

City of San Antonio



AGENDA PACKET

Animal Care Services Advisory Board Meeting

Wednesday, March 22, 2023

5:55 PM

**Ron Darner Parks & Rec
Headquarters, 5800 Old
Hwy 90**

The Animal Care Services Advisory Board Meeting will hold its regular meeting in the Ron Darner Parks & Rec Headquarters, 5800 Old Hwy 90 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 Amended Board Meeting Minutes for November 17, 2022
2. Approval of Board Meeting Minutes for January 18, 2023
3. Approval of ACS Advisory Board Statistical Reports for February 2023
4. Approval of ACS Advisory Board Contracts Performance Report
5. Approval of the ACS Advisory Board Facility Inspections

Briefing and Possible Action on the following items

6. Briefing on the Animal Care Services Strategic Plan

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:
23-190538

Agenda Item Number: 1

Agenda Date: March 22, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of the Amended Board Meeting Minutes for November 17, 2022

SUMMARY:

A motion passed at the January 18, 2023 ACS Advisory Board Meeting to amend the meeting minutes for the November 17, 2022 ACS Advisory Board Meeting minutes which would properly reflect that Board Member Cox arrived late and was not absent for the entirety of the meeting.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends the approval of the ammended meeting minutes.

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 PetShots, 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.**

Board Member Cox arrived.

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:
23-190539

Agenda Item Number: 2

Agenda Date: March 22, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of Board Meeting Minutes for January 18, 2023

SUMMARY:

Approval of Board Meeting Minutes for January 18, 2023

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the meeting minutes.

City of San Antonio



Animal Care Services Advisory Board Meeting Minutes

Wednesday, January 18, 2023, 5:55 PM
4710 State Hwy 151, San Antonio, Texas, 78227

I. Call to Order:

Board Chair Braeutigam called the meeting to order at 6:01 p.m.

II. Roll Call:

Present: Lorena Havill (Dist. 2), 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), Sallie Scott (District 10)

Ex-Officio Member: David McCary, Shannon Sims

Absent: Cynthia Cox (Dist. 1), Amin Tohmaz (Mayor)

Ex-Officio Members: Dr. Marilyn Gotbeter

III. Chair's Statement

Board Member Cox (Dist. 1) arrives at 6:05pm.

IV. Director's Report

ACS Director Shannon Sims provided an overview of animal welfare nationwide and the national trends of high intake and decreased live release outcomes. He stated that ACS reviewed existing policies and procedures to make adjustments and that initial results show good progress is being made.

Director Sims provided updates on the following items:

1. ACS hired two veterinarians
2. Mass vaccine clinic with Petco Love (over 5,000 vaccines anticipated) will be held March 25-26, 2023
3. Animal Defense League vaccination clinics are doing well
4. Big Fix event will be held in District 3 on April 15, 2023

V. Consent Agenda:

1. Approval of the Minutes from the ACS Advisory Board Meeting on November 17,

2022.

2. Approval of the ACS Advisory Board Statistical Reports for December 2022
3. Approval of the ACS Advisory Board Contracts Performance Report
4. Approval of the ACS Advisory Board FY 2023 First Quarter Report
5. Approval of the ACS Advisory Board Facility Inspections
6. Approval of the Revised Fiscal Year 2023 Facility Inspection Schedule

Board Member Davis pulled item number 1, Approval of the Minutes from the ACS Advisory Board Meeting on November 17, 2022.

Motion: Board Member Moore moved to approve the Consent Agenda.
Board Member Garcia seconded the motion.

Vote: Ayes: Havill, Garcia, Braeutigam, Speer, Davis, Moore, Jarl,
Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz

Action: **MOTION PASSED WITH 9 AYES, 0 NAY, 0 ABSTAIN, AND 1
ABSENT.**

VI. Items for Individual Consideration

Item 1 of the Consent Agenda, Minutes from the ACS Advisory Board Meeting on November 17, 2022, was pulled for individual discussion. Board Member Davis requested the amendment of the minutes to notate that Board Member Cox arrived late for the meeting and was not absent for its entirety.

Motion: Board Member Moore moved to approve the amendment to the Minutes from the ACS Advisory Board Meeting on November 17, 2022.
Board Member Cox seconded the motion.

Vote: Ayes: Havill, Garcia, Braeutigam, Speer, Davis, Moore, Jarl,
Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz

Action: **MOTION PASSED WITH 9 AYES, 0 NAY, 0 ABSTAIN, AND 1
ABSENT.**

7. A Briefing on the Spay Neuter Network (Virtual).

Executive Director of the Spay Neuter Network (SNN), Jordan Craig, provided a virtual briefing and overview of SNN, their Mission and Vision, and Brackenridge Clinic timeline.

Jordan Craig and Board Members discussed availability of flyers and advertisement as well as overview of SNN transport program.

Jordan Craig and Board Members discussed the donation of towels/blankets/comforters and Craig stated they are accepting donations. Staff is onsite Tuesday through Friday from 8:00am-4:00pm.

8. A Briefing on the Development of the New ACS Strategic Plan.

Assistant to the Director, Shannon Oster-Gabrielson, started the briefing by providing the progression of the Strategic Plan up to current day. Director Sims continued the presentation and discussed the current feedback and development which included more staff input, individual City Council member meetings, and the current Focus Areas and Goals of the new Strategic Plan.

9. A Briefing on ACS Operations

Director Sims provided an update on new processes implemented to help with live release outcomes such as enhanced Return-to-Owner (RTO) efforts, neighborhood canvassing, and microchips.

VII. Public Comment

- a. Frances Ely of District 2 recommended having Petco grooming students work on ACS pets. She suggested using an emergency phone dedicated to Urgent List potential adopters. Ely suggested a volunteer program to help residents with lack of resources. Ely ended with the recommendation of having a large transport vehicle to take dogs North.
- b. Pam Gould of District 7 recommended more school district partnerships to help raise the standard level of care for pets as well as career day opportunities.
- c. John Atwood of District 6 discussed resources and spay & neuter. Atwood mentioned the frequency of dog fighting, dog breeding, and dog abandonment in San Antonio. He stated the Mayor needs to give more resources to ACS and that everyone should report issues and cast their votes.
- d. Robert DeLeon of District 6 discussed personal experience with the TNR Program. DeLeon stated he felt lost in figuring out what to do and the difficulties connecting with staff on the phone. DeLeon ended with the obstacles in scheduling appointments and getting cages.

- e. Emily Casso of District 3 discussed difficulties getting in touch with her Councilwoman. Casso continued with South-East side of town being a major dumping ground for pets. She stated the community is not learning despite resources to educate and that San Antonio needs to have a new plan.
- f. Maryanne Rivas of District 5 stated that the community needs to do something and stop blaming. She recommended fixing confusion, communications, and lack of info for fosters. Rivas said to fix policies, procedures, timeframes, misinformation, and not answer e-mails.
- g. Damon Jackson of District 6 gave speaking time to Jenna Loos.
- h. Amy Bagley gave speaking time to Vicki Steerman.
- i. Jenna Loos of District 10 stated she met with a group about banning horse carriages in San Antonio. Loos stated her personal experiences with rescue organizations seems like there is an ACS versus Rescue mentality, and that there needs to be more working together and better communication. She stated that there should be an open forum opportunity with the ACS Advisory Board. Loos recommended improvements to Do Not Adopt/Foster listing to help with animals returning to ACS. She addressed that SAPA! was no longer posting at risk pets. Loos ended with recommending more spay & neuter events and microchip events.
- j. Jen Brown of District 1 said to lead by example through fostering pets. Brown discussed doing Trap-Neuter-Return (TNR) for dogs and existing dog TNR programs in Puerto Rico. She continued with recommending a contact phone line to report backyard breeders instead of calling 3-1-1. Brown recommended collaborations with Neighborhood Associations. She stated she hopes ACS takes a stance against horse carriages.
- k. Cecilia Garza asked questions about internships and recommended internships for students to work at ACS. She requested marketing on transportation options and asked questions about volunteers transporting pets to-and-from drop off sites. She recommended advertising on VIA buses, trans-guide, and at the Department of Motor Vehicles. Garza expressed concerns over RTO being the right option and asked about follow-up on RTO's where owners have repeat issues. She ended with barriers to fostering.
- l. John Bachman discussed spay & neuter to get to zero population growth and the need to do an initial survey. Bachman discussed the spay & neuter target numbers for ACS contracts. Bachman recommended putting more pressure on spay & neuter for dogs and less pressure on cats. He stated more high-volume spay & neuter options are needed. Bachman ended with a recommendation for an open forum meeting.
- m. Vicki Steerman of District 7 asked about a replacement for SAPA! Urgents and Adoptables List. Steerman discussed the dumping of pets and over-capacity issue

