

City of San Antonio



AGENDA PACKET

Animal Care Services Advisory Board Meeting

Wednesday, November 15, 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

Public Comments

Consent Agenda

1. Approval of the ACS Advisory Board By-Laws Amendments
2. Approval of the ACS Advisory Board Meeting Minutes for July 19, 2023
3. Approval of the ACS Advisory Board Meeting Minutes for September 20, 2023
4. Approval of the ACS Advisory Board Statistical Reports for July, August, and September 2023
5. Approval of the Fiscal Year 2023 ACS Advisory Board Contracts Performance Report
6. Approval of the ACS Fiscal Year 2023 Director's Report

7. Approval of the ACS Advisory Board Facility Inspections
8. Approval of the Fiscal Year 2024 ACS Advisory Board Facility Inspection Schedule

Briefing and Possible Action on the following items

9. Briefing on ACS Public Programs and Services
10. Briefing on the ACS Fiscal Year 2024 Budget
11. ACS Advisory Board Officer Nominations and Elections

Executive Session

At any time during the meeting, the Animal Care Services Advisory Board may recess into executive session in the San Antonio Botanical Gardens Discovery Rooms to consult with the City Attorney's Office (Texas Government Code Section 551.071) and deliberate or discuss any of the following:

Personnel matters relating to the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee pursuant to Texas Government Code Sec. 551.074 (personnel matters).

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

November 16, 2023

Houston Mega Adoption Event:

The Houston Mega Adoption event took place October 21-22. ACS took 145 pets and adopted out 129 pets. To incentivize fosters the City provided leave to City employees volunteering to foster. There was a total of 68 City of San Antonio foster volunteers.

ACO Graduation:

The next ACO Graduation will be on November 8 at 6 pm at the Fire Training Academy. There will be 16 ACOs graduation, the most ever in ACS history.

SNIPSA's Big Fix:

SNIPSA completed their latest round of the Big Fix on Saturday November 11 at Cuellar Community Center. Over 500 of surgeries were completed! Surgeries were free to residents with vouchers or in specific zip codes, funded by the Free Community Spay/Neuter Program at ACS. ACS worked with Parks to arrange for the Cuellar Community Center for free.

Shannon W. Sims
Animal Care Services Director



City of San Antonio

Agenda Memorandum

File Number:
23-195473

Agenda Item Number: 1

Agenda Date: November 15, 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 By-Laws Amendments

SUMMARY:

On September 20, 2023, the ACS Advisory Board held a Work Session at the San Antonio Botanical Gardens. One of the Agenda items for the Work Session was the review and discussion of proposed amendments to be made to the ACS Advisory Board By-Laws. The amendments were being brought forth by the ACS Advisory Board Executive Committee.

On November 15, 2023, as part of the Consent Agenda, the ACS Advisory Board will vote on whether or not to pass the proposed amendments.

BACKGROUND INFORMATION:

The ACS Advisory Board By-Laws were last updated on December 9, 2015.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the By-Laws amendments.

**BY-LAWS
OF
THE ANIMAL CARE SERVICES ADVISORY BOARD**

REVISED 11/15/2023

ARTICLE I

Authority

Section 823.005 of the Texas Health and Safety Code states that "the governing body of a county or municipality in which an animal shelter is located shall appoint an advisory committee to assist in complying with the requirements of this Chapter. The advisory committee must be composed of at least one licensed veterinarian, one county or municipal official, one person whose duties include the daily operation of an animal shelter and one representative from an animal welfare organization. The advisory committee shall meet at least three times a year." Pursuant to Ordinance No. 41165, the City Council of the City of San Antonio (City) created the Animal Control Advisory Board, which is now called the Animal Care Services Advisory Board (Board).

ARTICLE II

Purpose of the Board

It is the function of the Animal Care Services Advisory Board to assist and/or advise the City of San Antonio regarding Animal Care Services through recommendations, reports, and by representing ACS in the community.

ARTICLE III

Membership

San Antonio City Code Chapter 5 Article II Sec. 5-25 sets forth membership requirements as follows:

Section 1. The Animal Care Services Advisory Board consists of fourteen members. Eleven of the members of this Board shall be appointed by the City Council, one from each City Council district and one by the mayor. Each of these appointees shall serve on the Board for unlimited two year terms coterminous with those of the appointing City Council, in accordance with the City's boards and commissions rules codified in chapter 2, article IX of the City Code. The Health Department Director, the Animal Care Services Department Director and the City Manager or their designees are ex-officio non-voting members of the Board.

