

City of San Antonio



AGENDA PACKET

Animal Care Services Advisory Board Meeting

Wednesday, July 19, 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 Board Meeting Minutes for May 17, 2023
2. Approval of ACS Advisory Board Statistical Reports for May & June 2023
3. Approval of ACS Advisory Board Contracts Performance Report
4. Approval of ACS FY 2023 Third Quarter Report
5. Approval of the ACS Advisory Board Facility Inspections

Briefing and Possible Action on the following items

6. A Briefing on Animal Care Services Operational Updates

7. A Briefing on the Animal Care Services Fiscal Year 2024 Budget Development
8. A Briefing on the Animal Care Services Marketing Campaign

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.

Director's Report

July 19, 2023

Introduction:

Since the last ACS Advisory Board meeting, staff have placed a legendary effort into the implementation of the Strategic Plan and how that will be manifested not only in the FY24 budget, but how it will come to fruition over the next 5 years. There are many priorities that require attention but implementing this using a balanced approach is essential to ensure all aspects of the plan move forward together to support creating safer neighborhoods, getting more animals into forever homes and ensuring there are adequate resources in the community to facilitate easier access to spay/neuter and vaccination clinics.

Topic #1 – Updates to Animal Care Officer Scheduling:

This year ACS is seeking to increase its Field response rates by staffing an additional shift of First Responders during the most critical times. Through some creative scheduling and the addition of more Animal Care Officers, our goal is to double the number of Animal Care Officers in the Field during the five highest operational tempo days of the week. This is anticipated to positively affect not only response times but also decrease the incidences of multiple calls to 311 for the same situation. This will also allow Animal Care Officers to spend quality time at calls, allowing for increased opportunity to return roaming dogs to owners with education and enforcement, as necessary.

Topic #2 – Updates to On-Site Staffing and Budget:

At the same time, we must continue to expand our outcome initiatives, shelter support and medical care for animals that are not able to be re-united with their owners. The FY24 budget proposal moves these along as well with additional Clinic, Live Release and Shelter staff, as well as key positions and advertising money to create a more relevant presence in the community for placing animals and educating residents throughout the city.

Topic #3 – Community Involvement:

One of the key methods to implement change in the community is through community involvement. This is easier said than done but as a key tenant of the strategic plan, ACS is moving forward with partnerships with Joint Base San Antonio to increase impactful volunteer opportunities at ACS as well as piloting a community-based solution to difficult spay/neuter situations. By partnering with advocates that are already involved in helping pet owners in their neighborhoods to provide surgery access, we hope to reach and serve the most difficult cases.

Closing:

While there is still a long way to go in finalizing next year's budget, I am encouraged by the work staff has put in to create an impactful and sustainable plan that will significantly impact and expand our operational support to the community over the next several years.

Shannon W. Sims
Animal Care Services Director



City of San Antonio

Agenda Memorandum

File Number:
23-193055

Agenda Item Number: 1

Agenda Date: July 19, 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 May 17, 2023

SUMMARY:

Approval of Board Meeting Minutes for May 17, 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, May 17, 2023, 5:55 PM
800 Historic, Old Hwy 90 W, San Antonio, TX 78227

I. Call to Order:

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

II. Roll Call:

Present: Amin Tohmaz (Mayor), 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), Sallie Scott (Dist. 10)
Ex-Officio Member: David McCary

Absent: Cynthia Cox (Dist. 1), Lorena Havill (Dist. 2), Susan Beldon (Dist. 9)
Ex-Officio Members: Dr. Marilyn Gotbeter, Shannon Sims

III. Chair's Statement

IV. Director's Report

ACS Assistant Director, Brad Davenport, discussed the ACS trial budget and that ACS was approved for a Fiscal Year 2023 Mid-Year Adjustment of approximately \$850,000. He mentioned that ACS should also be increasing their Fiscal Year 2024 budget by approximately \$3.4 million and in Fiscal Year 2025 there will be an additional \$3 million added to the budget.

Brad Davenport recapped the recent City Council briefing, focusing on that since the dangerous dog incident on February 24th that resulted in the loss of life of Mr. Najera, that dangerous dog affidavits have tripled, resulting in approximately 60 affidavits a month being submitted.

He concluded the Director's Report with an update about hiring a third Staff Veterinarian at ACS as well as the addition of some contracted Relief Veterinarians.

V. Consent Agenda:

1. Approval of the Minutes from the ACS Advisory Board Meeting on March 22, 2023.
3. Approval of the ACS Advisory Board Contracts Performance Report
4. Approval of ACS FY 2023 Second Quarter Report
5. Approval of the ACS Advisory Board Facility Inspections

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

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

Nays: None

Abstain: None

Absent: Cox, Havill, Beldon

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

VI. Items for Individual Consideration

Ex-Officio Member Gotbeter arrived at 6:56pm

2. Approval of the ACS Advisory Board Statistical Reports for March & April 2023

Item #2 of the Consent Agenda, Approval of the ACS Advisory Board Statistical Reports for March & April 2023, was pulled for individual consideration by Board Member Garcia.

Board Member Garcia had questions regarding how various Field division metrics are calculated, such as the SLA, Priorities of Calls for Service, and Calls for Service Completion Percentages. The Board Members discussed how the metrics are calculated.

Motion: Board Member Davis moved to approve the ACS Advisory Board Statistical Reports for March & April 2023.
Board Member Moore seconded the motion.

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

Nays: None

Abstain: None

Absent: Cox, Havill, Beldon

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

6. A Briefing on Updates to ACS Operations.

Assistant Director, Brad Davenport, Chief Operations Officer, Bethany Colonnese, and Public Relations Manager, Lisa Norwood, co-presented on various updates to ACS operations and programs.

Brad Davenport recapped the new ACS Strategic Plan Focus Areas. He provided an overview of some current actions ACS is taking such as expanding wellness clinics, improving spay/neuter efforts, proactive enforcement and improving fleet and technology capabilities of the ACS Field division, the launch of the new ACS Customer Service team, and upcoming support roles to help improve overall operations.

Public Relations Manager, Lisa Norwood, further discussed the wellness clinics. She mentioned partnerships with Animal Defense League and that there will be at least two clinics per month in high-need areas. She also mentioned that ACS is about to continue having an on-site clinic once a month at the 151 Campus. The long-term goal is to serve 10,000 pets by Fiscal Year 2028.

Chief Operations Officer, Bethany Colonnese, discussed several capital updates that would be occurring at the ACS 151 Campus. These included renovating the four-existing agility/customer-interaction play yards into 13 play yards to be used for customer-dog interactions. Additionally, there would be turf and fencing repairs made to the yards in front of Building 1. Bethany Colonnese provided an update on the new ACS Veterinary Clinic building and that it is currently in the programming phase with architects and engineers. She concluded with an update on the Support Housing Building, which would be used for temporary holding of Cruelty case animals, dangerous dog investigations, and other temporary holding scenarios where the pet is not available for public viewing. She stated that they are still working on the programming and location selection with architects and engineers.

7. A Briefing on the 88th Texas Legislative Session.

Board Member Jarl (Dist. 8) presented on the current status of several legislative bill proposals that could impact the field of animal welfare.

- SB 2226 – relating to the reporting method in determining that a dog is dangerous – Current Status: Awaiting Hearing
- HB 870 – relating to the source of dogs and cats sold by pet stores; providing a civil penalty – Current Status: Dead
- HB 4759 – relating to an attack by a dangerous dog; increasing criminal penalties – Current Status: Ongoing
- SB 876 – relating to the licensing and regulation of dog and cat breeders; expanding the applicability of an occupational license – Current Status: Passed Both Chambers
- HB 1348 – relating to the authority of a municipality to regulate veterinarians – Current Status: Not Needed Due to HB 2127

- HB 2127 – relating to state preemption of and the effect of certain state or federal law on certain municipal and county regulation; Current Status – Passed both Chambers
- HB 598 – relating to creating the criminal offense of possession of an animal by a person who has been previously convicted of an offense involving animal cruelty; Current Status – Awaiting Governor Signature
- HB 3439 – relating to veterinary services performed on certain animals in the care of a releasing agency; Current Status: Ongoing

VII. Public Comment

- a. Andrea Macias of District 1 discussed ACS' follow-up on dangerous dog compliance.
- b. Lea LaPort of District 6 gave her time to Mike Kucik.
- c. Mike Kucik of District 6 discussed science-based evidence of dog's behavior and cognition, understanding social rules, the authority to decide a dog's fate, and that animal welfare is a collective effort and that everyone should be looking for solutions.
- d. Eliza Guerra discussed frustration at the inability to have more spay and neuter programs and making them affordable.
- e. Melissa Zavala gave her time to Jenna Loos.
- f. Jenna Loos of District 10 expressed concern about dogs with suspected distemper being housed adjacent to puppies at ACS and that disease control should be a priority.
- g. Vicki Steerman of District 7 discussed citing roadside pet sellers. She also discussed her frustration with residents and a personal experience of trying to help a resident who ultimately returned the dog.
- h. Missy Brown expressed excitement about an upcoming free dog vaccination clinic. She discussed her passion for fostering and her personal experience fostering distemper-positive dogs. She shared her concerns about perpetuating the status quo and ACS getting the proper medical support it needs for animals.
- i. Joanne Knight gave her time to Vanessa Acosta.
- j. Ethan Jasso discussed his frustrations with irresponsible pet owners in the community.
- k. Edgar Soto shared concerns about residents being negligent and ACS not preventing further violations. He asked what could be done with repeat offenders.
- l. Vanessa Acosta discussed her frustrations with hoarders in the community and not seeing solutions for repeat violators. She discussed that there are citizens willing to help ACS, but there is no support from ACS. She stated the importance of focusing on children and teaching them how to be a good pet parent in order to break the current bad owner cycle.
- m. Dan Rossiter discussed needing a plan and having a better representation of the data ACS collects. He emphasized getting to the root cause of the symptoms and the need for accessible spay/neuter options and programs.
- n. John Bachman expressed his frustrations with misleading data. He stated that no-kill should be the goal. He recommended having an outside agency review ACS' operations and make suggestions. He discussed using spay/neuter to get to zero population growth.
- o. Jacqueline Fonseca of District 1 shared her perception that the community is moving backwards as stewards of animals and asked how we continue to make progress. She

expressed concerns that District 1 was not on the list of upcoming community vaccination clinics. She stated that ACS needs to have better communication and spread of information.

- p. Gracie Martinez gave her time to Mike Kucik.
- q. Mike Kucik of District 6 discussed program possibilities and utilizing the help of citizens that have expressed a desire to help. He stated that there should also be better publicity for programs. He expressed the importance of needing strong leadership that will lead from the heart.
- r. John Atwood discussed concerns about City leadership shifting blame from controlling the stray population to calling dogs dangerous.

VIII. Determination of Next Meeting Date

The next ACS Advisory Board meeting was scheduled for July 19, 2023.

IX. Adjournment

The meeting adjourned at 8:07 p.m.

APPROVED

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



City of San Antonio

Agenda Memorandum

File Number:
23-192734

Agenda Item Number: 2

Agenda Date: July 19, 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 May & June 2023

SUMMARY:

Approval of ACS Advisory Board Statistical Reports for May & June 2023

BACKGROUND INFORMATION:

N/A

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 MAY 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	6,216	2,027	95	10,575	6,276	8,990	8,058	9,628	51,865
Actuals	0	8,690	1,534	150	9,307	6,870	14,373	8,617	15,436	64,977
Variance	0	2,474	(493)	55	(1,268)	594	5,383	559	5,808	13,112

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%	84.5%	83.2%	59.5%	52.1%	63.0%	44.2%	93.8%	99.8%	78.2%
Variance	(93.1)	(9.9)	1.4	3.8	(8.6)	(5.6)	(24.4)	5.2	0.0	0.7

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.