rescues. She discussed stray and roaming concerns as well as having more spay & neuter opportunities available. Steerman encouraged good pet ownership through power peers and stated that citizens need to get involved and show up to City Council meetings.

VIII. Determination of Next Meeting Date

Motion: Board Member Jarl moved to change the next Advisory Board meeting date from March 15, 2023 to March 22, 2023. Board Member Moore seconded the motion.

Vote: Ayes: Havill, Garcia, Braeutigam, Speer, Davis, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz

Action: MOTION PASSED WITH 9 AYES, 0 NAY, 0 ABSTAIN, AND 1 ABSENT.

The next ACS Advisory Board meeting was scheduled for March 22, 2023.

IX. Adjournment

The meeting adjourned at 8:00 p.m.

APPROVED

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



City of San Antonio

Agenda Memorandum

File Number:
23-190540

Agenda Item Number: 3

Agenda Date: March 22, 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 February 2023

SUMMARY:

Approval of ACS Advisory Board Statistical Reports for February 2023

BACKGROUND INFORMATION:

Reports to be approved include:

1. Monthly Infographic Report for the month of February 2023
2. Year-to-Date Statistical Report through the month of February 2023

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the statistical reports.

SAACS Advisory Board Monthly Statistical Update

- FY 2023 YTD THROUGH FEBRUARY 2023 -

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 | 3,598 | 1,372 | 50 | 6,495 | 4,080 | 5,776 | 4,991 | 6,184 | 32,547 |
| Actuals | 0 | 4,686 | 940 | 79 | 5,325 | 4,344 | 8,304 | 5,178 | 8,997 | 37,853 |
| Variance | 0 | 1,088 | (432) | 29 | (1,170) | 264 | 2,528 | 187 | 2,813 | 5,306 |

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% | 88.8% | 83.0% | 56.5% | 45.3% | 59.5% | 43.9% | 93.6% | 99.8% | 76.1% |
| Variance | (93.1) | (5.6) | 1.2 | 0.8 | (15.4) | (9.1) | (24.7) | 5.0 | 0.0 | (1.4) |

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.

10,150

Total cats & dogs impounded



Historic Average

7,253

1,137

2,113

51

Impounded & Taken to ACS Impounded & RTOed in Field

Actuals

6,817

1,471

1,807

55

586

Previous month shelter inventory

6.1

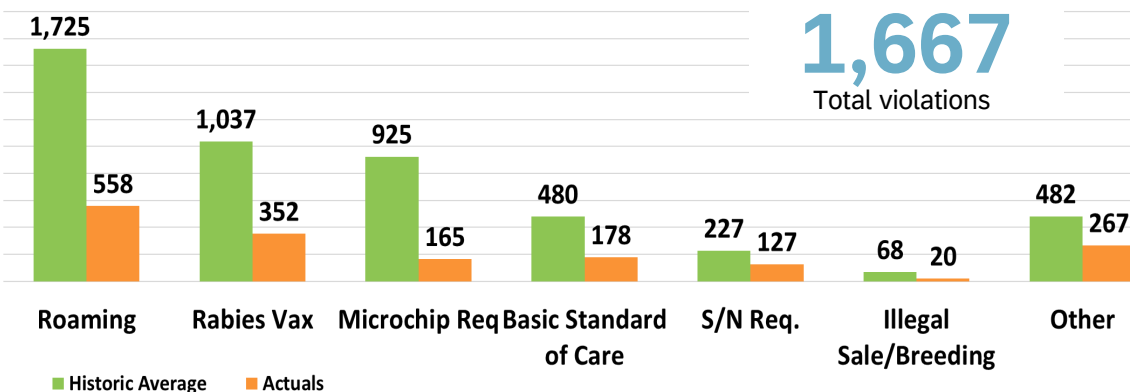
Average length of stay (days)



584

Current shelter inventory

VIOLATIONS ISSUED BY ACS

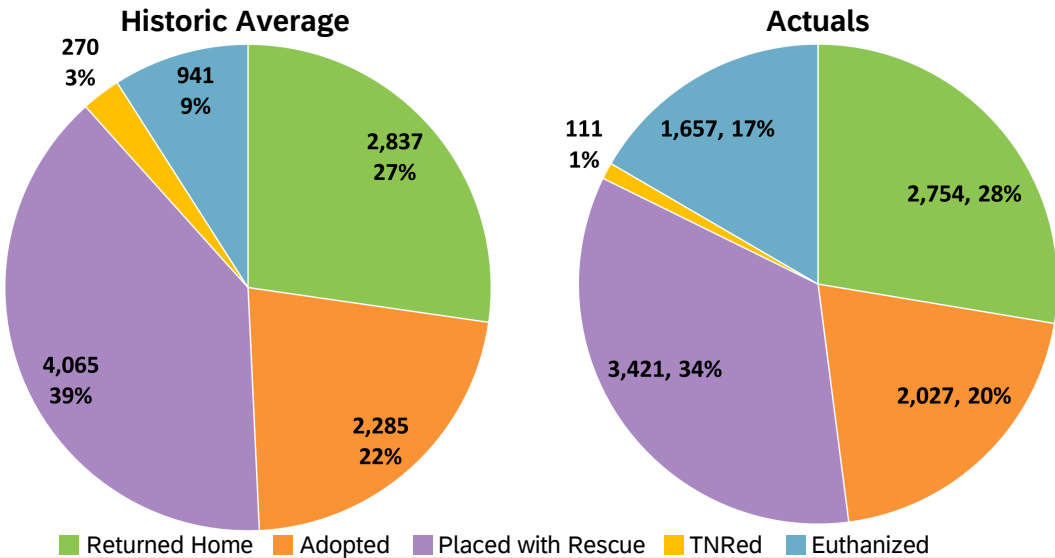


"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



8,313

Pets found homes

9.0%

(or 896 ^A pets)
Euthanized for space

^AAs of Feb 2023, this number now inclu. Euth. Capacity- Healthy and Euth. Capacity- Manageable, Rehab, Untreatable.