Section 2. The Animal Care Services Advisory Board must include among its membership at least one licensed veterinarian; one city official; one person whose duties include the daily operation of an animal shelter; and one representative from an animal welfare organization.

ARTICLE IV

City Ethics Code Applicability

All Board members shall be subject to the requirements set forth in the City's Ethics Code, as applicable to City Officials. All Board members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal without any further action by the City Council.

ARTICLE V

Duties and Powers

San Antonio City Code Chapter 5 Article II Sec. 5-26 sets forth the duties and powers of the Board as follows:

Section 1. The Animal Care Services Advisory Board shall visit the Animal Care Services facility of the City at times selected by the Board, and shall inspect all phases of the operation at the facility. To this end, Board members shall have access, for observation purposes only to all areas of the Animal Care Services facility.

Section 2. The Board shall submit at least quarterly reports to the City Council, through the City Manager, concerning the operation of the Animal Care Services facility and animal care services program, together with its recommendations and/or advice concerning same.

Section 3. The Board shall further advise the City Council, through the City Manager, on any aspect of animal care services which in the Board's opinion merits the attention of the City.

ARTICLE VI

Officers

Section 1. The officers of the Board shall be a Chair, a Vice-Chair and a Secretary.

Section 2. A Nominating Committee appointed by the Executive Committee shall nominate candidates for officers and the Board shall elect officers no later than October 1st of each year.

Section 3. Officers elected shall serve for a term of one year or until a vacancy by resignation or other means. In case of death, resignation, refusal or neglect by an officer to discharge the duties of that office, an election shall be held at the next meeting when a successor shall be chosen to fill the vacancy for the unexpired portion of the term.

Section 4. Any officer elected by the Board may be removed by the Board by a vote of two-thirds of the total filled membership of the Board whenever in its judgment the best interests of the Board would be served thereby.

ARTICLE VII

Duties of Officers

Section 1. Chair

- a. Shall preside at all regular and special called meetings.
- c. Shall represent the Board in all official presentations and business before the City Council.
- d. Shall prepare an agenda with the ACS Advisory Board Executive Committee for each meeting which may include items added by a Board member and which has been approved by the Executive Committee.
- e. Shall mentor all new Board members and assist ACS staff during new Board member orientation.

Section 2. Vice-Chair

- a. Shall assume duties of the Chair in the absence of the Chair.
- b. Shall make reasonable effort as possible to represent the Board in all official presentations and business before the City Council.

Section 3. Secretary

- a. Shall review the draft minutes taken by the Animal Care Services staff liaison of all regular and specially called meetings.
- b. Shall make reasonable effort as possible to represent the Board in all official presentations and business before the City Council.

ARTICLE VIII

Responsibilities of Board Members

Section 1. ACS will provide all new and re-appointed Members of the Advisory Board with an ACS Advisory Board Member Orientation to be completed within three months of appointment. In addition, new Advisory Board Members are required to complete the ACS Board Member Orientation Checklist. Current Advisory Board Members must complete the ACS Board Member Orientation Checklist every two years.

Section 2. Board members are encouraged to schedule a minimum of one meeting every two months with their City Council member or their staff. These meetings should be designed to seek understanding of City Council's direction regarding ACS programs and services.

Section 3. At Advisory Board meetings, Board members will serve as a liaison for their Council member and district. The view and direction of their Council member and district should be accurately represented by the Board member.

Section 4. The Board will conduct required facility inspections and sub-committee assignments (if applicable).

ARTICLE IX

Meetings

San Antonio City Code Chapter 5 Article II Sec. 5-25 sets forth the minimum number of times a meeting shall take place. "The Animal Care Services Advisory Board shall meet at least three (3) times a year."

Section 1. The Board shall meet at a date, time, and location to be set by the Board at the beginning of each calendar year.

Section 2. Special meetings may be called by the Chair or at least three members of the Board subject to notification of the presiding officer. The purpose of the meeting shall be stated in the initial request for the meeting. Except in cases of emergency at least three days notice shall be given.

Section 3. At least one Work Session will be held annually to discuss such items as the Strategic Plan, policies and procedures, ordinance revisions, or major projects. No regular agenda items will be discussed at the Work Session, such as the Board inspections, Approval of Minutes, Continuing Education, or Citizens to be Heard, in order to allow the full meeting time to be dedicated to the Work Session topic(s).