17,766

Total cats & dogs impounded



Historic Average

11,512

1,769

3,946 81

Impounded & Taken to ACS Impounded & RTOed in Field

Actuals

11,508

2,390

3,781 87

681

Previous month shelter inventory

6.5

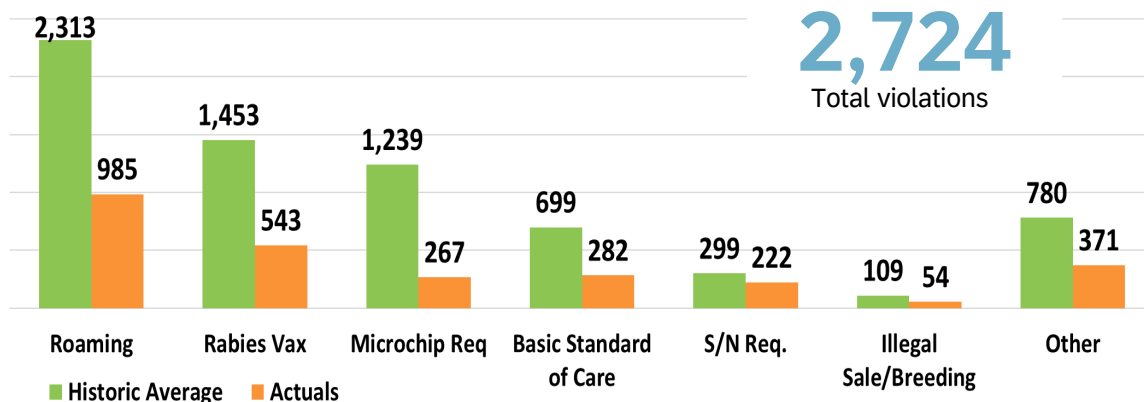
Average length of stay (days)



830

Current shelter inventory

VIOLATIONS ISSUED BY ACS

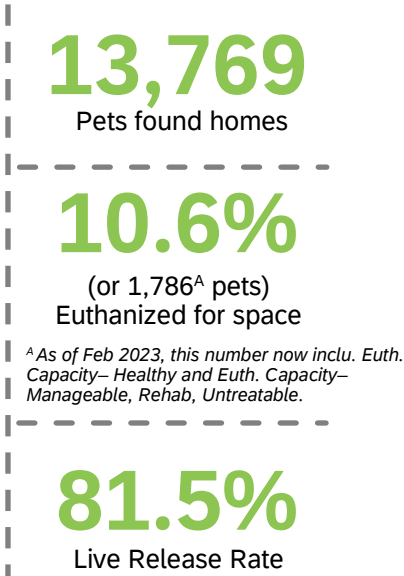
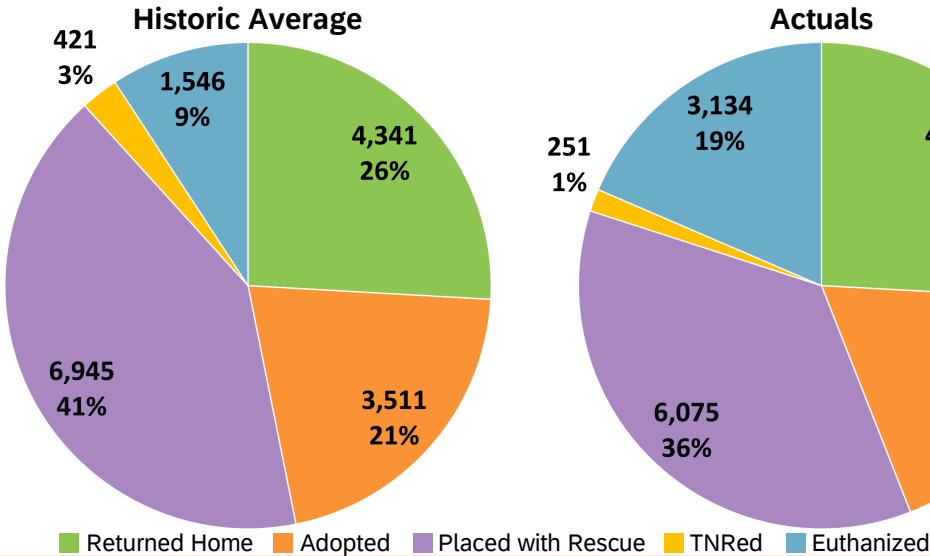


"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

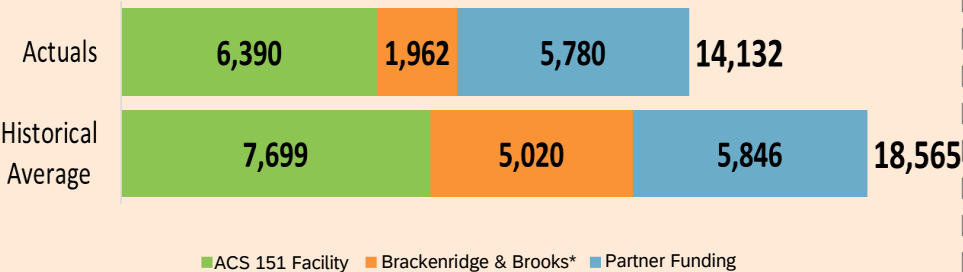
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

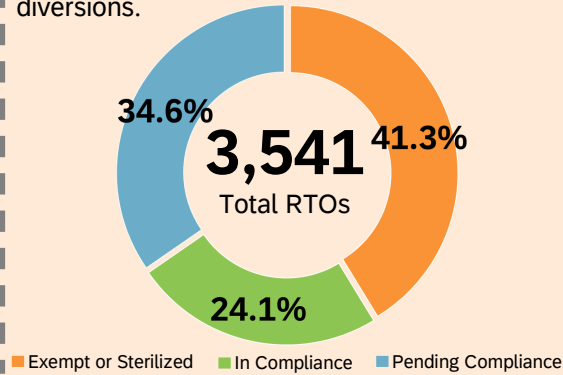
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



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

S/N REQUIREMENT

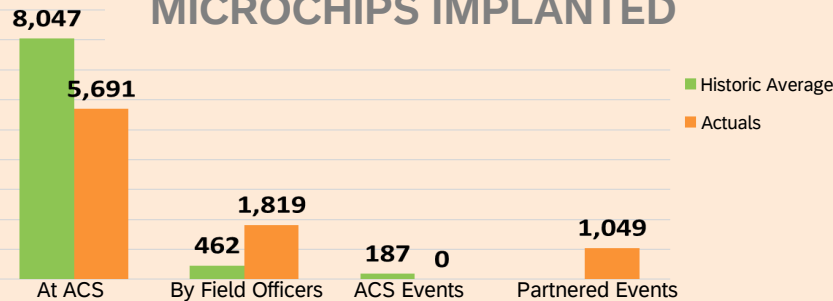
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

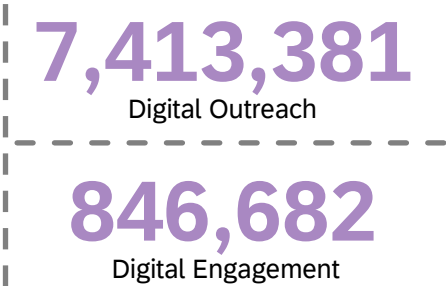
	Historic Average	Actuals	Variance
Dogs	5,385	7,221	1,836
Cats	6,459	7,588	1,129
TOTAL	11,844	14,809	2,965

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	6,476	7,177	701
Media Interactions	821	2,175	1,354



SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

MAY 2023
SUMMARY REPORT

SERVICE REQUESTS



8,944

Requests received during reporting period.



288

Requests serviced daily.



Contact 311 to report pet related concerns

SHELTER INTAKE



1,795

Dogs brought into ACS care



833

Cats brought into ACS care

PET PLACEMENT



74.8%
of **ALL** pets found positive placement.

1,753

Pets found positive placement!

224

Pets euthanized due to untreatable health/behavioral issues

372

Pets euthanized due to lack of kennel space



29%

Pets returned home

17%

Pets adopted

26%

Transferred to rescue partner

27%

Euthanized



3%

Pets returned home

11%

Pets adopted

65%

Transferred to rescue partner

10%

TNR

11%

Euthanized

121

"**ROAMING**"
CITATIONS
ISSUED

2,199

PETS **KILLED** ON
THE STREETS BY
CARS

1,563

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



8,944

Solicitudes recibidas durante el período del informe.



288

Solicitudes atendidas diariamente.



Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,795

Perros traídos al cuidado de ACS.



833

Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



74.8%
de **TODAS** mascotas
encontraron una
ubicación positiva.

1,753

¡Mascotas con
colocación positiva!

224

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

372

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



29%

Mascotas devueltas a hogar

17%

Mascotas adoptadas

26%

Transferido a otro albergue

27%

Eutanasia



3%11%

Mascotas devueltas a hogar
Mascotas adoptadas

65%

Transferido a otro albergue

10% 11%

Capturar-esterilizar-soltar
Eutanasia

121

MULTAS DE MASCOTAS
"SUELTA"

2,199

MASCOTAS
MATADAS POR
AUTOS

1,563

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.

SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

JUNE 2023
SUMMARY REPORT

SERVICE REQUESTS



7,793

Requests received during reporting period.



260

Requests serviced daily.



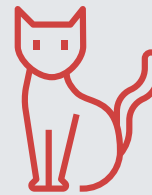
Contact 311 to report pet related concerns

SHELTER INTAKE



1,629

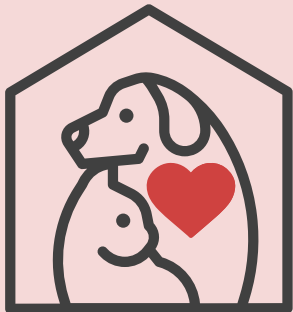
Dogs brought into ACS care



869

Cats brought into ACS care

PET PLACEMENT



75.2%
of **ALL** pets found positive placement.

1,725 Pets found positive placement!

166 Pets euthanized due to untreatable health/behavioral issues

406 Pets euthanized due to lack of kennel space



23%

Pets returned home

18%

Pets adopted

31%

Transferred to rescue partner

28%

Euthanized



7%

Pets returned home

16%

Pets adopted

49%

Transferred to rescue partner

11%

TNR

17%

Euthanized

110

"**ROAMING**"
CITATIONS
ISSUED

2,021

PETS **KILLED** ON
THE STREETS BY
CARS

1,976

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*Data provided by San Antonio Animal Care Services
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SOLICITUDES DE SERVICIO



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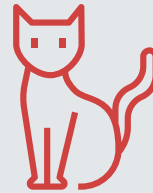
Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,629

Perros traídos al cuidado de ACS.



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Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



75.2%

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

1,725

¡Mascotas con colocación positiva!

166

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

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Eutanasia



7% 16%

Mascotas devueltas a hogar
Mascotas adoptadas

49%

Transferido a otro albergue

11%

Capturar-esterilizar-soltar

17%

Eutanasia

110

MULTAS DE MASCOTAS "SUELTA"

2,021

MASCOTAS MATADAS POR AUTOS

1,976

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.

SAACS Advisory Board Monthly Statistical Update

- FY 2023 YTD THROUGH JUNE 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	7,146	2,247	108	11,821	7,141	9,968	8,878	10,793	58,103
Actuals	0	10,048	1,790	164	10,420	7,874	15,784	9,437	17,253	72,770
Variance	0	2,902	(457)	56	(1,401)	733	5,816	559	6,460	14,667

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%	82.6%	82.3%	59.0%	53.0%	62.4%	43.4%	93.0%	99.8%	78.0%
Variance	(93.1)	(11.8)	0.5	3.3	(7.7)	(6.2)	(25.2)	4.4	0.0	0.5

PRIORITY 1: Calls by default are assigned priority level 1 but reassigned when reviewed.

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.

