windows	Pass	
Hand sanitizing stations are visible and stocked	Pass	
All kennels and cages are free of feces and urine	Pass	
Exam tables are cleaned between animals receiving treatment or exams	Pass	
Exam room washing station fully stocked with gloves	Pass	
Halls and walkways are free of debris and safety hazards	Pass	
Appropriate signage on each occupied cage	Pass	
All cleaning tools and surgical instruments are disinfected at end of day	Pass	

Clinic cont.	Pass/ Fail/ Not Verified	Comments
Recovery room washing station fully stocked with gloves	Pass	
Surgical room washing station fully stocked with gloves	Pass	
Any temporary holding cages outside clinic are clean	Not Verified	None
Controlled substances stored in locked cabinet when not in use	Not Verified	
The clinic building and equipment is in good repair	Pass	

Description of Concerns, Actions Needed, or Praise (for Lobby & Clinic)

Cattery (Building 5)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	Staff very welcoming
Cat cages and doors are clean	Pass	
Litter boxes are clean with no offensive odor	Pass	
All occupied cages have fresh water	Pass	
All counter surfaces are clean	Pass	
Hand sanitizing stations are visible and stocked	Pass	
Staff work area has a hand washing station with soap, and paper towels	Pass	
Appropriate signage on each occupied cage	Pass	

Cattery (Building 5) cont.	Pass/ Fail/ Not Verified	Comments
Floor is free of debris and safety hazards	Pass	
Scrub brushes, buckets, and all other cleaning tools are disinfected at the end of the day	Pass	
Intake vaccinations recorded on each kennel card	Pass	
All cages are cleaned and sanitized between occupants	Pass	
The Cattery building and equipment is in good repair	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Outside Cattery	Pass/ Fail/ Not Verified	Comments
Litter boxes are clean with no offensive odor	Pass	
Fresh water is available	Pass	
Area is free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Building 1	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennels and cages are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	Pass	
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	
Hand sanitizing stations are visible and stocked	Pass	

Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
Sinks and tubs are in working order, clean, and free of debris	Pass	
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	Pass	
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	

Building 1 Detailed Description of Concerns, Actions Needed, or Praise

Outdoor Exercise Yards (Next to Building 1)	Pass/ Fail/ Not Verified	Comments
Clean and free of feces, debris and safety hazards.	Fail	Several piles of feces observed.
Gates function properly	Pass	
Waste stations are stocked	Pass	
Detailed Description of Concerns, Actions Needed, or Praise		

SUBMIT

City of San Antonio

Animal Care Services Department

Advisory Board Inspection Checklist

– ACS Stray Kennels at Animal Defense League –

General Board Instructions: 1) Inspections should be conducted while facility is open to the public to monitor results of cleaning process. 2) If an item cannot be verified at the time of your inspection, quiz a staff member as to how and when the item is to be performed.

Advisory Board Member Name(s): ___Katie Jarl_____ **Date of**

Inspection: __1/16/23_____ **Time of Inspection:** __12:30pm_____

Adult Dog Kennel #10	**Pass/Fail/ Not Verified**	**Comments**
Staff and volunteers are friendly, informative, and courteous to all	*Pass*	*Everyone was very nice and so helpful*
Kennels are free of feces and urine	Pass	
Fresh water in each occupied kennel	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping each run	Pass	

Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	

Adult Dog Kennel #10 cont.	**Pass/Fail/ Not Verified**	**Comments**
Sanitizing stations are visible and stocked	Pass	
Drains free of debris	Pass	
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	Pass	
Sinks and tubs are in working order, clean, and free of debris	Pass	
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	Pass	
Clean floors, doors, windows, light fixtures and ceiling fans (if present)	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	

Comments/Actions Needed

Adult Dog Kennel #11	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennels are free of feces and urine	Pass	
Fresh water in each occupied run	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel	Pass	
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	Pass	
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	
Hand sanitizing stations are visible and stocked	Pass	

Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	

Adult Dog Kennel #11 cont.	**Pass/Fail/ Not Verified**	**Comments**
Sinks and tubs are in working order, clean, and free of debris	Pass	
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	Pass	
Clean floors, doors, windows, light fixtures and ceiling fans (if present)	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
Comments/Actions Needed		

Puppy Kennel	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennels are free of feces and urine	Pass	
Fresh water in each occupied run	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping each run	Pass	
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	
Hand sanitizing stations are visible and stocked	Pass	
Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	