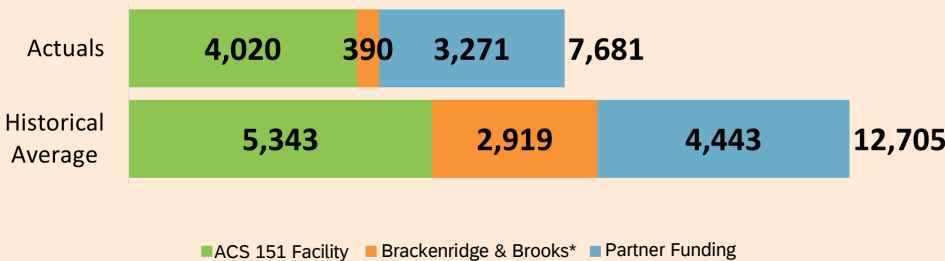
83.4%

Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

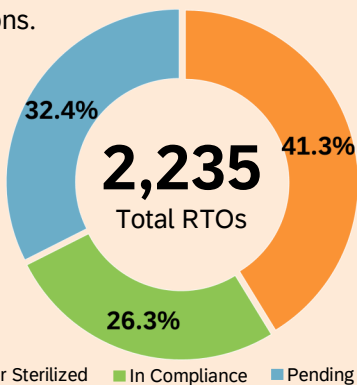
Data for contracted services is based upon the month when ACS



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

S/N REQUIREMENT

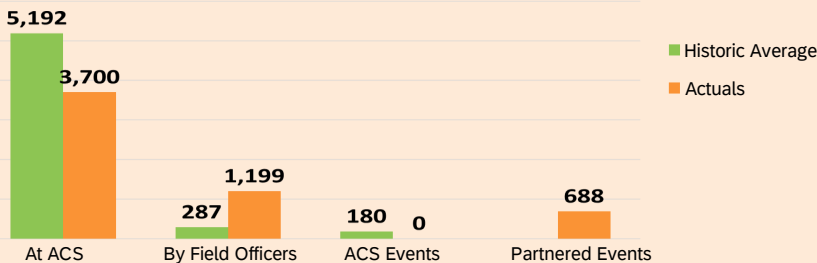
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

| | Historic Average | Actuals | Variance |
|-------|------------------|---------|----------|
| Dogs | 3,253 | 4,273 | 1,020 |
| Cats | 3,987 | 4,432 | 445 |
| TOTAL | 7,240 | 8,705 | 1,465 |

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

| | Historic Average | Actuals | Variance |
|--------------------|------------------|---------|----------|
| Volunteer Hours | 4,420 | 4,606 | 186 |
| Media Interactions | 476 | 1,065 | 589 |

4,670,673

Digital Outreach

408,193

Digital Engagement

SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

FEBRUARY 2023
SUMMARY REPORT

SERVICE REQUESTS



7,635

Requests received during reporting period.



273

Requests serviced daily.



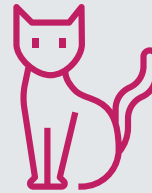
Contact 311 to report pet related concerns

SHELTER INTAKE



1,762

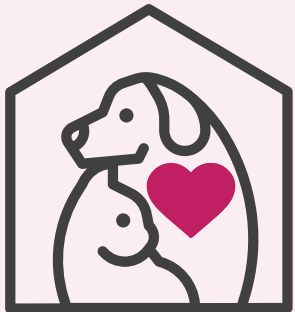
Dogs brought into ACS care



358

Cats brought into ACS care

PET PLACEMENT



83.7%
of **ALL** pets found positive placement.

1,595

Pets found positive placement!

185

Pets euthanized due to untreatable health/behavioral issues

130

Pets euthanized due to lack of kennel space



41%

Pets returned home

19%

Pets adopted

24%

Transferred to rescue partner

16%

Euth-anized



12%

Pets returned home

22%

Pets adopted

42%

Transferred to rescue partner

9%

TNR

16%

Euth-anized

104

"ROAMING"
CITATIONS
ISSUED

1,563

PETS **KILLED** ON
THE STREETS BY
CARS

1,613

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*

SOLICITUDES DE SERVICIO



7,635

Solicitudes recibidas durante el período del informe.



273

Solicitudes atendidas diariamente.



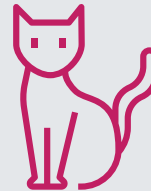
Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,762

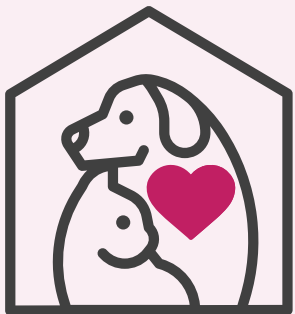
Perros traídos al cuidado de ACS.



358

Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



83.7%

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

1,595

¡Mascotas con colocación positiva!

185

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

130

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



41%

Mascotas devueltas a hogar

19%

Mascotas adoptadas

24%

Transferido a otro albergue

16%

Eutanasia



12%

Mascotas devueltas a hogar

22%

Mascotas adoptadas

42%

Transferido a otro albergue

9%

Capturar-esterilizar-soltar

16%

Eutanasia

104

MULTAS DE MASCOTAS "SUELTA"

1,563

MASCOTAS **MATADAS** POR AUTOS

1,613

CIRUGÍAS DE ESTERILIZACIÓN 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.



City of San Antonio

Agenda Memorandum

File Number:
23-190542

Agenda Item Number: 4

Agenda Date: March 22, 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 Contracts Performance Report

SUMMARY:

Approval of ACS Advisory Board Contracts Performance Report

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the Contracts Performance report

FY 2023 ACS Contract Plan Performance

Through February 2023

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 | 0 | 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 | 340 | 145 | | | | 1,059 |

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 | 19 | 3 | | | | | | | | 88 |
| SA Humane | | 0 | 9 | 42 | 21 | 27 | | | | | | | | 99 |
| SAPA! | | 338 | 270 | 230 | 254 | 236 | | | | | | | | 1,328 |
| SNIPSA | | 31 | 27 | 36 | 41 | 17 | | | | | | | | 152 |
| Texas Chihuahua | | 3 | 0 | 3 | 0 | 0 | | | | | | | | 6 |
| They Have the Right to Live | | 13 | 9 | 12 | 13 | 16 | | | | | | | | 63 |
| Vermont English Bulldog | | 3 | 1 | 4 | 1 | 7 | | | | | | | | 16 |

*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 | 1 | 14 |

FY 2023 ACS Contract Plan Performance

Through February 2023

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 | 142 | 96 | | | | | | | | | | 392 |
| SA Humane | Plan | 45 | 505 | 518 | 578 | 569 | 455 | 323 | 412 | 487 | 544 | 274 | 290 | 5,000 |
| | Actual | 304 | 323 | 279 | 463 | 392 | | | | | | | | 1,761 |
| SNIPSA | Plan | 374 | 170 | 46 | 261 | 170 | 48 | 51 | 358 | 114 | 55 | 96 | 106 | 1,850 |
| | Actual | 73 | 556 | 65 | 84 | 46 | | | | | | | | 824 |

Spay Neuter Network Brackenridge Clinic (January 1, 2022 - September 30, 2023) SA Humane Brooks Clinic (March 6, 2022 - March 5, 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 | 390 | | | 390 |

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

| | | 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 |



City of San Antonio

Agenda Memorandum

File Number:
23-190543

Agenda Item Number: 5

Agenda Date: March 22, 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:

Approval of the ACS Advisory board Facility Inspections

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the facility inspections.