20,270

Total cats & dogs impounded

Historic Average



12,914

1,932

4,593 90

Impounded & Taken to ACS Impounded & RTOed in Field

Actuals

6.5

Average length of stay (days)



12,935

2,597

4,638 100

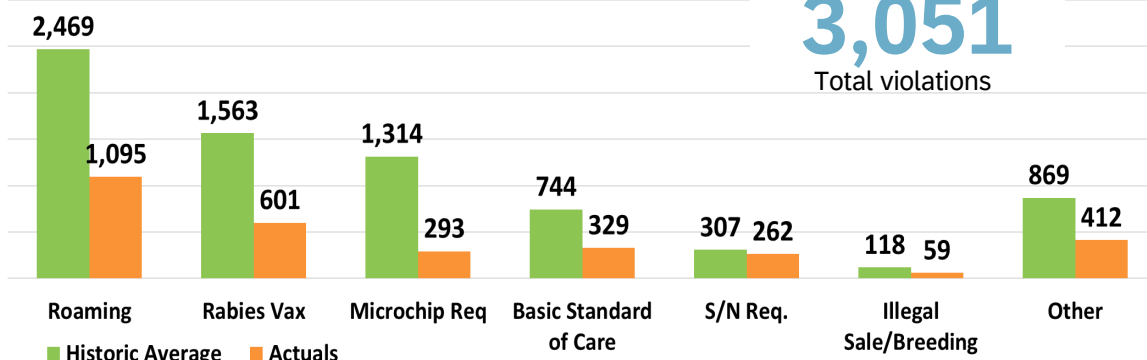
825

Previous month shelter inventory

912

Current shelter inventory

VIOLATIONS ISSUED BY ACS

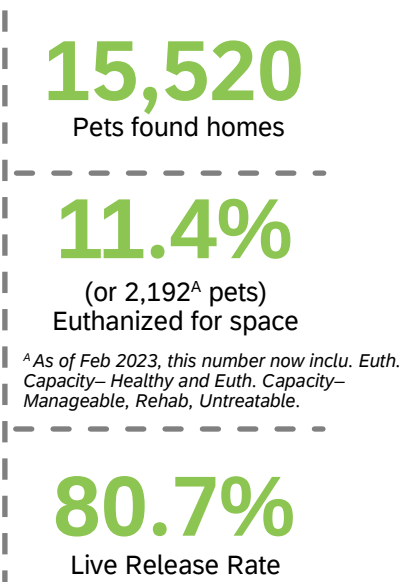
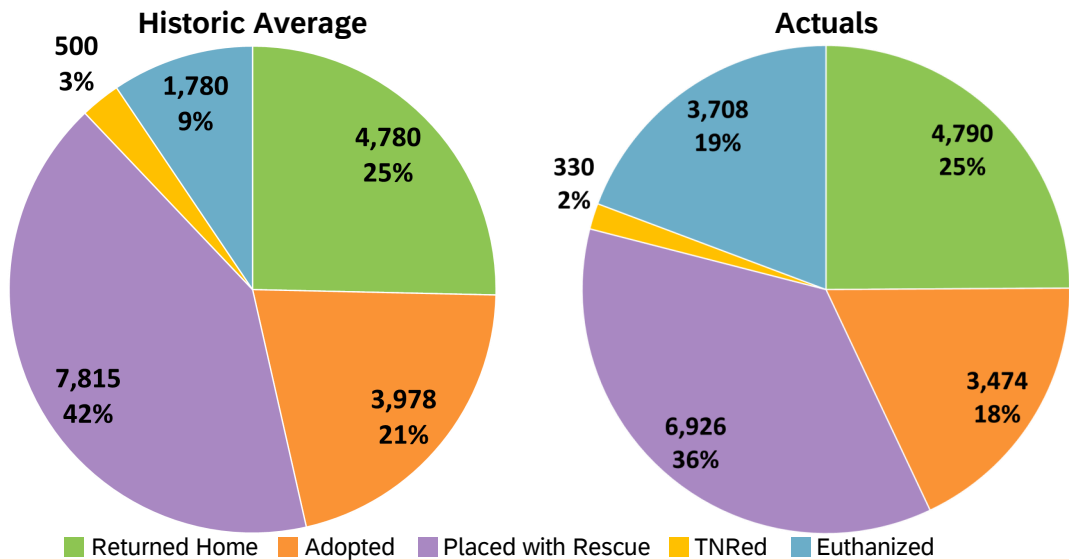


"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

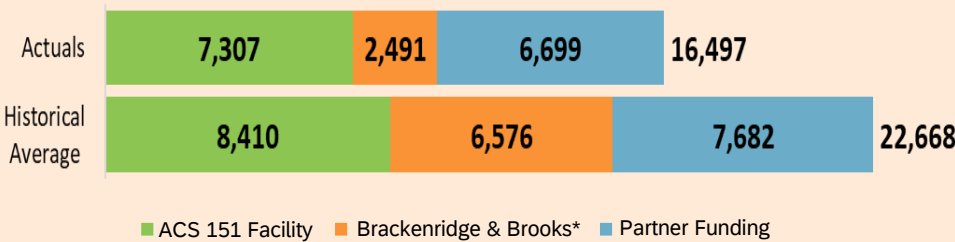
PET PLACEMENT (QUANTITY & PERCENTAGE)



STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

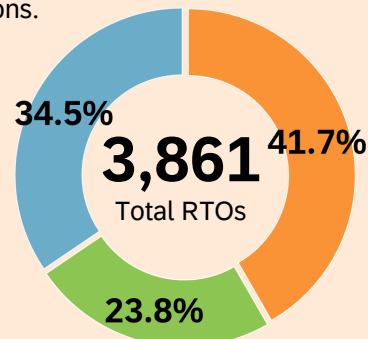
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



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

S/N REQUIREMENT

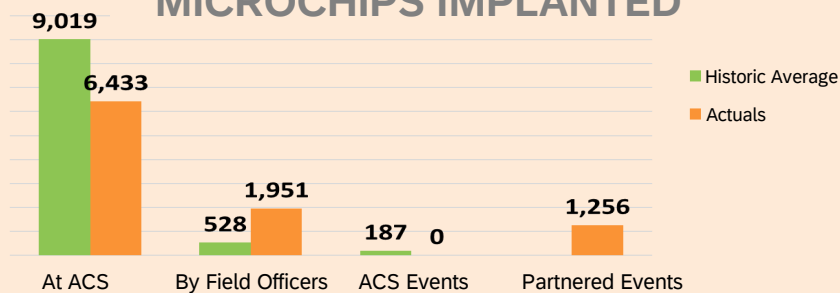
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	6,175	8,284	2,109
Cats	7,257	8,546	1,289
TOTAL	13,432	16,830	3,398

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	6,775	8,045	1,270
Media Interactions	910	2,885	1,975

8,650,327
Digital Outreach

1,025,406
Digital Engagement



City of San Antonio

Agenda Memorandum

File Number:
23-192731

Agenda Item Number: 3

Agenda Date: July 19, 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 June 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	16	1	301	351					672

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-June 9 2023	Total
ADL - Kennels	Plan	0	0	65	349	414	397	335	349	375	339	351	275	3,249
	Actual	90	121	65	97	127	296	318	369	173	446	311	97	2,510

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	22	18	4	15				147
SA Humane	0	9	42	21	27	21	11	2	0				133
SAPA!	338	270	230	254	236	309	382	298	273				2,590
SNIPSA	31	27	36	41	17	17	31	10	54				264
Texas Chihuahua	3	0	3	0	0	0	1	1	0				8
They Have the Right to Live	13	9	12	13	16	9	7	14	8				101
Vermont English Bulldog	3	1	4	1	7	11	10	11	0				48

*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, 2023 - February 19, 2024)

		February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	Total
K9s For Warriors	Plan	17	17	16	17	17	16	17	17	16	17	17	16	200
	Actual	0	1	1	0	0								2

FY 2023 ACS Contract Plan Performance

Through June 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	119	112	181	163	150					1,117
SA Humane	Plan	45	505	518	578	569	455	323	412	487	544	274	290	5,000
	Actual	304	323	279	463	392	555	376	389	403				3,484
SNIPSA	Plan	374	170	46	261	170	48	51	358	114	55	96	106	1,850
	Actual	73	556	65	84	46	68	527	73	127				1,619

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

		Q1 Oct-Dec 2022	Q2 Jan-Mar 2023	Q3 Apr-Jun 2023	Q4 Jul-Sep 2023	Total
SNN Brack	Plan	0	1,625	1,625	1,625	4,875
	Actual	0	891	1,470		2,361

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

		Q1 Oct-Dec 2021	Q2 Jan-Mar 2022	Q3 Apr-Jun 2022	Q4 Jul-Sep 2022	Total
SNAP Brooks	Plan	2,000	-	-	1,000	3,000
	Actual	135	0	0		135

*The Brooks clinic closed in February and will resume operations in July/August under a new tenant.



City of San Antonio

Agenda Memorandum

File Number:
23-192732

Agenda Item Number: 4

Agenda Date: July 19, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of ACS FY 2023 Third Quarter Report

SUMMARY:

Approval of ACS FY 2023 Third Quarter Report

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the FY 2023 Third Quarter Report.



CITY OF SAN ANTONIO 

ANIMAL CARE SERVICES

FY 2023 | THIRD QUARTER REPORT





SHANNON SIMS
ACS DIRECTOR

DIRECTOR'S REPORT

With the summer heat blazing, it's been tough to focus on anything but staying cool. However, ACS hasn't slowed down in pushing out new resources and improvements in existing programming. As I mentioned in our last report, ACS recently partnered with San Antonio's largest shelters to host a large-scale community vaccination clinic. The event at Camargo Park was billed as a canine-only clinic with the aim to combat the growing disease we are seeing in San Antonio's pets. More than 5 hundred dogs received free vaccinations and microchips as a result of the effort, and there's discussion of making the event a bi-annual affair. Two free vaccination clinics would be a boon for local pet owners, but having one every weekend would be even better! That's why I'm proud to announce ACS is now supporting just that. Beginning in August, free vaccination opportunities for San Antonio pet owners will be held every Saturday of the month throughout the community. The Animal Defense League

has been a long-term partner in our mission to expand veterinary resources throughout the Alamo City, and throughout the fiscal year, they have been providing two monthly clinics in at-risk areas of town. The clinics have been wildly popular and attracted the attention of a local veterinary service provider, Protect Your Pet. That group's principal, Dr. Raymond Esparza, came to me with the same interest and dedication to helping local pet owners provide wellness care for their pets. In May, Dr. Esparza and PYP held their first free clinic on the ACS campus, providing free vaccinations and microchips for 100 dogs and cats. After participating in the Camargo Park event, Esparza told me he was ready to do more, and in the next month, we'll be doing just that. Staff is working on an expanded clinic schedule, including a new free vaccine event at the Petco Pavilion in the Brackenridge Facility. Our Live Release team is also working in concert with Education to boost adoption events with additional offerings for would-be adopters, such as pet tags and more humane pet care information. The recent Pride Bigger than Texas adoption event saw their efforts culminate with a number of vendors and resource offerings on campus. More than 30 pets found homes the day of the event and foot traffic increased on the campus, an effort that was as inspiring as much as it was hard-fought. As Animal Care Services continues to build back our positive placement rates, now, more than ever, I am asking residents to consider adopting a pet, becoming a temporary foster for a pet in need or even just advocating on behalf of humane pet care. San Antonio's pets need us.

CHAIR'S CORNER

Last month, I had the privilege of joining Animal Care Services, the Animal Defense League, San Antonio Humane Society, and new SAACS partner, Protect Your Pet, for a community-wide vaccination event that turned out to be San Antonio's largest dog wellness clinic ever held. The single-day event took place at Camargo Park near Mission Stadium, which was graciously loaned to our joint effort by SA Parks and Recreation. When staff and volunteers from each of the partners arrived before sunrise, it wasn't immediately clear if the mission would be successful. The hope was to focus on vaccinating the community's dogs from the diseases we see all too often in our shelters—distemper and parvo. Still, as the morning turned into the afternoon, we saw more and more dogs come in with their grateful guardians, and it quickly became apparent not only was this event going to help hundreds of animals, but we also needed to do more. I am proud of the ACS staff who helped organize and run this massive undertaking, and I'm hopeful we will be able to do it again when the summer heat fades into cooler fall temps. I'll be there lending a helping hand. I'll hope you'll join me.