Puppy Kennel cont.	**Pass/Fail/ Not Verified**	**Comments**
Sinks and tubs are in working order, clean, and free of debris	Pass	
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	Pass	
Clean floors, doors, windows, light fixtures, and ceiling fans (if present)	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
Comments/Actions Needed		

General Premises	**Pass/Fail/ Not Verified**	**Comments**
Landscaped area free of feces	Pass	

Dog waste stations stocked	Pass	
Trash receptacles not overflowing	Pass	
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes	Pass	

Comments/Actions Needed

Overall, the facilities were in incredible shape. I showed up on a holiday when they were lighter on staff than normal and everything still looked incredible and clean. The staff were so nice and helpful in showing me where to go and introducing themselves.

City of San Antonio

Agenda Memorandum

File Number:
23-189089

Agenda Item Number: 6

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of the Revised Fiscal Year 2023 Facility Inspection Schedule

SUMMARY:

Revised Fiscal Year 2023 Facility Inspection to better ensure Board Members are rotating facilities frequently rather than inspecting the same one or two facilities repeatedly.

BACKGROUND INFORMATION:

Approval of the revised Fiscal Year 2023 Facility Inspection schedule, to include the following facilities:

1. 151 ACS Main Campus
2. 151 SAPA Building #1
3. Brackenridge Facilities
4. ADL Kennel Facilities

A motion passed during the November 17, 2022 ACS Advisory Board meeting to revise the schedule in order to better ensure Board Members were visiting as many different facilities as possible, rather than repeatedly inspecting the same one or two facilities.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the Revised Fiscal Year 2023 Facility Inspection Schedule.

Board Member	District Rep	January	March	May	July	Sept
Cindy Cox	**District 1**		ADL		151 B	
Lorena Havill	**District 2**		151 SAPA		Brackenridge	
George Garcia	**District 3**		Brooks		151 SAPA	
Rita Braeutigam	**District 4**		Brackenridge Facilities			
Karen Speer	**District 5**			Brackenridge Facilities		Brooks
Kathy Davis	**District 6**	Brackenridge Facilities		Brooks		151 B
Val Moore	**District 7**	Brooks		ADL		151 SAPA
Katie Jarl-Coyle	**District 8**	ADL		151 B		Brackenridge
Susan Beldon	**District 9**	151 B		151 SAPA		ADL
Sallie Scott	**District 10**	151 SAPA			ADL	
Amin Tohmaz	**Mayor Rep**		151 B		Brooks	

City of San Antonio

Agenda Memorandum

File Number:
23-189227

Agenda Item Number: 7

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on the Spay Neuter Network Organization

SUMMARY:

Briefing on the Spay Neuter Network Organization

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This item is for briefing purposes only.

Spay Neuter Network
Brackenridge Veterinary Clinic

January 2023

Who We Are

Vision:
To create compassionate communities free of homeless pets

Mission:
To eliminate pet overpopulation through spay/neuter, while empowering communities to care responsibly for dogs and cats

Clinic Timeline

- **January – To Date**
  - Finishing touches on the clinic
  - Ordering supplies
  - Testing equipment
  - Hiring and onboarding team
    - Techs and Customer Service
- **January – To End of Month**
  - Training of new team
  - Soft launch surgeries starting
    - Free roaming cats
    - Shelter partners
  - Schedule opening to the public for February

Clinic Timeline (Continued)

- **February**
  - Public surgeries begin
    - Starting with 15-20 scheduled
      - Walk-up traffic
      - Community cats
  - Wellness services launch mid-month
- **March**
  - Grand opening celebration (date TBD)
  - Increase surgery capacity to 35/day
- **Spring**
  - Explore vaccine clinic opportunities
  - Launch transport program

QUESTIONS?

SPAY NEUTER
NETWORK

City of San Antonio

Agenda Memorandum

File Number:
23-189090

Agenda Item Number: 8

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on the development of the new ACS Strategic Plan

SUMMARY:

N/A

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This item is for briefing purposes only.