City of
San
Antonio



Animal Care Services Department
Advisory Board Inspection Checklist
– Brackenridge Facility–

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):** Rita
Braeutigam _____ **Date of Inspection:** _March
March 8, 2023 _____ **Time of Inspection: 11:45** _____ **PAUL JOLLY**

CENTER FOR PET ADOPTIONS & PETCO PAVILION

| Main Lobby/Reception Area | Pass/Fail/ Not Verified | Comments |
|--|---|----------|
| Staff and volunteers are friendly, informative, and courteous to all | Select one from drop-down list for each field | |
| Clean floors, windows, and doors | Pass | |
| Proper signage in place | Pass | |
| Reception area neat & orderly | Pass | |

| | | |
|----------------------------------|------|--|
| Men's restroom clean and stocked | Pass | |
|----------------------------------|------|--|

Page 1 of 23

| Main Lobby/Reception Area cont. | Pass/Fail/ Not Verified | Comments |
|--|-------------------------------|----------|
| Reception area neat & orderly | | |
| Men's restroom clean and stocked | | |
| Women's restroom clean and stocked | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

Page 2 of 23

| Cattery | Pass/Fail/ Not Verified | Comments |
|--|-------------------------------|----------|
| Staff and volunteers are friendly, informative, and courteous to all | Pass | |

| | | |
|---|-------------------|--|
| Hand sanitizing stations are visible and stocked | Pass | |
| Clean floors, windows, and doors | Pass | |
| Cages & cage doors are clean | Pass | |
| All cages are cleaned & sanitized between occupants | Verified by staff | |
| Litter boxes are clean with no offensive odor | Pass | |
| Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day | Verified by staff | |
| All occupied cages have fresh water | Pass | |
| Appropriate signage on each occupied cage | Pass | |

| | | |
|-------------------|--|-----------------|
| Break Room | Pass/Fail/ Not Verified | Comments |
|-------------------|--|-----------------|

| | | |
|--|------|---|
| Clean floors & countertops | Pass | |
| Food storage area neatly stocked | Pass | |
| Men's restroom clean & stocked | Pass | |
| Women's restroom clean & stocked | Pass | |
| Sinks are clean | Pass | Both sinks need to be cleaned with a product that will remove hard water stain buildup. |
| <p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>Three meet and greet tables have been added to the cattery with a cat condo on each. Also on the table is an informative flier, "Two Are Better Than One" which lists 5 reasons why the adopter should consider adopting a companion cat. Great information on the benefits of two.</p> | | |

| Back Deck/Heritage Tree Garden | Pass/Fail/ Not Verified | Comments |
|---|--|-----------------|
| Deck is clean & free of debris and safety hazards | Pass | |

| | | |
|--|------|--|
| Garden area free of feces and debris | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

Page 5 of 23

| Puppy Room | Pass/Fail/ Not Verified | Comments |
|---|-------------------------------|----------|
| Hand sanitizing stations are visible and stocked | Pass | |
| Clean floors, windows, and doors | Pass | |
| Cages and cage doors are clean | Pass | |
| Clean newspaper in cages | Pass | |

| | | |
|---|-------------------|--|
| Fresh water in each occupied cage | Pass | |
| All cages are cleaned and sanitized between occupants | Verified by staff | |
| There are no offensive odors | Pass | |
| Appropriate signage on each occupied cage | Pass | |

Page 6 of 23

| Puppy Room cont. | Pass/Fail/ Not Verified | Comments |
|---|--|-----------------|
| Bedding available | Pass | |
| Sink area is clean and free of debris | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

| Work Room cont. | Pass/Fail/ Not Verified | Comments |
|--|-------------------------------|----------|
| Clean floors & countertops | Pass | |
| Washer & Dryer in working condition | Pass | |
| Dishwasher in working condition | N/A | |
| Sinks, tubs and tables clean and free of debris | Pass | |
| Storage area neat and orderly | Pass | |
| Cleaning equipment and chemicals are properly stored | Pass | |
| Area is free of debris and safety hazards | Pass | |

Description of Concerns, Actions Needed, or Praise

Page 8 of 23

| Indoor Dog Kennels | Pass/ Fail/ Not Verified | Comments |
|---|---|-----------------|
| Hand sanitizing stations are visible and stocked | Pass | |
| Clean floors, windows, and doors | Pass | |
| Kennel guillotine doors are clean | Pass | |
| Kennel and cages are free of feces and urine | Pass | |
| Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day | Pass | |
| Appropriate signage on each occupied kennel and cage | Pass | |
| There is variety in the dogs available for adoption | Pass | |

| | | |
|------------------------------|------|--|
| There are no offensive odors | Pass | |
|------------------------------|------|--|

Page 9 of 23

| Indoor Dog Kennels cont. | Pass/Fail/ Not Verified | Comments |
|--|-------------------------------|---|
| Appropriate signage on each occupied kennel and cage | Pass | There continues to be useful information on each kennel card. |
| There is variety in the dogs available for adoption | Pass | |
| There are no offensive odors | Pass | |
| Fresh water in each occupied kennel and cage | Pass | |
| Drains free of debris and functioning properly | Pass | |
| Runs have proper bedding & toys available | | I did not note if there were toys in the runs. |
| Pooper Scoopers are kept in a clean disinfectant solution between scooping | Pass | |

| | | |
|--|------|--|
| Food storage area clean and neatly stocked | Pass | |
|--|------|--|

Page 10 of 23

| Indoor Dog Kennels cont. | Pass/Fail/ Not Verified | Comments |
|--|-------------------------------|----------|
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Verified by staff | |
| Aisles are free of debris and safety hazards | Pass | |
| Kennel building and equipment are in good repair | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

Page 11 of 23

| Outdoor Dog Runs | Pass/Fail/ Not Verified | Comments |
|------------------|-------------------------------|----------|
|------------------|-------------------------------|----------|

| | | |
|--|------|--|
| Outdoor Dog Runs | Pass | |
| Clean floors, windows, and doors | N/A | |
| Kennel guillotine doors are clean | Pass | |
| Kennels are free of feces and urine | Pass | |
| Drains free of debris | Pass | |
| Aisles are free of debris and safety hazards | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

| | | |
|--------------------|-------------------------------|----------|
| Outdoor Play Yards | Pass/Fail/ Not Verified | Comments |
|--------------------|-------------------------------|----------|

| | | |
|--|------|--|
| Clean and free of fecal matter | Pass | |
| Doors to the play yards operate properly | Pass | |
| Turf is in good repair | Pass | New turf has been installed in the outdoor play yards. |
| Play yard structure is in good repair | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

| Exterior Grooming/Driveway/Mechanical Yard | Pass/ Fail/ Not Verified | Comments |
|---|-----------------------------------|----------|
| Cages and cage doors are clean | N/A | |
| Clean newspaper in cages | N/A | |

| | | |
|--|------|--|
| Fresh water in each occupied cage | N/A | |
| Appropriate signage on each occupied kennel and cage | N/A | |
| Bathing sink is clean and free of debris | Pass | Leaking sink faucet previously reported has been repaired. |
| Trash dumpster not overflowing | Pass | |
| Area is clean and free of debris and safety hazards | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

| Pavilion | Pass/Fail/ Not Verified | Comments |
|---|-------------------------------|----------|
| Clean floors that are free of debris and safety hazards | Pass | |

| | | |
|---|------|--|
| Fencing and doors around pavilion in working order and in good repair | Pass | |
| Fans and outside lights in working order | Pass | The fan previously reported as missing a blade has been repaired. Staff verified that the lights are in working order since they are on a timer. |
| Pavilion event calendar utilized and current | Pass | Plans are underway to bring back pavilion events such as Yappy Hour and Artsy Barksy. |
| Description of Concerns, Actions Needed, or Praise | | |

| Exterior Premises | Pass/Fail/ Not Verified | Comments |
|---|-------------------------------|--|
| Landscaped area free of feces, debris, and safety hazards | Pass | The back and side areas are maintained but the front of the building gardens are in need of spring refreshing. |
| Dog waste stations stocked | N/A | |
| Trash receptacles not overflowing | N/A | |

| | | |
|---|--|------------|
| Landscape (to include grass and plants) well maintained | | Note above |
| Description of Concerns, Actions Needed, or Praise | | |

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SPAY NEUTER CLINIC

| Main Lobby/Reception Area/Exam Rooms | Pass/Fail/Not Verified | COMMENTS |
|---|------------------------|--|
| Staff are friendly, informative, and courteous to all | Pass | |
| Clean floors, windows, and doors | Pass | |
| Proper signage in place | Pass | |
| Reception area neat & orderly | Pass | |
| Men's restroom clean and stocked | Pass | There is now a men's and women's unisex bathroom and the second bathroom is now designated for clinic staff. |

| | | |
|--|--|--------------------|
| Women's restroom clean and stocked | | See notation above |
| <p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>There was a large sign in the reception area advertising a March Special for vaccine packages for dogs and cats.</p> | | |