ARTICLE X

Conduct of Meetings

Section 1. The meetings of the Board shall be conducted in accordance with the latest edition of Robert's Rules of Order.

Section 2. The Board's meetings shall be conducted in accordance with the Texas Open Meetings Act. A majority of all members of the Board shall constitute a quorum to convene a meeting; in all other matters upon which the Board may vote, a majority of the voting members in office shall be necessary for adoption.

Section 3. The following apply regarding absences:

a. If a Board member's attendance at regularly scheduled meetings (a) falls below 50% on an annual basis from the appointment date or (b) a member misses three regularly scheduled consecutive meetings, then said Board member is automatically removed from his position as a member of the Board without any further action by the City Council, as provided by the City's Code provisions for boards and commissions.

b. Proxy votes are not allowed.

Section 4. The following apply to persons addressing the Board during the Citizens to be

Heard portion of the meetings:

- a. Those signed up to speak shall be called upon in the order that they have registered with those who live in the 10 City Council Districts speaking first followed by those that do not live in the 10 City Council Districts.
- b. No personal attacks shall be allowed by any speaker.
- c. The Chair may, at any time and at his/her discretion, increase or reduce the time a person has to address the Board.
- d. A person signed up to speak has three minutes to speak, with a nine-minute maximum time limit for any one meeting.
- e. Organizations have a total of nine minutes to address the Board. Three persons must register on behalf of an organization in order for the organization to be allotted nine minutes to speak.
- f. Persons registering on behalf of or standing with an organization may not be permitted an additional three minutes to speak if the organization has already been allocated nine minutes to address the Board.
- g. Persons/organizations must sign in person by the specified deadline in order to be recognized to speak.
- h. Persons registered to speak must be present in order to give their time to another registered speaker. No time may be given to a person not registered to speak.
- i. In each instance in which a person or organization is provided an opportunity to address the Board, the person or organization may submit written testimony in support of or opposition to a particular agenda item or on a topic that could be discussed during "Citizens to be Heard" in lieu of presenting verbal testimony, provided that such written testimony is submitted by the deadlines and could otherwise be read into the record during the timeframes provided in these bylaws.

ARTICLE XI

Amendment of By-Laws

Section 1. These bylaws shall be amended by a majority vote of the Board in regular or special called meetings.

Section 2. Amendments shall be reproduced and provided to each member of the Board and the City Manager and filed with the Office of the City Clerk by the Secretary of the Board.

Section 3. Each Amendment shall be dated to indicate the date of effect. These bylaws shall be automatically amended to comply with future City Council ordinances pertaining to the Board.

ARTICLE XII

Committees

Section 1. Standing Committees

a. Appointees to standing committees shall be limited to current members of the Board.

b. The following are to be standing committees for the Board: Executive Committee and Nominating Committee:

(1) Executive Committee:

(a) The officers of the Board and the Animal Care Services Director shall constitute the Executive Committee.

(b) The Executive Committee shall:

i. appoint Standing Committees

ii. appoint and create Ad Hoc committees as needed, with ratification by a majority vote of the Board.

iii. set and develop a tentative agenda for Board meetings.

(2) Nominating Committee:

(a) The principal function shall be to nominate individuals to fill officer vacancies and propose slates of candidates for election.

(b) May also perform other related functions.

(c) At the meeting in which the election will be held, nominations may be made from the floor.

(d) Nominees must be currently appointed members of the Board.

c. Standing committees may meet at their discretion as often as deemed necessary and shall submit an oral and written report to the Board at each regularly scheduled meeting.

Section 2. Ad Hoc Committees

a. Ad hoc committees may be appointed and created by the Executive Committee as needed, with ratification by a majority vote of the Board.

b. Ad hoc committee members must be current ACS Advisory Board members.

c. Ad hoc committee Chair may invite Subject Matter Experts to join the committee as non-voting members.

ARTICLE XIII

Applicability of City's Boards and Commission Ordinance

The provisions of the City's Boards and Commission Ordinance, codified in chapter 2, article IX of the City Code shall apply to this Board.

DRAFT

**BY-LAWS
OF
THE ANIMAL CARE SERVICES ADVISORY BOARD**

REVISED December 9, 2015

ARTICLE I

Authority

Section 823.005 of the Texas Health and Safety Code states that "the governing body of a county or municipality in which an animal shelter is located shall appoint an advisory committee to assist in complying with the requirements of this Chapter. The advisory committee must be composed of at least one licensed veterinarian, one county or municipal official, one person whose duties include the daily operation of an animal shelter and one representative from an animal welfare organization. The advisory committee shall meet at least three times a year." Pursuant to Ordinance No. 41165, the City Council of the City of San Antonio (City) created the Animal Control Advisory Board, which is now called the Animal Care Services Advisory Board (Board).