CITY OF SAN ANTONIO

ANIMAL CARE SERVICES

ACS Strategic Plan Briefing

Presented by: Shannon Sims, Director
Shannon Oster-Gabrielson, *Assistant to the Director*

STRATEGIC PLAN FRAMEWORK

-Draft-

PRESENTED BY: SHANNON SIMS
JANUARY 18, 2023

CITY OF SAN ANTONIO TEXAS

ANIMAL CARE SERVICES

PHASE 1

DISCOVERY

Jan – May '22

PHASE 2

ENGAGEMENT

May – Dec '22

PHASE 3

FINALIZATION

Jan – Apr '23

"A strong, comprehensive vision for the future."

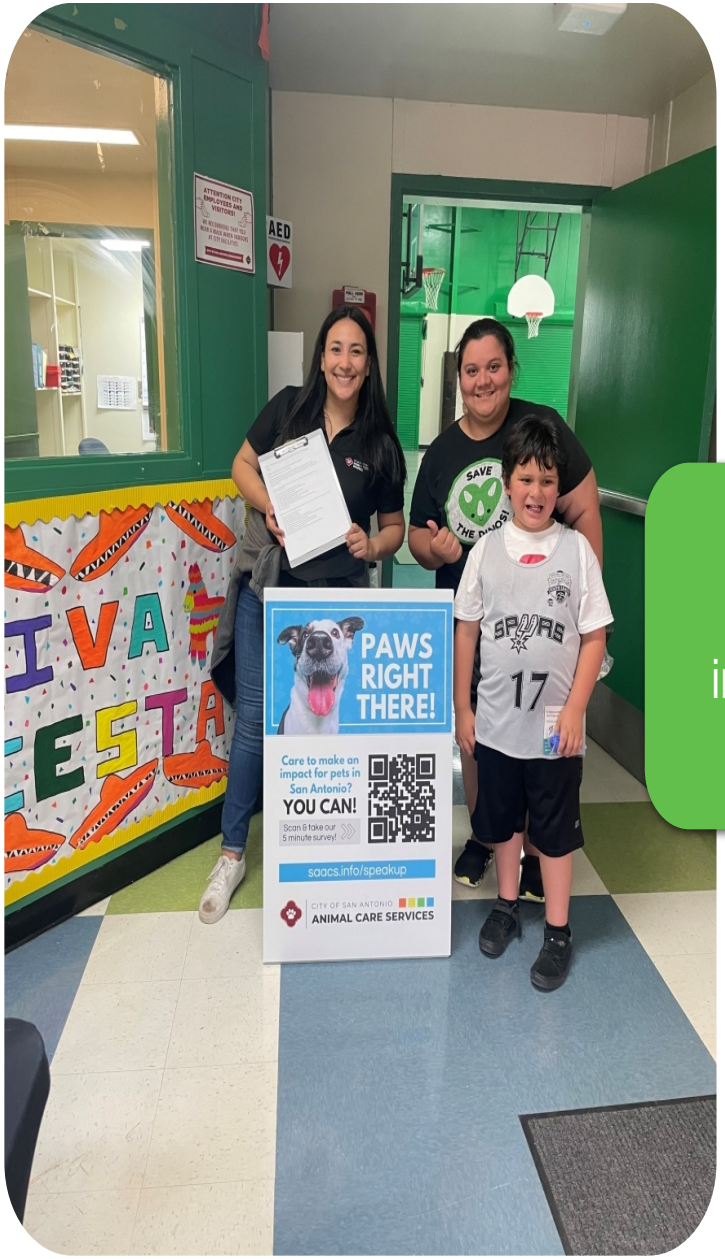
Development of the ACS Strategic Plan

During the FY 2022 budget process, ACS shared with the City Manager's Office and the City Council a proposal to develop a new strategic plan, which would provide the department with a strong, comprehensive vision for the future.

COMMUNITY INPUT

Engagement Strategy

- Encompassed grass-roots approach; including 42 in-person survey stations throughout Libraries, Parks, Senior Centers, partner locations & ACS Campus
- In-person collection sites focused on districts 1-5 where 20% or more of households do not have adequate internet access
- Secured media coverage through television, radio, print, and digital outlets