Page 18 of 23

| Cat Holding Area | Pass/Fail/ Not Verified | COMMENTS |
|---|--------------------------------|---|
| Cages & cage doors are clean | Pass | |
| All cages are cleaned & sanitized between occupants | | Cats were in individual carriers placed inside the cages. |
| Fresh newspaper in each cage | N/A | |
| There are no offensive odors | Pass | |
| Each cage with cat has correct kennel card | Pass | |

| | | |
|--|------|--|
| Stainless steel shelving is cleaned | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |

Page 19 of 23

| Dog Holding Area (Right) | Pass/Fail/ Not Verified | COMMENTS |
|---|----------------------------|--|
| Cages & cage doors are clean | | Note: Cat holding area was on the right and dog holding area was on the left. Please see dog holding area inspection on page 23 of 23. |
| All cages are cleaned & sanitized between occupants | | |
| Fresh newspaper in each cage | | |
| There are no offensive odors | | |
| Each cage with dog has correct kennel card | | |

Description of Concerns, Actions Needed, or Praise

Page **20** of **23**

| Surgical Prep Area | Pass/Fail/ Not Verified | COMMENTS |
|--|--------------------------------|-------------------------------------|
| Prep sinks are in working order, clean, and free of debris | Pass | |
| Medical equipment are in working order and clean | Pass* | *Work continues on the Hvac System. |
| Controlled Medical Drugs are properly secured | Pass | |
| Clean floors and tables | Pass | |
| There are no offensive odors | Pass | |

Comments/Actions Needed

Page **21** of **23**

| Surgery Suite | Pass/Fail/ Not Verified | COMMENTS |
|---|--------------------------------|-----------------|
| Medical equipment is in working order and clean | Pass | |
| Fresh surgery packs are used for each pet | Pass | |
| Pets are properly sedated, and secured to surgery table | Pass | |
| Clean floors and tables | Pass | |

Comments/Actions Needed

Spay Neuter Network exemplifies what you would expect a spay/neuter clinic to be - a friendly, clean, professional environment for residents and their pets being brought in for spay/neuter surgery and wellness. It was my pleasure to welcome them and thank them for bringing their much needed services to San Antonio.

Page **22** of **23**

| Dog Holding Area (Left) | Pass/Fail/ Not Verified | COMMENTS |
|---|-------------------------|----------------------------------|
| Cages & cage doors are clean | Pass | |
| All cages are cleaned & sanitized between occupants | Verified by staff | |
| Fresh newspaper in each cage | Pass* | *A clean towel was in each cage. |
| There are no offensive odors | Pass | |
| Each cage with dog has correct kennel card | Pass | |
| Sink area is clean and free of debris | Pass | |
| Description of Concerns, Actions Needed, or Praise | | |



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): Amin Tohmaz

Date of Inspection: 3/14/23 **Time of Inspection:** 15:30

| Livestock Areas | Pass/ Fail/ Not Verified | Comments |
|---|--------------------------------|----------|
| Corrals are clean and free of feces | Pass | |
| Fresh water is available for any occupants | Pass | |
| Fresh hay/feed is available for any occupants | Pass | |
| Area is free of debris and safety hazards | Pass | |
| No animals present at this inspection | Pass | One pig |
| Detailed Description of Concerns, Actions Needed, or Praise | | |

| 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 | Few kennels with feces and urine |
| 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 | |
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Not Verified | |
| 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 | Not Verified | |
| 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 | |
| Detailed Description of Concerns, Actions Needed, or Praise | | |

| Dog Kennel (Building 3) | Pass/ Fail/ Not Verified | Comments |
|--|--------------------------------|--|
| Staff and volunteers are friendly, informative, and courteous to all | Pass | Talked with visitors and they were impressed with the provided services and staff. |
| 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 | |
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Not Verified | |

| Dog Kennel (Building 3) 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 | Not Verified | |
| 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 | |
| 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 | |
| Fresh water in each occupied run | Pass | |
| Area is free of debris and safety hazards | Pass | |
| Detailed Description of Concerns, Actions Needed, or Praise (for Kennel 3 Indoor and Outdoor) | | |

| 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 | |
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Not Verified | |

| 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 | 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 | Not Verified | |
| 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 | |
| Detailed Description of Concerns, Actions Needed, or Praise | | |

| 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 | |
| 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 | Fail | Not working, needs repairs |
| Enough receptacles for remains in cooler | Pass | |
| No remains on cooler floor | Fail | |
| Halls and walkways are free of debris and safety hazards | Pass | |
| Appropriate signage on each occupied cage | Pass | |
| Every animal scanned for microchip prior to euthanasia | Pass | |
| 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 | |
| Cats euthanized by IP injection and kept in quiet location pre and post injection | Pass | |
| Dogs are euthanized by intravenous injection (in the vein) and kept in a quiet place post injection. | Pass | |
| 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 | |
| EBI building and equipment in good repair | Pass | |
| 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 | |
| Clean laundry is separate from dirty laundry | Pass | |
| ACO Trucks are washed and sanitized after unloading | Pass | |
| Area is free of debris and safety hazards | Pass | |
| Detailed Description of Concerns, Actions Needed, or Praise | | |

SUBMIT



City of San Antonio
Animal Care Services Department
Advisory Board Inspection Checklist



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): Cindy Cox

Date of Inspection: 03/14/2023

Time of Inspection: 12:15

| Adult Dog Kennel #10 | Pass/Fail/ Not Verified | Comments |
|---|---|--|
| Staff and volunteers are friendly, informative, and courteous to all | Select one from drop down for each field Pass <input type="button" value="v"/> | Jamie is always great, but all staff were friendly (in the front office as well as the kennels) and eager to help. |
| Kennels are free of feces and urine | Pass <input type="button" value="v"/> | |
| Fresh water in each occupied kennel | Pass <input type="button" value="v"/> | |
| Aisles are free of debris and safety hazards | Pass <input type="button" value="v"/> | |
| Appropriate signage on each occupied kennel | Pass <input type="button" value="v"/> | Great notes about the dogs, their personalities, etc. |
| Pooper Scoopers are kept in a clean disinfectant solution between scooping each run | Pass <input type="button" value="v"/> | |
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Pass <input type="button" value="v"/> | |





| Adult Dog Kennel #10 cont. | Pass/Fail/ Not Verified | Comments |
|---|---|----------|
| Sanitizing stations are visible and stocked | Pass <input data-bbox="699 352 732 394" type="checkbox"/> | |
| Drains free of debris | Pass <input data-bbox="699 510 732 552" type="checkbox"/> | |
| Staff work area has a hand washing station with soap, paper towels, and hand sanitizer | Pass <input data-bbox="699 709 732 751" type="checkbox"/> | |
| Sinks and tubs are in working order, clean, and free of debris | Pass <input data-bbox="699 867 732 909" type="checkbox"/> | |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day | Pass <input data-bbox="699 1045 732 1087" type="checkbox"/> | |
| Clean floors, doors, windows, light fixtures and ceiling fans (if present) | Pass <input data-bbox="699 1224 732 1266" type="checkbox"/> | |
| There is no offensive odor | Pass <input data-bbox="699 1402 732 1444" type="checkbox"/> | |
| Kennel building and equipment are in good repair | Pass <input data-bbox="699 1581 732 1623" type="checkbox"/> | |
| <p align="center">Comments/Actions Needed</p> <p>Things were a little messy in the laundry room and back areas, as they were preparing to receive a new commercial washer and dryer--a little mess for a huge improvement in efficiency and cleanliness.</p> | | |