RITA BRAEUTIGAM
ADVISORY BOARD CHAIR

A NEW PAWTFNERSHIP WITH DOG GUIDE SA!



Recently Animal Care Services received an amazing donation from our new friends at the Dog Guide San Antonio that helped so many pets in need. More than 2 hundred new and gently used dog items were brought into the shelter following the Dog Guide's regularly held Pet Supply Swap. Our ACS team members and all our pups needing homes appreciate the generosity and we hope their example inspires others in the community to the same! Monetary and supply donations can be dropped off inside our Welcome Center anytime during regular hours of operation and the current wish list can be found at: www.saacs.info/wishlist

STUDENTS GIVE BACK TO PETS IN NEED

What do you get when you combine Global Youth Service Day with dozens of local students who want to make a difference? An amazing volunteer effort to lend a paw to furry friends at ACS and beyond!

During National Volunteer Week in April, the International School of the Americas (ISA), sent 500 students across San Antonio to volunteer at various organizations for Global Youth Service Day. A magnet high school in North East ISD, ISA had students head to a number of animal shelters, including ACS! While volunteering at our shelter, the students helped assemble and organize enrichment and animal care supplies for the pets in our shelter. At each volunteer station, students put together plastic medical cones of varying sizes, organized newspapers for our puppy and medical kennels, folded litter boxes for our cat kennels, and made cat and dog enrichment toys from cardboard paper towel tubes and old t-shirts. Of course, all these items are used daily and in high volumes here at ACS so the help from these volunteers helped make pets more comfortable, more adoptable and supported the shelter's lifesaving mission!



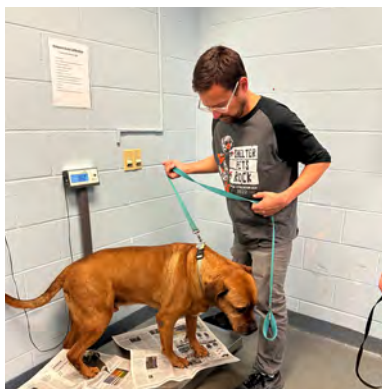
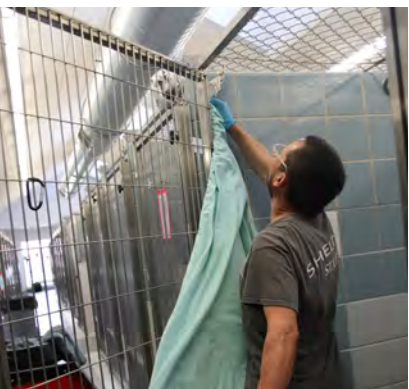


“AN INCREDIBLE TEAM PLAYER” — SPOTLIGHT ON ACA BRIAN

A fairly new ACS staffer is stepping into the staff spotlight and his colleagues say he’s “...an incredible team player [who] truly cares.”

Brian joined our ACS team in the summer of last year as an animal care attendant who’s proven to be a valuable member of our Animal Care Team! His supervisory team says “every day, Brian shows up maintaining a positive and energized attitude and is always willing to jump in and help anyone in need.”

A typical day for this superstar includes cleaning enclosures, socializing with the pets in our care, and helping ensure the health and safety of the animals as well as the people who visit them. “I really love working with animals and have a pretty great team that I work with here at ACS,” says Brian. When Brian isn’t helping pets in need, he spends his time playing basketball and playing guitar while singing in a local rock band! Rock on Brian...keep up the good work!



VOLUNTEERS SHINE BRIGHT AT ACS!

Volunteer Appreciation Week may have passed a couple of months ago but we don't want to miss this opportunity to tell everyone what incredible volunteers we have at Animal Care Services!

Some of our best and brightest? Kalena, Gil, Amy, James, and Shirley! They're just a small sample of our amazing volunteers.

In the 140 hours Kalena has spent volunteering with us, she's hung out with over 400 dogs! Her efforts assist in getting to know the pets in our care a bit better to help find them the perfect families.

Gil has been volunteering with us for more than a decade so he's done it all! From walking dogs to prepping medical supplies, Gil is definitely a seasoned volunteer we can always depend on!

Assisting our team with handing off adopted and fostered pets to their new temporary or furever homes, Volunteer Amy states that "nothing compares with the joy [she] feels when [she] sees a family united with their special pet."

James and Shirley are a fantastic couple who volunteer together. They spend their free time giving back to the community by assisting with our community cat program. With their help, our feral cat surgery drop-offs and pick-ups are much more efficient and give our staff more time to help additional people and pets!

We are truly grateful for all the help that ALL of our volunteers provide in aiding our team in serving the people and pets of San Antonio.

I volunteer at ACS for the dogs! Endless doggy cuddles are my favorite!
-Kalena



We volunteer because we care about the over population of cats in our community. We want to do whatever we can to assist ACS to help get San Antonio to become a more humane community for both people and pets.

- James & Shirley



I volunteer with ACS because they are mandated to take in every single animal, no matter their condition, breed, temperament or age. They work so hard to find each and every one a loving home. I've seen their employees cry with people when their lost dog is found. I have seen them get so excited when a dog who has been there a while finds a home! And I have seen them come running from every direction when a stray dog ends up in their parking lot. They provide comfort and compassion to millions of animals and every volunteer gets to be a part of that!

- Amy





LITTLE PAWS, BIG HERO!

A canine hero saves her friend...with a little help from a local leader!

It happened at Old Spanish Trails Park just as the heat started rolling into town. Aria and Khaleesi were wandering around the area when Khaleesi got her head stuck underneath a security fence! She struggled and pulled and tried desperately to free herself; all the while, the ends of the fence began digging into her neck. Clearly worried for her friend, Aria jolted off to find help! She ran over 100 yards to the first person she could find... who just happened to be former Mayor Garza!

She barked frantically to get his attention and led him to her trapped friend! Once The former Mayor spotted the trapped dog, he contacted 3-1-1 and went to work to free her until help could arrive. Khaleesi seemed to have been losing consciousness from the pressure



of the fence on her neck, mixed with the overwhelming amount of ant bites she received while stuck. So, the priority was to help relieve the pressure to Khaleesi's throat so she could breathe! After two hours of working and cutting the fence, Khaleesi was finally free!

The pair were transported back to ACS for love and care by Animal Care Officer Diaz and Cadet Andino. Former Mayor Garza stated, "We went through a lot of effort to save the poor dog, but her companion was the true hero!"

We agree! This tiny 4-month-old pup's love for her friend may have saved Khaleesi's life! Thank you, former Mayor Garza, for listening to this little hero's cries and helping rescue her friend! Both Khaleesi and her pal Arya are resting easy in their new homes thanks to the quick work of another hero who's still helping his community.

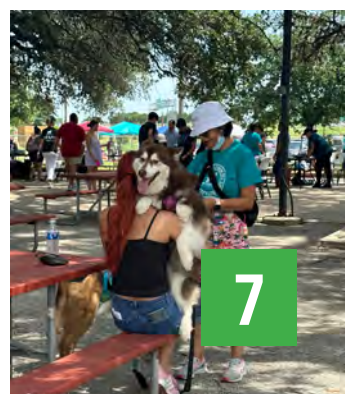
530

Pets Served!

ACS & LOCAL PARTNERS HELP LOCAL DOGS IN A BIG WAY

In early June, ACS and a number of partners successfully completed what turned out to be the largest community vaccination clinic in San Antonio history! The first-ever MEGA vaccination and microchip clinic saw Animal Care join forces with teams from the Animal Defense League of Texas, San Antonio Humane Society, and Protect Your Pet for the event at Camargo Park.

We had an incredible turnout where 530 pets received FREE vaccination and microchipping services! Thank you to all who attended to provide their pets with life-saving protection from disease and being lost. Of course, Animal Care Services offers FREE vaccination and microchip clinics every month! The complete list of upcoming clinics is listed at saacs.info/events.



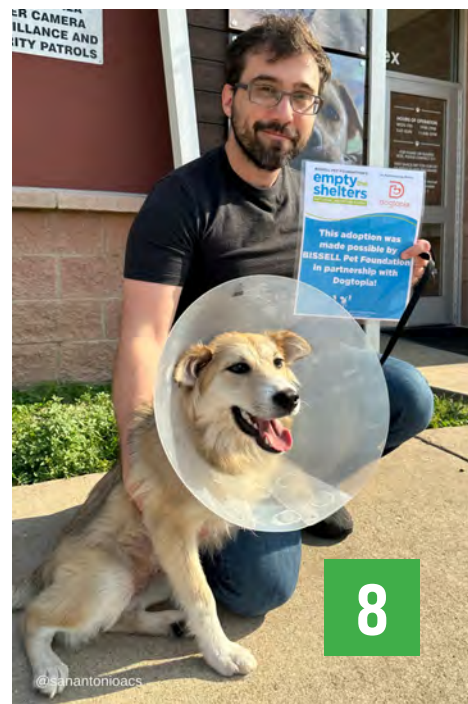
PURRS, PAWS & PRIDE

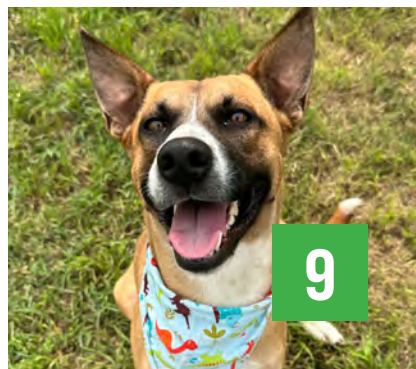
The first ever Paws, Purrs, and Pride, Bigger than Texas Adoption event saw 33 pets find homes. Pride Bigger Than Texas joined us for the event several weeks ago and we couldn't be more pleased with the turnout. Animal Care Services also participated in this year's Pride parade and look forward to our continued partnership to save more lives!



BISSELL ADOPTION EVENT A LIFESAVING SUCCESS

The BISSELL Pet Foundation lends a lifesaving hand yet again! Thanks to the foundation and the efforts of Cathy Bissell herself, close to 2 hundred shelter pets are now in their furever homes! Last month, Animal Care Services participated in the latest #EmptyTheShelters adoption event. 155 dogs and 32 cats (187 total!) found families during the reduced adoption fee event.





NEVER GIVING UP ON LOVE — MARMIE GETS A SECOND CHANCE

Abandoned by those she trusted most; a sweet dog learns to love again thanks to longtime Animal Care Services partners at the Animal Defense League!

Recently, Marmie was dumped right outside of ACS by someone she knew. They cruelly abandoned her after deciding they no longer wanted her; but despite her loving disposition, she didn't get any interest from adoptive families. Her friendly personality and adorable "teeth chatter" (that she does when she's excited) won over our team's hearts, so when her kennel was required for another pet in need, we moved her into one of our administrative offices.

It didn't take long for her to become a staff favorite; she was calm and easy-going when inside and fun and playful when in the yard. After the ADL Team noticed what a gem of a dog she is, they couldn't resist her charms. Now, she's one step closer to finding her furever home and learning what family really is.



A SPARKLING GEM — MEET MICKY, ACS JILL OF ALL TRADES!

Meet our Live Release Team's Jack-of-all-trades – Micky!

Micky began her ACS journey as an Animal Care Attendant fresh out of high school in the summer of 2019. Every day since then, she's come to work with a smile on her face and the friendliest of dispositions. Her can-do attitude, compassionate nature, and bubbly personality made it an easy decision when she applied to move up as a Live Release Program Coordinator in 2021.