42 in-person survey stations

COSA Partners

CITY OF SAN ANTONIO COMMUNICATIONS & ENGAGEMENT

CITY OF SAN ANTONIO OFFICE OF EQUITY

CITY OF SAN ANTONIO PARKS & RECREATION

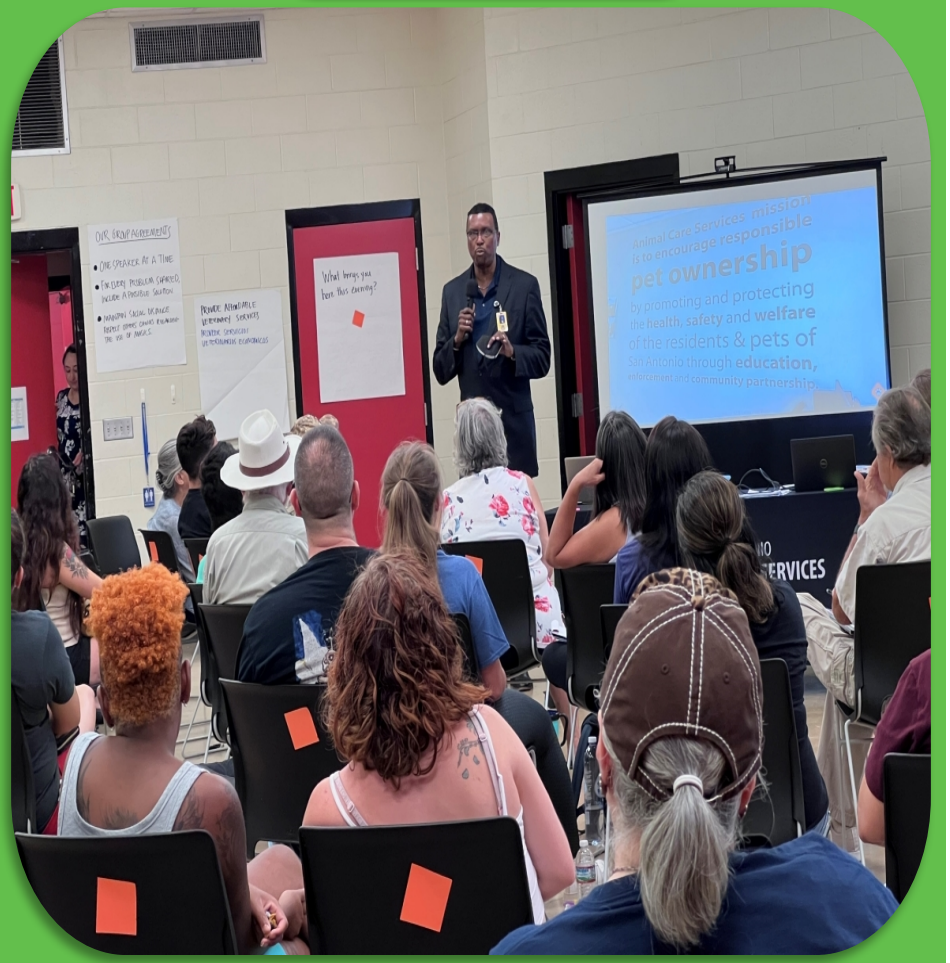
CITY OF SAN ANTONIO OFFICE OF INNOVATION

SAN ANTONIO PUBLIC Library information. imagination. ideas.

3,100+

Survey Responses

In-person (13%) & digital (87%)



COMMUNITY INPUT

Survey Results

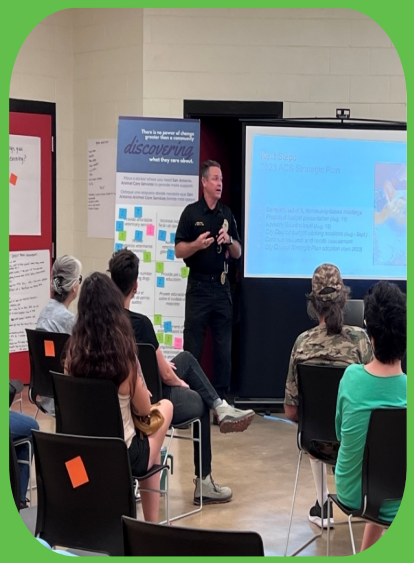
Survey participants ranked the following as their top ACS-related priorities:

- Controlling animal overpopulation through spay/neuter
- Enforcement of animal-related laws
- Increasing the Live Release Rate/finding placement for pets impounded at ACS