| Adult Dog Kennel #11 | Pass/Fail/ Not Verified | Comments |
|---|---|--|
| Staff and volunteers are friendly, informative, and courteous to all | Pass <input data-bbox="699 279 732 321" type="checkbox"/> | |
| Kennels are free of feces and urine | Pass <input data-bbox="699 436 732 478" type="checkbox"/> | The dogs had just eaten and as is the nature of things, poop follows eating. They were cleaning as they went and |
| Fresh water in each occupied run | Pass <input data-bbox="699 579 732 621" type="checkbox"/> | |
| Aisles are free of debris and safety hazards | Pass <input data-bbox="699 722 732 764" type="checkbox"/> | |
| Appropriate signage on each occupied kennel | Pass <input data-bbox="699 865 732 907" type="checkbox"/> | See above--their notes are a highlight. |
| Pooper Scoopers are kept in a clean disinfection solution between scooping each run | Pass <input data-bbox="699 1045 732 1087" type="checkbox"/> | |
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Pass <input data-bbox="699 1226 732 1268" type="checkbox"/> | |
| Hand sanitizing stations are visible and stocked | Pass <input data-bbox="699 1407 732 1449" type="checkbox"/> | |
| Drains free of debris and functioning properly | Pass <input data-bbox="699 1587 732 1629" type="checkbox"/> | |
| Staff work area has a hand washing station with soap, paper towels | Pass <input data-bbox="699 1768 732 1810" type="checkbox"/> | |

| Adult Dog Kennel #11 cont. | Pass/Fail/ Not Verified | Comments |
|---|--|---|
| Sinks and tubs are in working order, clean, and free of debris | Pass <input data-bbox="699 281 732 323" type="checkbox"/> | Sinks and counters were full of clean bowls, they were in the middle of feeding, and they were cleaning as they were going. |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day | Pass <input data-bbox="699 457 732 499" type="checkbox"/> | |
| Clean floors, doors, windows, light fixtures and ceiling fans (if present) | Pass <input data-bbox="699 636 732 678" type="checkbox"/> | |
| There is no offensive odor | Pass <input data-bbox="699 814 732 856" type="checkbox"/> | |
| Kennel building and equipment are in good repair | Pass <input data-bbox="699 993 732 1035" type="checkbox"/> | |
| <div>Comments/Actions Needed</div> <div>Everything looked great.</div> | | |

| Puppy Kennel | Pass/Fail/ Not Verified | Comments |
|---|---------------------------------------|---|
| Staff and volunteers are friendly, informative, and courteous to all | Pass <input type="button" value="v"/> | |
| Kennels are free of feces and urine | Pass <input type="button" value="v"/> | Puppies poop--they were in the middle of cleaning |
| Fresh water in each occupied run | Pass <input type="button" value="v"/> | |
| Aisles are free of debris and safety hazards | Pass <input type="button" value="v"/> | |
| Appropriate signage on each occupied kennel | Pass <input type="button" value="v"/> | |
| Pooper Scoopers are kept in a clean disinfectant solution between scooping each run | Pass <input type="button" value="v"/> | |
| Kennels and cages are thoroughly cleaned and sanitized between occupants | Pass <input type="button" value="v"/> | |
| Hand sanitizing stations are visible and stocked | Pass <input type="button" value="v"/> | |
| Drains free of debris and functioning properly | Pass <input type="button" value="v"/> | |
| Staff work area has a hand washing station with soap, paper towels | Pass <input type="button" value="v"/> | |

| Puppy Kennel cont. | Pass/Fail/ Not Verified | Comments |
|---|---------------------------------------|----------|
| Sinks and tubs are in working order, clean, and free of debris | Pass <input type="button" value="v"/> | |
| Mops, buckets, and all other cleaning equipment are disinfected at the end of the day | Pass <input type="button" value="v"/> | |
| Clean floors, doors, windows, light fixtures, and ceiling fans (if present) | Pass <input type="button" value="v"/> | |
| There is no offensive odor | Pass <input type="button" value="v"/> | |
| Kennel building and equipment are in good repair | Pass <input type="button" value="v"/> | |
| <p align="center">Comments/Actions Needed</p> | | |

| 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 Puppy kennels were almost empty. They were hit hard a while ago with distemper and their distemper ward is still very full. They are starting to pull puppies again, slowly, as they clear out the distemper ward. | | |



City of San Antonio

Agenda Memorandum

File Number:
23-190752

Agenda Item Number: 6

Agenda Date: March 22, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on the Animal Care Services Plan

SUMMARY:

Animal Care Services will provide the Advisory Board with an update on the Department's development of a new strategic plan, as well as a briefing on immediate public safety actions.

BACKGROUND INFORMATION:

ACS's first strategic plan was created in 2006, then amended in 2012. A decade has passed and ACS has achieved nearly all of the goals set by the plan and, as a result, ACS is a very different department than 10 years ago.

ACS recognized the need for strong, comprehensive vision for the future and proposed the creation of a new strategic plan.

In the Fall of 2021, ACS began to conceptualize a strategic plan process, and laid out a map to create the new plan. ACS identified three phases to develop the plan: Discovery Phase, Engagement Phase, and Finalization Phase.

The Discovery Phase occurred between January and May 2022 and included internal interviews with ACS leadership, an ACS staff survey, best practice research, a public input survey, and interviews with ACS Advisory Board members.

The Engagement Phase began in Summer 2022 and included an ACS Advisory Board retreat, five community input meetings, and a focus group with ACS partners.

The Finalization Phase began in January 2023, during which staff utilized all of the research and feedback collected during Phases 1 and 2 to begin developing the actual plan. The strategic plan includes 5 focus areas, each of which incorporates strategic goals and objectives, along with action plans on how to accomplish the goals and how to measure success.

The five focus areas identified for the strategic plan include:

- Support a safe community for people in their neighborhoods
- Protect the safety and humane treatment of pets
- Support the placement of pets for life
- Foster positive connections with the community
- Empower a healthy and thriving workforce

ISSUE:

For briefing purposes only.

FISCAL IMPACT:

For briefing purposes only.

ALTERNATIVES:

For briefing purposes only.

RECOMMENDATION:

For briefing purposes only.

Strategic Plan Framework

PRESENTED BY:

RITA BRAEUTIGAM, ADVISORY BOARD CHAIR

SHANNON SIMS, DIRECTOR

BRAD DAVENPORT, ASSISTANT DIRECTOR

SHANNON OSTER-GABRIELSON, ASST to the DIRECTOR

MARCH 22, 2023



**ANIMAL CARE
SERVICES**





DEVELOPMENT OF THE ACS STRATEGIC PLAN

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

Phases

1

DISCOVERY

January – May 2022

2

ENGAGEMENT

May – December 2022

3

FINALIZATION

January – Summer 2023





COMMUNITY INPUT

Community Survey

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.