She quickly excelled in learning and performing in this team's different roles, from helping process adoptions to helping process incoming pets; she's done it all! Micky has taken on multiple special programs on such as assisting

with our volunteer program, working in our dog training and enrichment program, rescue-foster program, adoptions, and so much more! Always eager to learn, grow, and help others, Micky truly is a gem!

Micky says, "My favorite part of my job is receiving updates and seeing how pets have progressed from the shelter environment into their new homes!"

When she isn't brightening all our days while at work, Micky enjoys exploring nature and hanging out with her bearded dragon and her 3 rescue dogs. Thank you, Micky, for being an incredible team player we can always rely on!





LITTLE JOHNNY'S HAD A HELPING HAND... NOW HE NEEDS A LOVING HOME

Rescued after being found scared, injured, and trapped in a storm drain, Johnny Knoxville is ready to find his furever family!

Miss H made a 3-1-1 call regarding a kitten that was stranded in a storm drain. She informed ACS that the kitten had been crying all night, and she attempted to free him by crafting a makeshift ramp. When this didn't work, she called 3-1-1 to request help.

Animal Care Officer Edwards arrived shortly after and heard the scared "meows" echoing from under the street. After removing the utility hole cover, Officer Edwards discovered that he needed additional equipment and assistance to rescue this kitten safely. So, Animal Care Officers McCallister and Alvarado arrived shortly later with a ladder and extra pairs of

hands to help out!

A few minutes later, the young, injured kitten was safely lifted to street level! A bit dehydrated and suffering from an injury to his mouth, the kitten, now named Johnny Knoxville, was then transported to ACS for medical care. While our veterinary team is treating Johnny, he is still healing but is ready to find a furever home of his own!

Thanks to Miss H for reporting to 3-1-1 and our trio of Officers that helped rescue him, this cute 10-week-old kitten has a lifetime of love to give. Consider visiting us today between 11 am and 5 pm to add Johnny to your family!



FIVE MONTHS GONE...NOW MOO MOO'S REUNITED AND IT FEELS SO GOOD!

Against all odds and after nearly 5 months of searching, The R Family is whole again!

Last week, Animal Care Officer Griggs responded to a 3-1-1 call regarding a large dog frightening nearby residents. When he arrived, he found a rather 'friendly and welcoming' blocky-headed pup roaming around. Hoping to find her family, Officer Griggs leashed her up and scanned her for a microchip. Sadly, there was no microchip to be found, so he transported her to ACS in the hope that her family would come looking for her.

The next day, our team welcomed familiar faces: The R Family. The R Family has been visiting ACS regularly since they lost their beloved Moo Moo at the beginning of the year. They came nearly every day in January and at least once a week since then. When our team saw them this time, something was different. There was a sparkle in their eyes and a pep in their step! Miss R approached our front desk and showed her phone screen, "This is our Moo Moo!" she exclaimed.

Excited that we could finally help bring peace to this family, we directed her to the kennel that contained the pup she believed to be Moo Moo. Upon meeting, there was no denying that this was, in fact, The R Family's lost pet. With bright smiles, warm embraces, and tears of joy, their reunion was one for the books!

"We've been missing her since New Year's. We kept kicking ourselves for not getting her microchipped beforehand; we'd been planning on it but never got around to it. I'm so grateful to finally have her back... we weren't sure if we'd ever see her again!" said Miss R.

Before going home, we gave Moo Moo a microchip registered with the R Family's contact information. We are ecstatic that Moo Moo was finally reunited with her family, which is a rarity for pets without registered microchips. If you have a pet and need microchip and vaccination services, please visit saacs.info/events to view our upcoming free clinics around SA.

FY 2023 3RD QUARTER PERFORMANCE

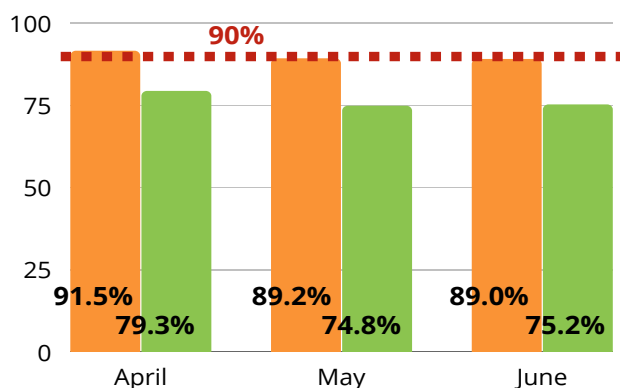
Analysis of the annual metrics for Fiscal Year 2023 will be a comparison of the results for Fiscal Year 2023 and the average of respective metric totals for the previous three years (Fiscal Year 2020, Fiscal Year 2021, and Fiscal Year 2022). Annual Fiscal Year 2023 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

INCREASING THE LIVE RELEASE RATE

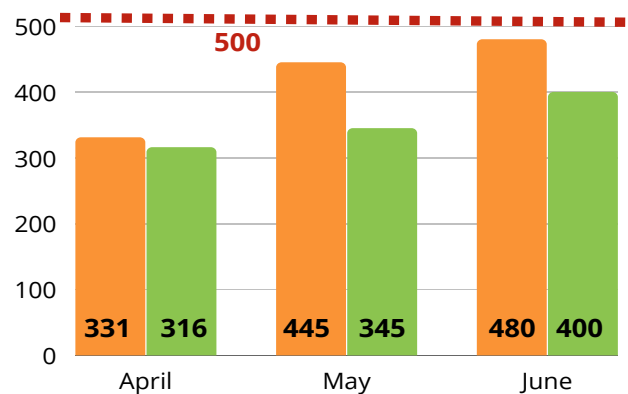
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing to maintain and raise the Live Release rate: Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners.



LIVE RELEASE

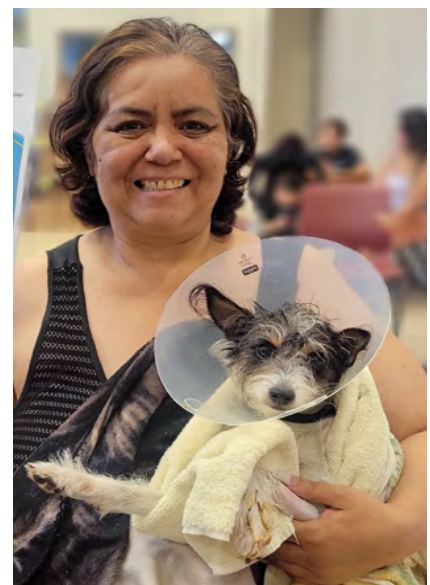
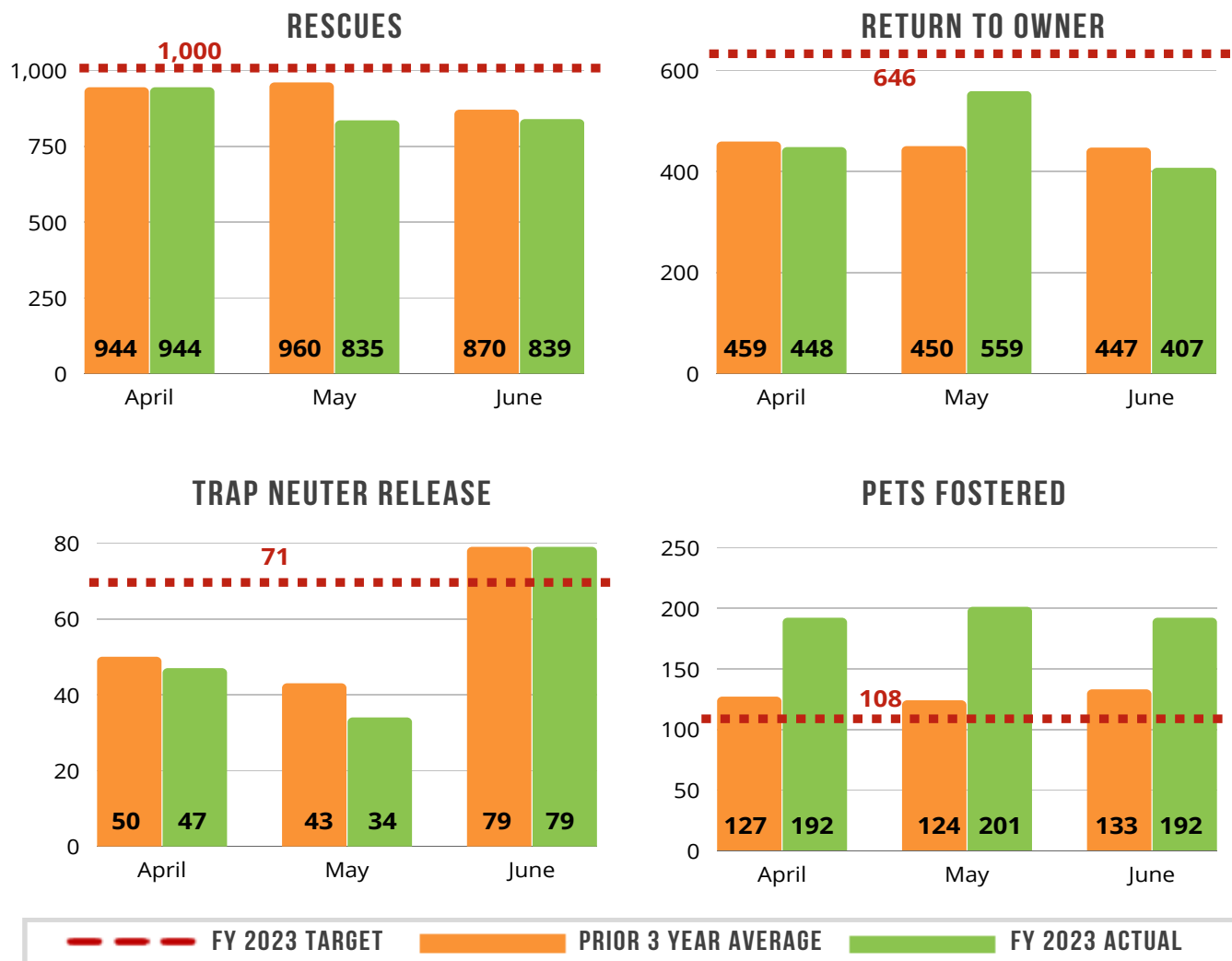


ADOPTIONS



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

INCREASING THE LIVE RELEASE RATE (CONT'D)

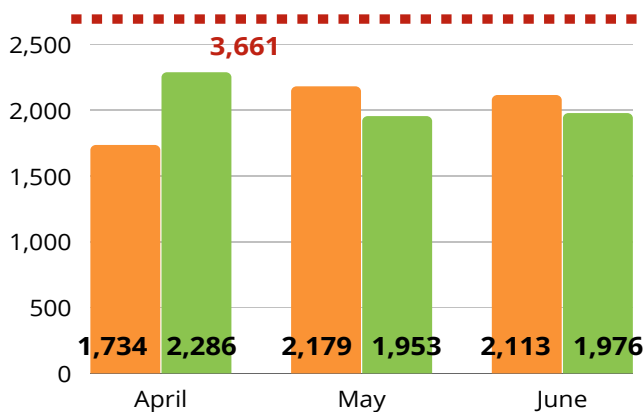




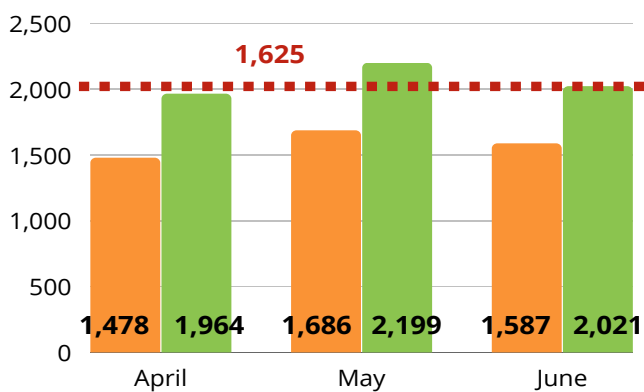
CONTROLLING THE ROAMING ANIMAL POPULATION