COMMUNITY INPUT

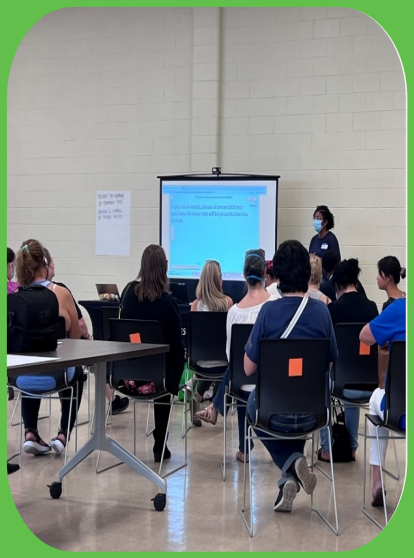
In-Person Meetings

Concern about stray & roaming dogs

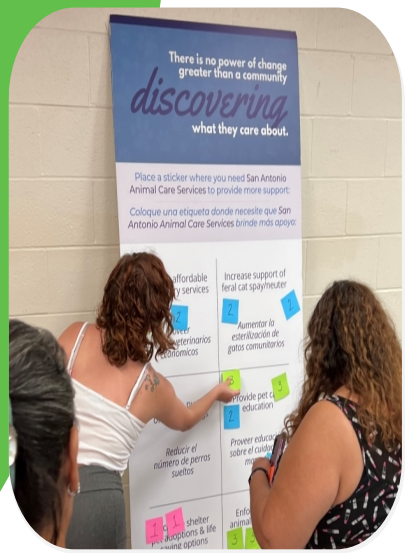


Public safety of humans & animals

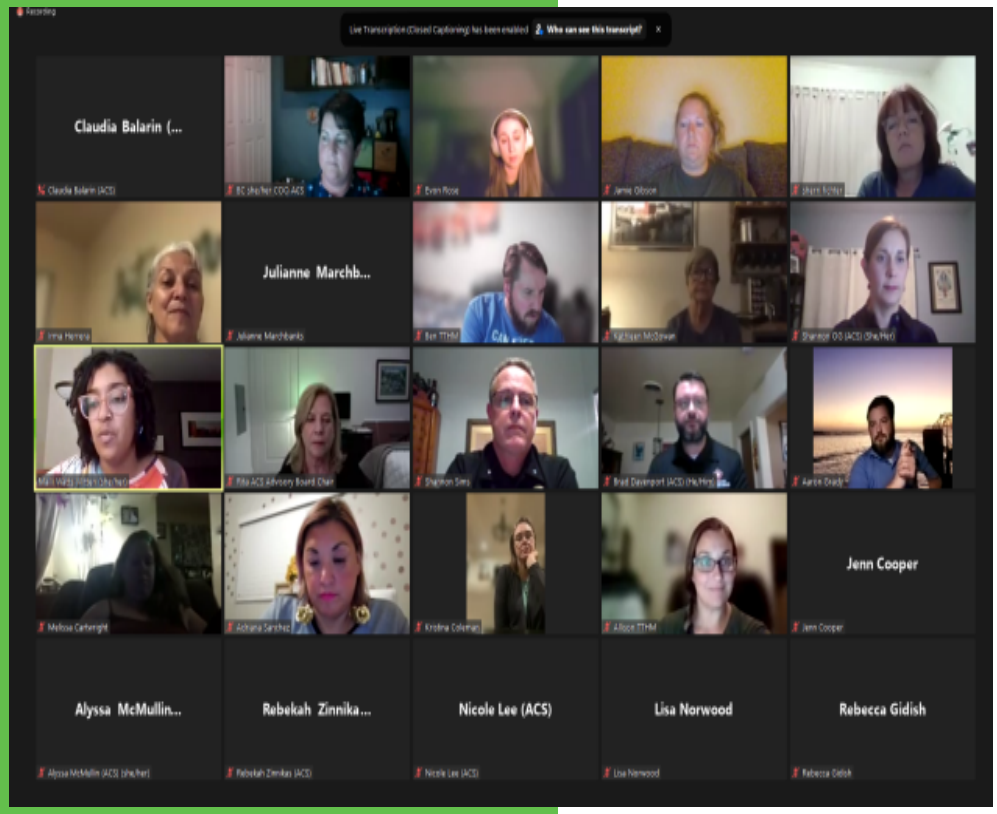
Increase life-saving options



Need for spay/neuter services



Boost public awareness of ACS



COMMUNITY INPUT

Partner Focus Group

27 Partner Attendance – National and local partners, ACS Veterinary partners, ACS Volunteers, & ACS Foster Volunteers.

SAN ANTONIO HUMANE SOCIETY

SAN ANTONIO ZOO

petco love™ A NONPROFIT CHANGING LIVES

ANIMAL DEFENSE LEAGUE of TEXAS

COMMUNITY INPUT

Partner Focus
Takeaways

- Misinformation about ACS in community
- It is hard to get "live help" with the right team at ACS
- Increase education to support humane pet care
- Rise of pet disease in SA community
- Access to vet services for residents & partners