3,100+ Survey Responses

In-Person (13%) | Digital (87%)

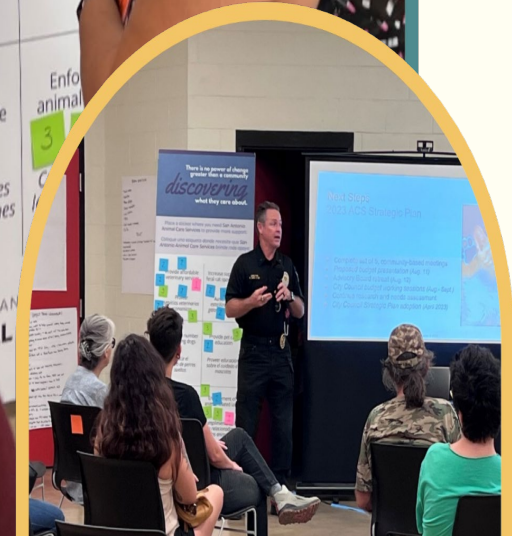
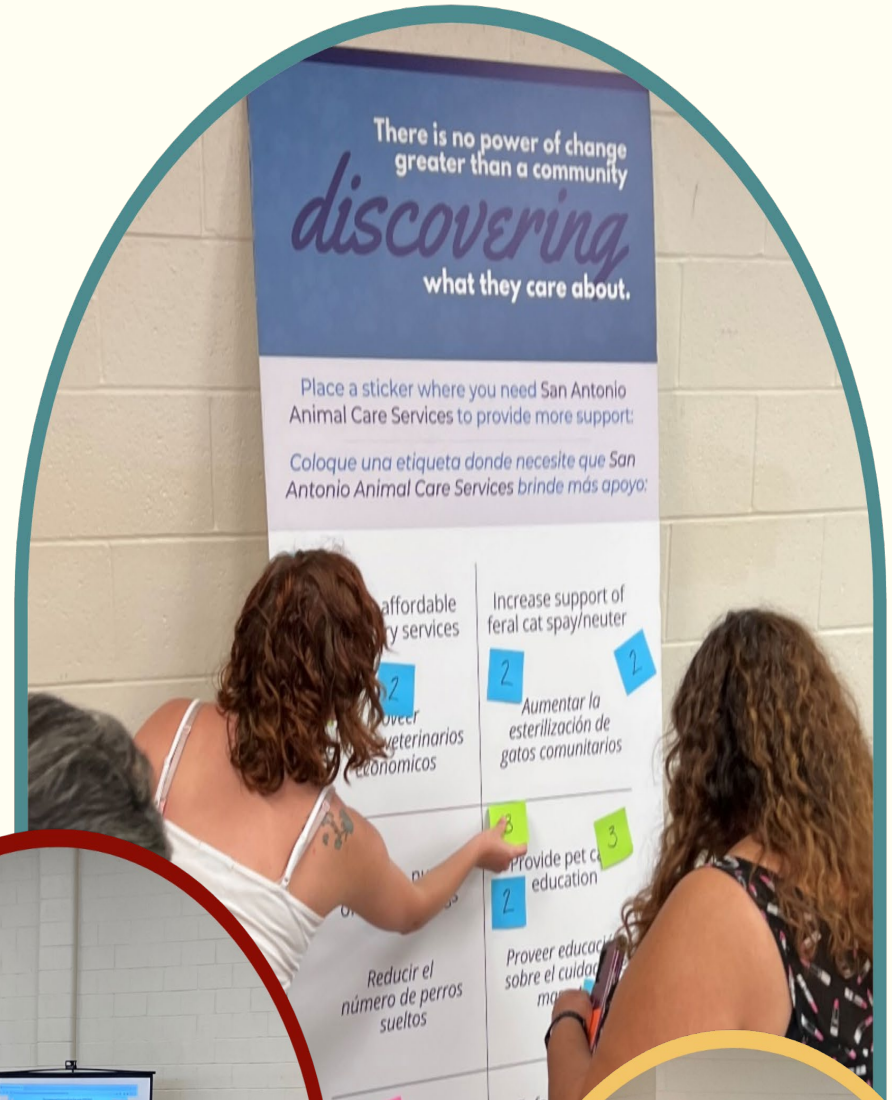




COMMUNITY INPUT

In-Person Meetings

- Concerns about stray and roaming dogs
- Public safety of humans and animals
- Increase lifesaving options
- Need for spay/neuter services
- Boost public awareness of ACS





COMMUNITY INPUT

Partner Focus Group

- 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 San Antonio community
- Access to vet services for residents and partners
- Lifesaving options must be strengthened in San Antonio



ANIMAL DEFENSE LEAGUE
of TEXAS



SAN ANTONIO
HUMANE
SOCIETY





STAFF FEEDBACK

Survey and Retreat Input

Programmatic Feedback:

- Strengthen education and outreach.
- Provide community training classes.
- Increase access to low-cost veterinary services.

Organizational Feedback:

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





STAFF FEEDBACK

Stakeholder Interviews

- Provide accessible low-cost veterinary services, as well as more resources to keep pets and their families together.
- Encourage professional growth and development in ACS staff.
- Identify unified goal and mission for ACS.
- Redefine role of ACS in the community.





ADVISORY BOARD FEEDBACK

Interview and Retreat Input

- Reduce stray/roaming pet population.
- Make spay/neuter and low-cost veterinary 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 IN THE
COMMUNITY."*

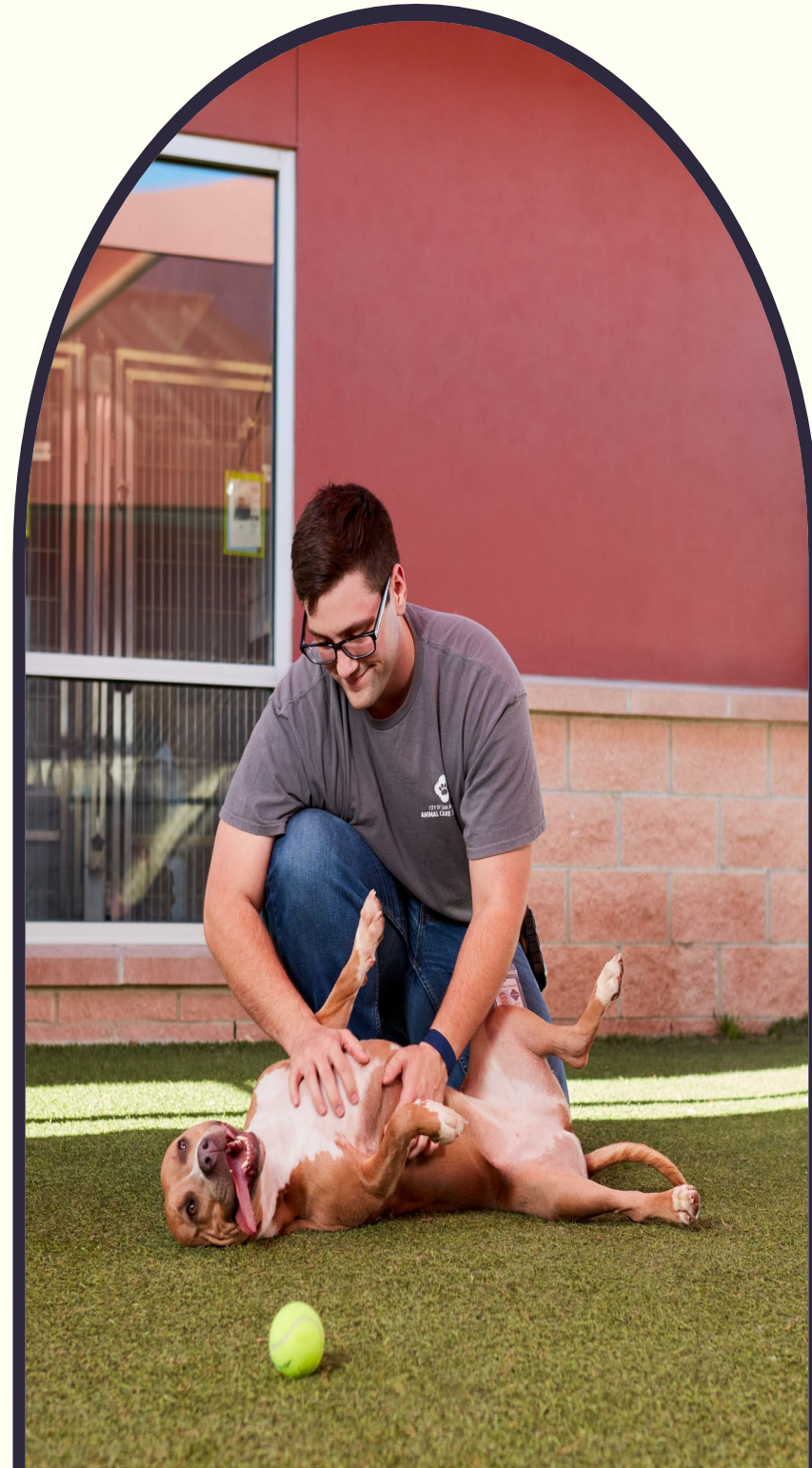




BEST PRACTICE RESEARCH

Results

- Partnerships for placement of animals
- Community assistance and resources for pet owners (e.g., pet pantries, fence repairs, vaccinations, microchips, etc.)
- Mandatory spay/neuter services
- TNR surgeries at own facility or at partner facilities
- Behavior and 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