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

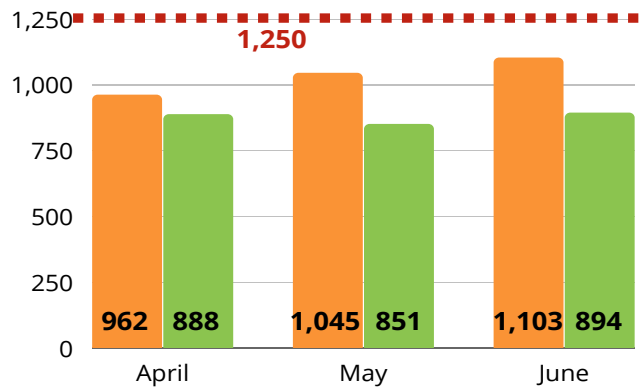
TOTAL SPAY & NEUTER SURGERIES



DECEASED DOG/CAT PICK-UP



MICROCHIPS REGISTERED



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

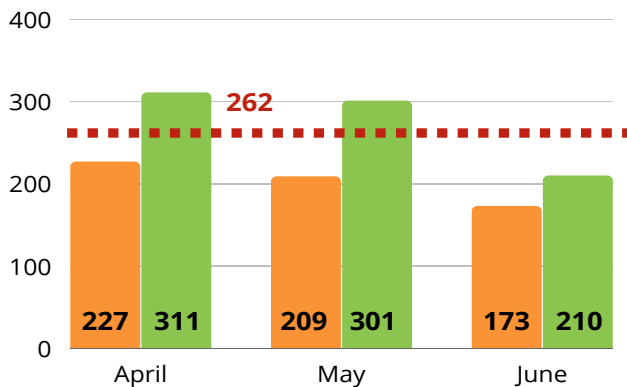
■ FY 2023 ACTUAL

ENHANCED ENFORCEMENT

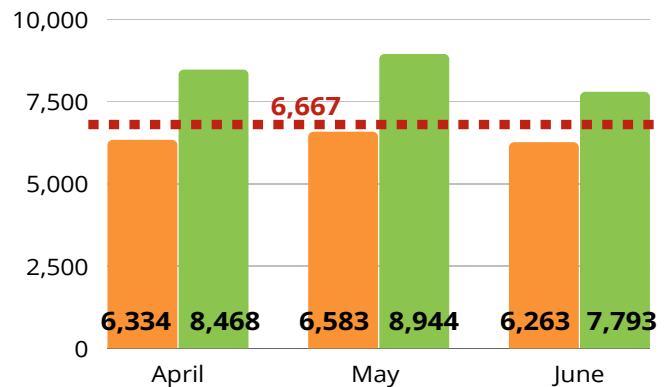
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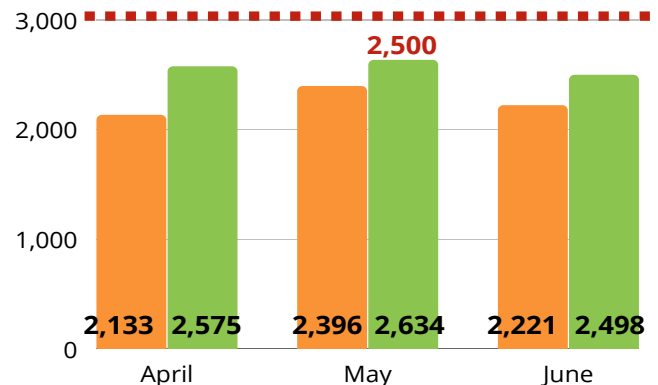
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS

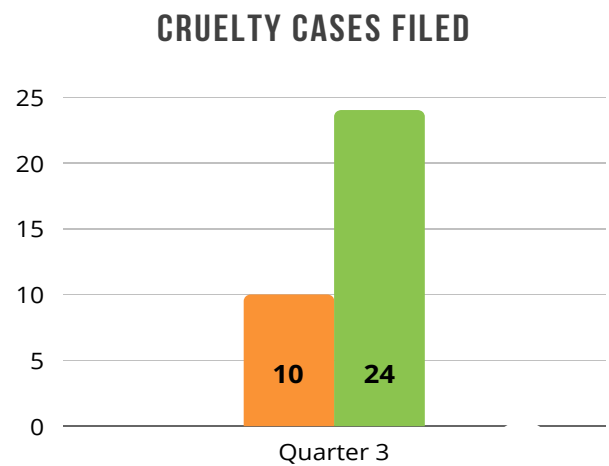
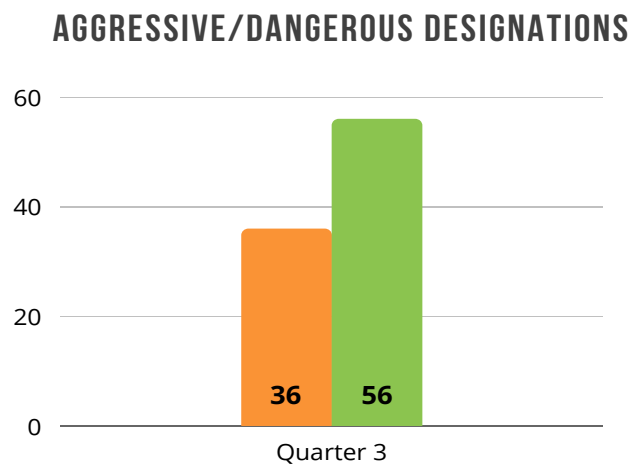
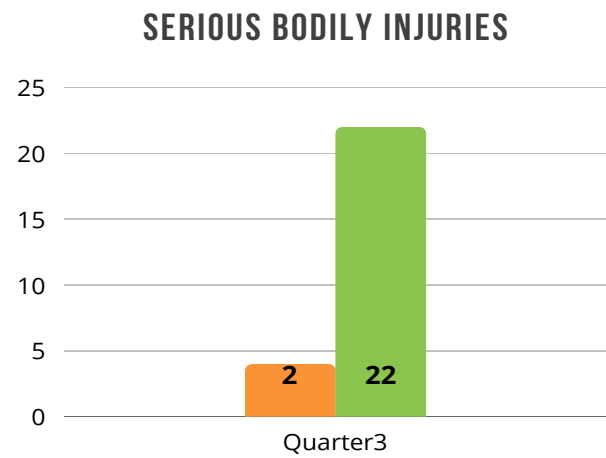
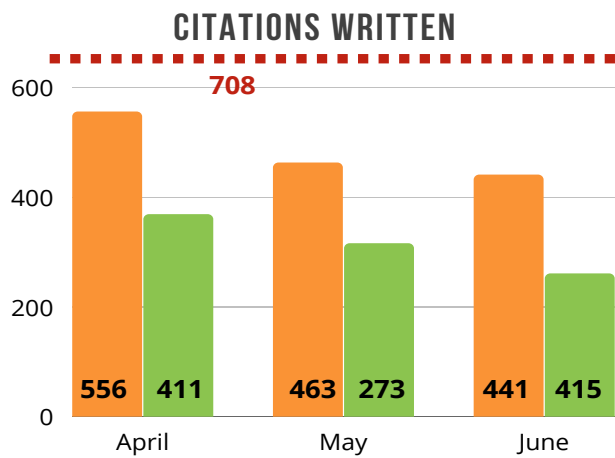


--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

ENHANCED ENFORCEMENT (CONT'D)



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

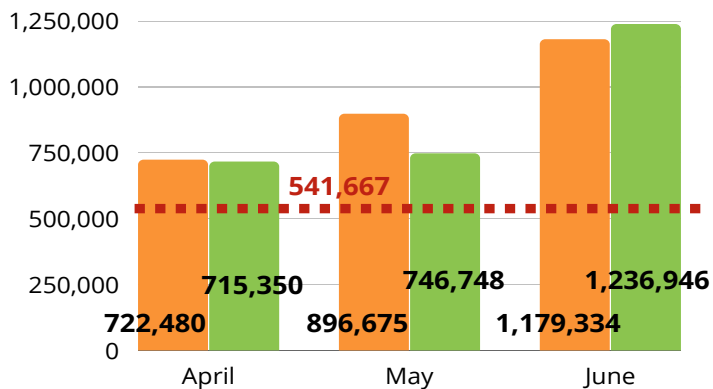




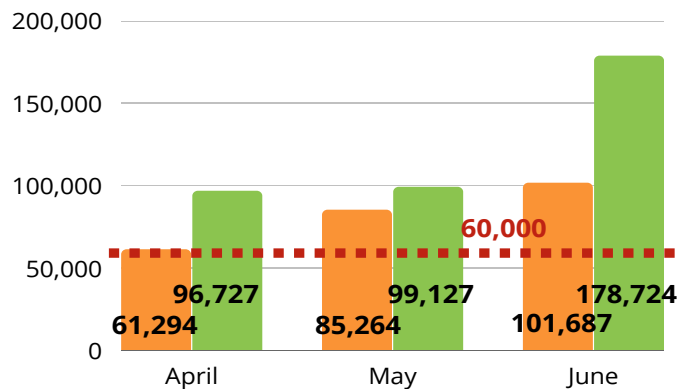
ENGAGE AND EDUCATE THE COMMUNITY

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

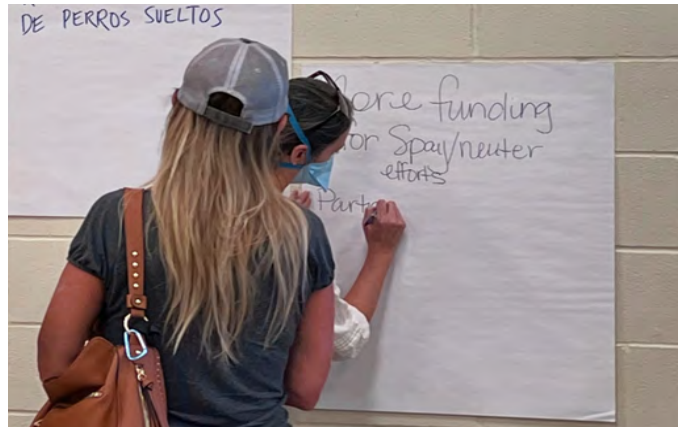
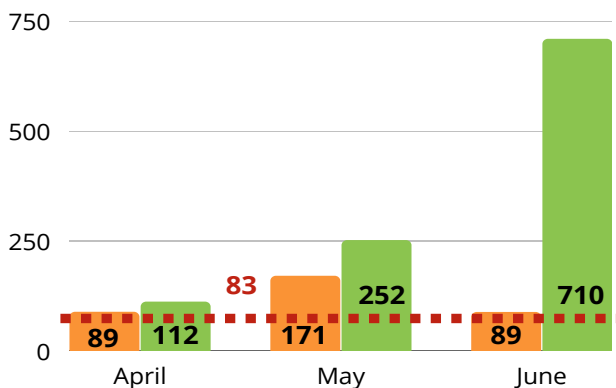


DIGITAL ENGAGEMENT*

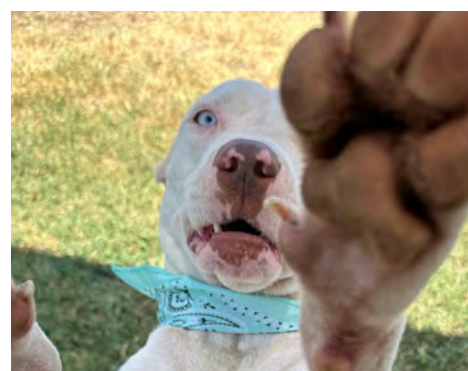
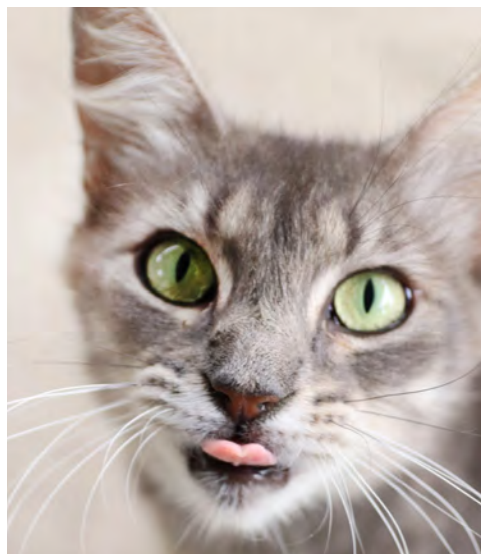


*Includes prior 2 year average

MEDIA INTERACTIONS



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





City of San Antonio

Agenda Memorandum

File Number:
23-192735

Agenda Item Number: 5

Agenda Date: July 19, 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 – 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): __Rita

Braeutigam _____ Date of Inspection:

__6/26/23__ Time of Inspection: 3:45 pm _____

Administration Building	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Clean floors, windows, and doors	Pass	
Proper signage in place	Pass	
Intake area neat & orderly	Pass	
Area is free of debris and safety hazards	Pass	

Every animal is being scanned upon intake		Verified by staff
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Page 1 of 10

Annex Building	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Rooms are clean and orderly	Pass	
Lobby is clean and orderly	Pass	There was a huge donation pile that was brought in during the day.
Restrooms are clean and stocked	Pass	
Women's restroom is clean and stocked	Pass	
Reception desk is manned during operating hours	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Kennels were set up in the training room for adopted dogs that had just had spay/neuter surgery and were waiting for their new owners to pick them up. This is a great idea as it frees up kennel space.