Life-saving options must be strengthened in SA

STAFF FEEDBACK

Survey & Retreat Input

Programmatic Feedback:

- Strengthen education & outreach
- Provide community training classes
- Increase access to low-cost vet services

Organizational Feedback:

- Establish a cohesive goal for ACS
- Improve communication at all levels
- Address burnout in staff
- Increase professional development opportunities

STAFF FEEDBACK

Leadership

- Provide **accessible** low-cost vet services, & more resources to keep pets & their families together
- Encourage professional growth & development in ACS staff
- Identify unified goal and mission for ACS
- Redefine ACS's role in the community

ADVISORY BOARD FEEDBACK

Interview + Retreat Input

- Reduce stray/roaming pet population
- Make spay/neuter & low-cost vet services more accessible
- Increase community awareness of responsible pet care
- Increase community awareness of ACS as a resource
- Keep pets in homes through assistance or intervention

> *"Changing the culture of how pets are viewed the community"*

BEST PRACTICE RESEARCH

Results

- Partnerships for placement of animals
- Community assistance and resources for pet owners – pet pantries, fence repairs, vaccinations, microchips
- Mandatory spay/neuter
- TNR surgeries at own facility or at partner facilities
- Behavior & enrichment programs to make pets more adoptable
- Keeping pets out of shelters through proactive managed intake programs

Focus Areas

Support a safe community for people in their neighborhoods

Protect the safety & humane treatment of pets

Support the placement of pets for life

Empower a healthy & thriving workforce

Foster positive connections with our community

Support a *safe community* for people in their neighborhoods

FOCUS AREA 1

GOAL 01: PERSONAL SAFETY

Empower people to feel safe from animals while walking & playing in their neighborhood.

GOAL 02: PUBLIC SAFETY

Advance a comprehensive system to positively impact community accountability.

Protect the safety & humane treatment of pets

FOCUS AREA 2

GOAL 01: SAFETY FROM ANIMALS

Keep animals safe from other animals.

GOAL 02: STANDARD OF CARE

Establish a community standard care for San Antonio pets and promote pet-friendliness within the community.

GOAL 03: SAFETY FROM HUMANS

Enforce the humane treatment of animals.

GOAL 01: SHELTER PREVENTION

Provide services and resources to keep animals in their homes.

GOAL 02: SHELTER CARE

Provide the highest standard of care for pets in the shelter.

GOAL 03: SHELTER PLACEMENT

Provide life-saving placement options for animals in the shelter.

Support the placement of pets *for life*

FOCUS AREA 3

Foster positive *connections* with our community

FOCUS AREA 4

GOAL 01: INCREASE AWARENESS OF ACS

Expand resident recognition of ACS as a community resource.

GOAL 02: COMMUNITY TRUST

Grow trust between ACS & SA community through elevated transparency.

GOAL 03: COLLECTIVE RESPONSIBILITY

Foster resident action & engagement through community-based education and solutions.

Empower a *healthy & thriving* workforce

FOCUS AREA 5

GOAL 01: PROFESSIONAL HEALTH

Attract, develop, and retain quality employees.

GOAL 02: STRUCTURAL HEALTH

Support teams with the tools and resources needed for success.

GOAL 03: PERSONAL WELLBEING

Equip employees for enhanced work-life balance and better personal health.

NEXT STEPS

January - April
Develop action plans for Goals

Late February
Begin individual Council briefings

March
City Council “B” Session

April
City Council Adoption

May
ACS Advisory Board Adoption

19

STRATEGIC PLAN FRAMEWORK

-Draft-

PRESENTED BY: SHANNON SIMS
JANURY 18, 2023

CITY OF SAN ANTONIO TEXAS

ANIMAL CARE SERVICES

City of San Antonio

Agenda Memorandum

File Number:
23-189228

Agenda Item Number: 9

Agenda Date: January 18, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on Animal Care Services Operations Update

SUMMARY:

Briefing on Animal Care Services Operations Update

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This item is for briefing purposes only.