Foster positive
connections with
our community

Empower a
healthy &
thriving
workforce





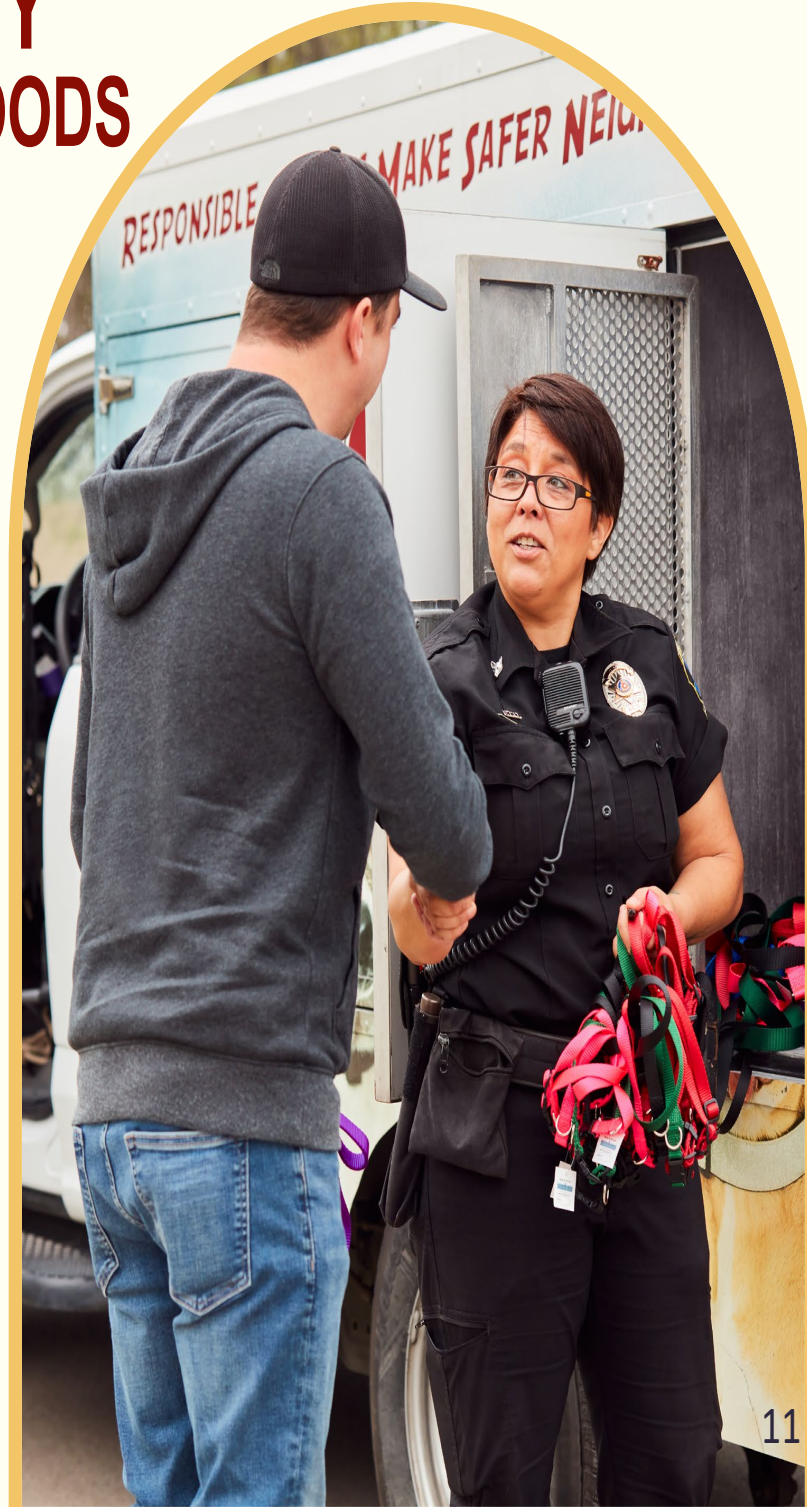
SUPPORT A SAFE COMMUNITY FOR PEOPLE IN THEIR NEIGHBORHOODS

Goal 01:

Personal Safety – Empower people to feel safe from animals while walking and playing in their neighborhood.

Goal 02:

Public Safety – Advance a comprehensive system to positively impact community accountability.





PROTECT THE SAFETY AND HUMANE TREATMENT OF PETS

Goal 01:

Safety from Animals –
Keep animals safe from
other animals.

Goal 02:

Standard of Care –
Establish a community
standard of care for San
Antonio pets, and promote
pet-friendliness within the
community.

Goal 03:

Safety from Humans –
Enforce the humane
treatment of animals.





SUPPORT THE PLACEMENT OF PETS FOR LIFE

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 lifesaving placement options for animals in the shelter.





FOSTER POSITIVE CONNECTIONS WITH OUR COMMUNITY

Goal 01:

Increase Awareness of ACS – Expand resident recognition of Animal Care Services (ACS) as a community resource.

Goal 02:

Community Trust – Grow the trust between ACS and the San Antonio community through elevated transparency.

Goal 03:

Collective Responsibility – Foster resident action and engagement through community-based education and solutions.





EMPOWER A HEALTHY AND THRIVING WORKFORCE

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





IMMEDIATE ACTION





IMMEDIATE ACTION BITES POLICY

Bite Cases at ACS:

- ACS receives approximately 3,500 bite calls annually
- Criminally cite for unrestrained off property
- New Home Quarantine policy





IMMEDIATE ACTION DANGEROUS DOGS

Dangerous Dog is a designation defined by state law

- Refocused Field Operations on Dangerous Dogs
- Expanded compliance hearings with Municipal Courts
- Simplify and improve access to make reporting easier for residents
- Coordinate with SAFFE Officers on Dangerous Dog process



103 Dangerous Dogs

43 in compliance

15 out of compliance for administrative issues

45 out of compliance for safety issues



IMMEDIATE ACTION CANVASSING DEPLOYMENT

Proactive Community Oriented

- Made up of Animal Community Officers and Case Management (CASA) Coordinators
- 6 week pilot in District 2 and 3 in January and February

1

Focused Approach

High density, multi-bite, critical aggressive

2

Return Pets to Owners

Prevent free roaming pets

3

Resources

Humane restraints, microchips, education





IMMEDIATE ACTION STATE LEGISLATION

HB 1653: Increase second violation from Class C to Class B misdemeanor for Dangerous Dog non-compliance

SB 2226: Protection for people who complete a Dangerous Dog form through open records



Next Steps



MARCH 22

City Council "B"
Session

APRIL 13

City Council
Goal Setting

MAY 10

Trial Budget

MAY-JUNE

Community
Budget Survey

SEPTEMBER

Strategic Plan
Adoption through FY
2024 Budget Process

Strategic Plan Framework

MARCH 22, 2023



**ANIMAL CARE
SERVICES**