Page 2 of 10

Clinic	Pass/ Fail/ Not Verified	Comments
Staff is courteous and informative to all	Pass	
Clean floors, doors, & windows	Pass	Staff was in the process of sweeping the surgical and recovery area.
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		Verified by staff
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		Verified by staff

Page 3 of 10

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	Pass	Note: One kennel needed to be cleaned but it appeared to be recently soiled.
Controlled substances stored in locked cabinet when not in use	Pass	
The clinic building and equipment is in good repair		Washing machine is not working.

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

The washing machine in the clinic is still not working. It was reported on the May inspection walkthrough also but the issue has not yet been resolved.

Page 4 of 10

Cattery (Building 5)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
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	

Page 5 of 10

Cattery (Building 5) cont.	Pass/ Fail/ Not Verified	Comments
Floor is free of debris and safety hazards	Fail	Fail due to a sink leak in the workroom area causing a possible slipping hazard.
Scrub brushes, buckets, and all other cleaning tools are disinfected at the end of the day		Verified by staff
Intake vaccinations recorded on each kennel card	Pass	
All cages are cleaned and sanitized between occupants		Verified by staff

The Cattery building and equipment is in good repair		In the cattery sink there are 3 compartments. In the 3rd compartment water is running through it and puddles on the floor causing the slipping hazard noted.
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p> <p align="center">The cattery was very full of cats available for adoption.</p>		

Page 6 of 10

Outside Cattery & Kitty City	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		Not observed
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p>		

Page 7 of 10

Building 1	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	I was greeted and offered any help I might need as I entered.
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	Fail	A large kennel was set up in the aisle for an adult dog. The dog had spilled his/her water and created a slipping hazard.

Appropriate signage on each occupied kennel and cage	Pass	
Pooper Scoopers are kept in a clean disinfection solution between scooping each run		Verified by staff.
Kennels and cages are thoroughly cleaned and sanitized between occupants		Verified by staff
Hand sanitizing stations are visible and stocked	Pass	

Page 8 of 10

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	Fail	The sink is filled with items and the area next to the sink is stacked with buckets and mops.
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day		Verified by staff
Stainless steel cages are clean and have fresh newspaper	Pass	

Clean floors, doors, and windows	Fail	The tile floors, especially the entire perimeter of the inside of the kennel building and window sills are extremely dirty. A trash can was overflowing with a pile of poop on the top.
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Fail	Two of the puppy kennel doors in the puppy area are in need of repair. One pops inward and another has trouble latching.
Building 1 Detailed Description of Concerns, Actions Needed, or Praise		

Page 9 of 10

Outdoor Exercise Yards (Next to Building 1)	Pass/ Fail/ Not Verified	Comments
Clean and free of feces, debris and safety hazards.	Fail	#1 and #2 have broken beds, artificial turf is torn up. While it is obvious that the turf needs to be replaced it does not appear that any effort is being made to hose down the exercise yards or clean the fencing surrounding them.
Gates function properly	Pass	
Waste stations are stocked		I did not observe.

Detailed Description of Concerns, Actions Needed, or Praise

Along with the condition of the outdoor exercise yards I have concerns over other areas of the outside of the building. There is a huge shed blocking the entire sidewalk in the rear. Crates are stacked along one side of the kennel building preventing use of an interior exit if needed in an emergency.

While I have praise for the care of the animals during my inspection the building visually inside and out needs a lot of attention.



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.

Sallie Scott

Advisory Board Member Name(s):









July 3, 2023

Date of Inspection:






Time of Inspection:










1:00 pm - 2:50 pm






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 checked="" type="radio"/>	
Kennels are free of feces and urine	Pass <input checked="" type="radio"/>	
Fresh water in each occupied kennel	Pass <input checked="" type="radio"/>	
Aisles are free of debris and safety hazards	Pass <input checked="" type="radio"/>	
Appropriate signage on each occupied kennel	Pass <input checked="" type="radio"/>	
Pooper Scoopers are kept in a clean disinfectant solution between scooping each run	Pass <input checked="" type="radio"/>	Asked and was told yes.
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass <input checked="" type="radio"/>	Verified.





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 	Verified
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 	Verified
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass 	Verified
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 	Verified by staff
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 	Verified
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 	Verified by Staff
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 The landscaping was wonderful, much better than the last time I did the inspection. The outdoor play yards at the end of the kennels is just dirt and not enough shade.		

RESET FORM

SUBMIT



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.

George L. Garcia

Advisory Board Member Name(s): _____
07-07-2023 11:15

Date of Inspection: _____ Time of Inspection: _____

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 Passed ▼	
Clean floors, windows, and doors	Passed ▼	
Proper signage in place	Passed ▼	
Reception area neat & orderly	Passed ▼	
Men's restroom clean and stocked	Passed ▼	

Main Lobby/Reception Area cont.	Pass/Fail/ Not Verified	Comments
Reception area neat & orderly	<i>Select one from drop-down list</i> Passed ▼	
Women's restroom clean and stocked	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Cattery	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	<i>Select one from drop-down list</i> Passed ▼	
Hand sanitizing stations are visible and stocked	Passed ▼	
Clean floors, windows, and doors	Passed ▼	
Cages & cage doors are clean	Passed ▼	
All cages are cleaned & sanitized between occupants	Passed ▼	
Litter boxes are clean with no offensive odor	Passed ▼	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Passed ▼	
All occupied cages have fresh water	Passed ▼	
Appropriate signage on each occupied cage	Passed ▼	

Break Room	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	<i>Select one from drop-down list</i> Passed ▼	
Food storage area neatly stocked	Passed ▼	
Men's restroom clean & stocked	Passed ▼	
Women's restroom clean & stocked	Passed ▼	
Sinks are clean	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Back Deck/Heritage Tree Garden	Pass/Fail/ Not Verified	Comments
Deck is clean & free of debris and safety hazards	<i>Select one from drop-down list</i> Passed ▼	
Garden area free of feces and debris	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Puppy Room	Pass/Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	<i>Select one from drop-down list</i> Passed ▼	
Clean floors, windows, and doors	Passed ▼	
Cages and cage doors are clean	Passed ▼	
Clean newspaper in cages	Passed ▼	
Fresh water in each occupied cage	Passed ▼	
All cages are cleaned and sanitized between occupants	Passed ▼	
There are no offensive odors	Passed ▼	
Appropriate signage on each occupied cage	Passed ▼	

Puppy Room cont.	Pass/Fail/ Not Verified	Comments
Bedding available	<i>Select one from drop-down list</i> Passed ▼	
Sink area is clean and free of debris	Passed ▼	
Description of Concerns, Actions Needed, or Praise Puppy kennel windows leaking water when kennels are cleaned. Mold and water visible from the outside.		

Work Room cont.	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	<i>Select one from drop-down list</i> Passed ▼	
Washer & Dryer in working condition	Passed ▼	
Dishwasher in working condition	Passed ▼	
Sinks, tubs and tables clean and free of debris	Passed ▼	
Storage area neat and orderly	Passed ▼	
Cleaning equipment and chemicals are properly stored	Passed ▼	
Area is free of debris and safety hazards	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Indoor Dog Kennels	Pass/ Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	<i>Select one from drop-down list</i> Passed ▼	
Clean floors, windows, and doors	Passed ▼	
Kennel guillotine doors are clean	Passed ▼	
Kennel and cages are free of feces and urine	Passed ▼	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Passed ▼	
Appropriate signage on each occupied kennel and cage	Passed ▼	
There is variety in the dogs available for adoption	Passed ▼	
There are no offensive odors	Passed ▼	

Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments
Appropriate signage on each occupied kennel and cage	<i>Select one from drop-down list</i> Passed ▼	
There is variety in the dogs available for adoption	Passed ▼	
There are no offensive odors	Passed ▼	
Fresh water in each occupied kennel and cage	Passed ▼	
Drains free of debris and functioning properly	Passed ▼	
Runs have proper bedding & toys available	Passed ▼	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Passed ▼	
Food storage area clean and neatly stocked	Passed ▼	

Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments
Kennels and cages are thoroughly cleaned and sanitized between occupants	<i>Select one from drop-down list</i> Passed ▼	
Aisles are free of debris and safety hazards	Passed ▼	
Kennel building and equipment are in good repair	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Outdoor Dog Runs	Pass/Fail/ Not Verified	Comments
Outdoor Dog Runs	<i>Select one from drop-down list</i> Passed ▼	
Clean floors, windows, and doors	Passed ▼	
Kennel guillotine doors are clean	Passed ▼	
Kennels are free of feces and urine	Passed ▼	
Drains free of debris	Passed ▼	
Aisles are free of debris and safety hazards	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Outdoor Play Yards	Pass/Fail/ Not Verified	Comments
Clean and free of fecal matter	<i>Select one from drop-down list</i> Passed ▼	
Doors to the play yards operate properly	Passed ▼	
Turf is in good repair	Passed ▼	
Play yard structure is in good repair	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Exterior Grooming/Driveway/Mechanical Yard	Pass/ Fail/ Not Verified	Comments
Cages and cage doors are clean	<i>Select one from drop-down list</i> Passed ▼	
Clean newspaper in cages	Passed ▼	
Fresh water in each occupied cage	Passed ▼	
Appropriate signage on each occupied kennel and cage	Passed ▼	
Bathing sink is clean and free of debris	Failed ▼	Water leak on hot side of faucet where it connects to the sink (drip)
Trash dumpster not overflowing	Passed ▼	
Area is clean and free of debris and safety hazards	Passed ▼	
Description of Concerns, Actions Needed, or Praise Overgrown vegetation on fences.		