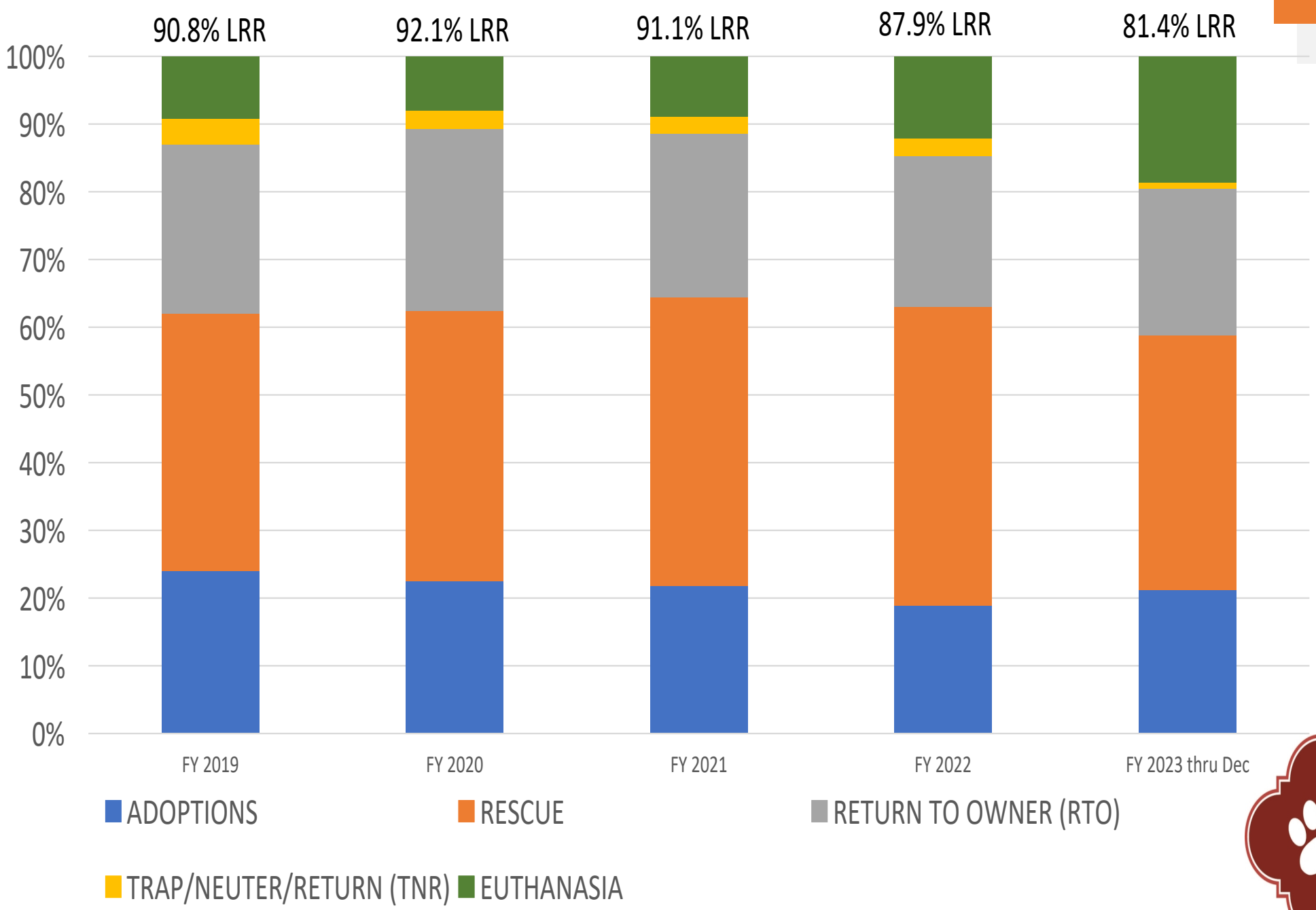
CITY OF SAN ANTONIO

ANIMAL CARE SERVICES

ACS Operational Update

Presented by: Shannon Sims, *Director*

Outcomes Summary FY 2019 – FY 2023 (Dec)



Operational Changes

- Canvassing Project
- Return to Owners (RTO) increases
- Removing Barriers to Adoptions and Fostering
- Changes to Animal Husbandry
- Continued Process Improvements