Pavilion	Pass/Fail/ Not Verified	Comments
Clean floors that are free of debris and safety hazards	<i>Select one from drop-down list</i> Passed ▼	
Fencing and doors around pavilion in working order and in good repair	Passed ▼	
Fans and outside lights in working order	Passed ▼	
Pavilion event calendar utilized and current	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Exterior Premises	Pass/Fail/ Not Verified	Comments
Landscaped area free of feces, debris, and safety hazards	<i>Select one from drop-down list</i> Passed ▼	
Dog waste stations stocked	Passed ▼	
Trash receptacles not overflowing	Passed ▼	
Landscape (to include grass and plants) well maintained	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

SPAY NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Pass/Fail/Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	Passed ▼	
Clean floors, windows, and doors	Passed ▼	
Proper signage in place	Passed ▼	
Reception area neat & orderly	Passed ▼	
Men's restroom clean and stocked	Passed ▼	
Women's restroom clean and stocked	Passed ▼	
Description of Concerns, Actions Needed, or Praise		

Cat Holding Area	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Passed ▼	
All cages are cleaned & sanitized between occupants	Passed ▼	
Fresh newspaper in each cage	Passed ▼	
There are no offensive odors	Passed ▼	
Each cage with cat has correct kennel card	Passed ▼	
Stainless steel shelving is cleaned	Passed ▼	
Description of Concerns, Actions Needed, or Praise AC system for this area not cooling sufficiently according tto Officee Manager. City in process of correcting the problem.		

Dog Holding Area (Right)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Passed ▼	
All cages are cleaned & sanitized between occupants	Passed ▼	
Fresh newspaper in each cage	Passed ▼	
There are no offensive odors	Passed ▼	
Each cage with dog has correct kennel card	Passed ▼	
<p style="text-align: center;">Description of Concerns, Actions Needed, or Praise</p> <p>AC system is insufficient to cool the area according to Office Manager. City trying to correct the problem.</p>		

Surgical Prep Area	Pass/Fail/ Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	Passed ▼	
Medical equipment are in working order and clean	Passed ▼	
Controlled Medical Drugs are properly secured	Passed ▼	
Clean floors and tables	Passed ▼	
There are no offensive odors	Passed ▼	
Comments/Actions Needed Cabinet that houses drugs has key broke in lock. Reported to the city and a locksmith is suppose to repair the lock. Using alterntive method to secure drugs.		

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

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

RESET FORM

SUBMIT



City of San Antonio

Agenda Memorandum

File Number:
23-192994

Agenda Item Number: 6

Agenda Date: July 19, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

A Briefing on Animal Care Services Operational Updates

SUMMARY:

ACS will provide an update on operations, including a breakdown of calls for service and critical updates.

BACKGROUND INFORMATION:

ACS will provide an update on operations

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This is for briefing purposes only.



CITY OF SAN ANTONIO 

ANIMAL CARE SERVICES

Briefing on Updates to ACS Operations

Presented by: Shannon Sims, *Director*



Calls for Service - FY 2019 VS FY2023 (10/1–6/30)



Call Type	New Priority	FY 2019	FY2023
Injured/Sick	3	5,999	8,494
Officer Standby	2	1,481	1,554
Bite Critical	2	431	1047
City Council	3	90	0
Cruelty Critical	3	1,222	743
Animal Sales	8	0	164
Aggressive Critical	4	2,953	3,406
Bite Non-Critical	6	2,396	1,567
Third Shift	9	0	438
Trapped/Confined	7	6,036	5,009
Neglect	5	6,684	7,874
Aggressive Non-Critical	7	12,425	15,784
Permit	8	1,451	1,038
Public Nuisance	8	6,052	8,399
Customer Service	9	0	170
Stray	9	13,915	17,083
Total		61,135	72,770



Calls for Service Analysis



Unique Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	57,782	61,615	54,684	54,670	64,959	72,770
Change From Previous Year		3,833	-6,931	-14	10,289	7,811
% Change From Previous Year		6.6%	-11.2%	0.0%	18.8%	12.0%
3 Year Average Call Volume			58,027	56,990	58,104	64,133



Calls for Service Analysis



Injured Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	4,494	5,999	5,352	5,660	6,874	8,494
Change From Previous Year	-	1,505	-647	308	1,214	1,620
% Change From Previous Year		33.5%	-10.8%	5.8%	21.4%	23.6%
3 Year Average Call Volume			5,282	5,670	5,962	7,009



Calls for Service Analysis



Trapped/Confined Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	5,329	6,036	5,717	6,437	6,696	5,009
Change From Previous Year	-	707	-319	720	259	-1,687
% Change From Previous Year		13.3%	-5.3%	12.6%	4.0%	-25.2%
3 Year Average Call Volume			5,694	6,063	6,283	6,047



Calls for Service Analysis



Aggressive Non-Critical Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	12,552	12,425	8,812	8,579	12,513	15,784
Change From Previous Year	-	-127	-3,613	-233	3,934	3,271
% Change From Previous Year		-1.0%	-29.1%	-2.6%	45.9%	26.1%
3 Year Average Call Volume			11,263	9,939	9,968	12,292



Calls for Service Analysis



Bite Critical Calls – October 1 – June 30

Category	2018	2019	2020	2021	2022	2023
Total Calls	349	431	649	695	968	1,047
Change From Previous Year	-	82	218	46	273	79
% Change From Previous Year		23.5%	50.6%	7.1%	39.3%	8.2%
3 Year Average Call Volume			476	592	771	903



Campus Operations - Updates



- Operating hours expansion
 - ✓ Monday-Friday now open at 11 a.m.
- On campus spay/neuter
 - ✓ Now added Wednesday to surgery schedule
- Play Yards
 - ✓ FY 2023 Budget Initiative is underway





City of San Antonio

Agenda Memorandum

File Number:
23-192997

Agenda Item Number: 7

Agenda Date: July 19, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

A Briefing on the Animal Care Services Fiscal Year 2024 Budget Development

SUMMARY:

Animal Care Services will be providing an overview of the budget process and a timeline for the budget process.

BACKGROUND INFORMATION:

The City of San Antonio is currently in the process of developing the FY 2024 Budget.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

N/A



CITY OF SAN ANTONIO 

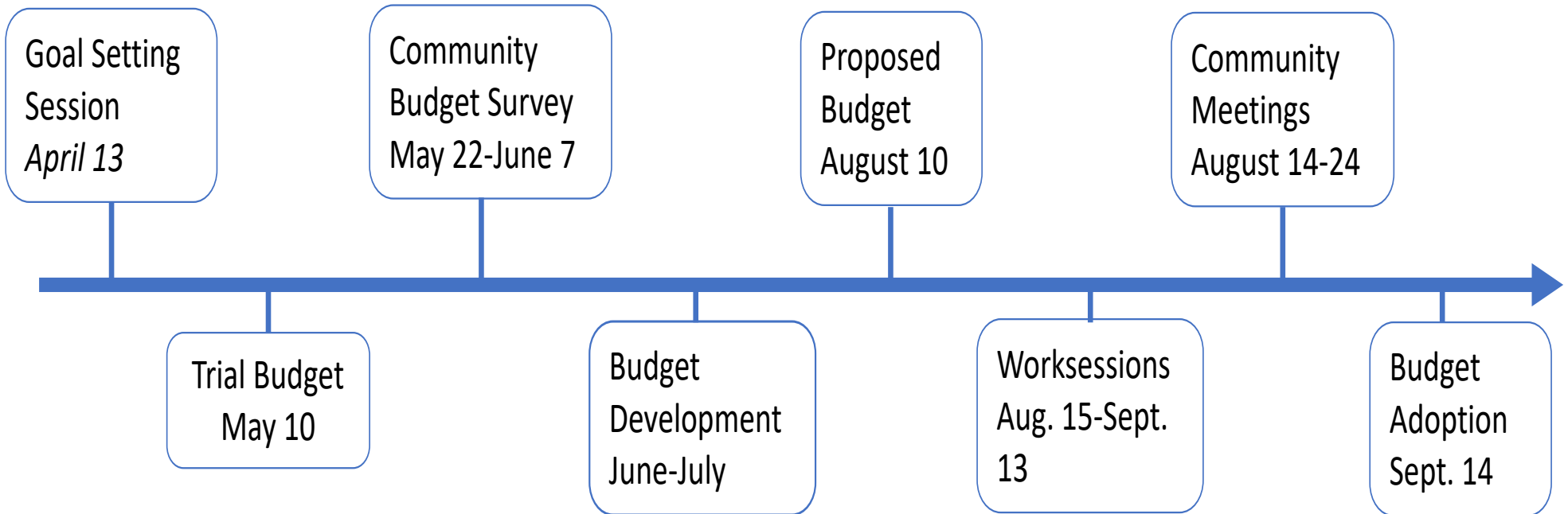
ANIMAL CARE SERVICES

Briefing on Updates to FY 2024 Budget Development Process

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



Budget Process



Budget Priority



- ACS is established as a priority
 - ✓ Mayor and Council Priority
 - ✓ Community Priority



ACS Budget Priorities



- **Based on the 5 Strategic Plan focus areas:**

- ✓ 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



Next Steps



Proposed Budget Presented to Mayor and Council
August 10

Community Meetings
August 14-24

Budget Work sessions – ACS presentation date is not available yet
Aug. 15-Sept. 13

Budget Adoption
Sept. 14



Community Meetings



District	Date/Time	Location
3	Mon, Aug. 14 6:30 - 8 p.m.	Mission Branch Library 3134 Roosevelt Ave, 78214
6	Mon, Aug. 14 6:30 - 8 p.m.	Alicia Trevino Lopez Senior Center 8353 Culebra Rd., 78251
10	Tues, Aug. 15 6:30 - 8 p.m.	Northeast Senior Center 4135 Thousand Oaks Dr., 78217
1	Wed, Aug. 16 6:30 - 8 p.m.	SAC Chandler Gym 1819 N Main Ave, San Antonio, TX 78212
8 & 9	Wed, Aug. 16 6:30 - 8 p.m.	Phil Hardberger Park Urban Ecology 8400 NW Military Hwy, 78231
7	Thurs, Aug. 17 6:30 - 8 p.m.	Doris Griffin Senior Center 6157 Northwest Loop 410, #410, 78238
4	Sat, Aug. 19 10-11:30 a.m.	Miller's Pond 6075 Old Pearsall Rd., 78242
5	Tues, Aug. 22 6:30 - 8 p.m.	Normoyle Community Center 700 Culberson Ave, 78225
2	Thurs, Aug. 24 6:30 - 8 p.m.	Second Baptist Church Community Center (Gym) 3310 E Commerce St., 78220





City of San Antonio

Agenda Memorandum

File Number:
23-192996

Agenda Item Number: 8

Agenda Date: July 19, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

A Briefing on the Animal Care Services Marketing Campaign

SUMMARY:

A Briefing on the Animal Care Services Marketing Campaign

BACKGROUND INFORMATION:

Animal Care Services has launched a Roaming Dogs awareness campaign in the spring and will continue through the fall.

Animal Care Services has elevated a Roaming Dogs awareness campaign that began this spring with a set of bilingual television spots. The commercials explain the dangers roaming dogs can have in a community—both to vulnerable populations and to the dog itself. The spots, which include an English and Spanish version of both narrative and hard-sell ads.

Combined with a comprehensive radio campaign run and text message blasts, the ad flights feature more than 1000 paid commercials, awareness messages, digital banners, video and audio stream ads placed throughout the market. The television commercials will begin running on KSAT and Univision by next week; they represent the first video ads the Department has been able to place in a number of years. In the coming fiscal year, ACS would like to focus more advertising efforts on pushing adoption and fostering messaging.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This is for briefing purposes only.



CITY OF SAN ANTONIO 

ANIMAL CARE SERVICES

Briefing on Updates to Marketing Plans

Presented by: Lisa Norwood, *Public Relations Manager*



Campaign Overview



Marketing Animal Care Services

Focus on the dangers of Roaming Dogs

- Bilingual Campaign-Radio, Digital, Television
 - 1000+ total paid ads, awareness messages, digital banners, video and audio stream ads
- Existing radio campaign started in the Spring; 11 stations total
 - Radio ads & digital banners
- Text Message blasts | On hold messaging through COSA
- Television ads to start on KSAT & Univision next week

Adoption push

- Continued event and social media promotion
- On hold messaging in place
- Planned FY24 Adoption and Foster campaign



Campaign Commercials



Roaming Dog Campaign TV Commercials- English & Spanish