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To serve in an advisory capacity to the City of San Antonio regarding Animal Care Services through recommendations and reports concerning the same.

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- c. Shall represent the Board in all official presentations and business before the City Council and public at large.
- d. Shall prepare an agenda for each meeting which may include items added by a Board member and which has been approved by the Executive Committee.

Section 2. Vice-Chair

- a. Shall assume duties of the Chair in the absence of the Chair.
- b. Shall mentor all new Board members and assist Animal Care Services staff during orientation.

Section 3. Secretary

- a. Shall review the draft minutes taken by the Animal Care Services staff liaison of all regular and specially called meetings to contain at a minimum those present, those absent, resolutions proposed, resolutions proposed seconded, yea votes, nay votes and abstentions.
- b. In the absence of the Secretary, the presiding officer shall appoint another member of the Board to serve as Secretary for that meeting.

ARTICLE VIII

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b. No personal attacks shall be allowed by any speaker.

c. The Chair may, at any time and at his/her discretion, increase or reduce the time a person has to address the Board. At any time during a presentation of the speaker, any Board member may request the Chair to extend the time limit of the speaker.

d. A person signed up to speak has three minutes to speak, with a nine-minute maximum time limit for any one meeting.

e. Organizations have a total of nine minutes to address the Board. Three persons must register on behalf of an organization in order for the organization to be allotted nine minutes to speak.

f. Persons registering on behalf of or standing with an organization may not be permitted an additional three minutes to speak if the organization has already been allocated nine minutes to address the Board.

g. Persons/organizations must sign in person by the specified deadline in order to be recognized to speak.

h. Persons registered to speak must be present in order to give their time to another registered speaker. No time may be given to a person not registered to speak.

i. In each instance in which a person or organization is provided an opportunity to address the Board, the person or organization may submit written testimony in support of or opposition to a particular agenda item or on a topic that could be discussed during "Citizens to be Heard" in lieu of presenting verbal testimony, provided that such written testimony is submitted by the deadlines and could otherwise be read into the record during the timeframes provided in these bylaws.

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(b) May also perform other related functions.

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(d) Nominees must be currently appointed members of the Board.

c. Standing committees may meet at their discretion as often as deemed necessary and shall submit an oral and written report to the Board at each regularly scheduled meeting.

Section 2. Ad Hoc Committees

a. Ad hoc committees may be appointed and created by the Executive Committee as needed, with ratification by a majority vote of the Board.

b. Ad hoc committee members are not required to be current Board members.

ARTICLE XII

Applicability of City's Boards and Commission Ordinance

The provisions of the City's Boards and Commission Ordinance, codified in chapter 2, article IX of the City Code shall apply to this Board.



City of San Antonio

Agenda Memorandum

File Number:
23-195476

Agenda Item Number: 2

Agenda Date: November 15, 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 Meeting Minutes for July 19, 2023

SUMMARY:

Meeting minutes for the July 19, 2023 ACS Advisory Board meeting would have been part of the Consent Agenda for the September 20, 2023 meeting, however the September 20th meeting was a Work Session and there was not a Consent Agenda for that meeting.

The July 19th meeting minutes were to be included in the November 15, 2023 meeting's Consent Agenda.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the July 19, 2023 meeting minutes.

City of San Antonio



Animal Care Services Advisory Board Meeting Minutes

Wednesday, July 19, 2023, 5:55 PM
4710 State Hwy 151, San Antonio, TX 78227

I. Call to Order:

Board Chair Braeutigam called the meeting to order at 5:56 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), Susan Beldon (Dist. 9), Sallie Scott (Dist. 10)
Ex-Officio Member: Shannon Sims

Absent: Dist.1 (VACANT), Amin Tohmaz (Mayor), Katie Jarl (Dist. 8),
Ex-Officio Members: Dr. Marilyn Gotbeter, David McCary

Board Member Tohmaz (Mayor) arrived at 6:15pm

Ex-Officio Member Gotbeter arrived at 6:30pm

Ex-Officio Member McCary arrived at 6:31pm

III. Chair's Statement

IV. Director's Report

Animal Care Services Director, Shannon Sims, provided an overview up upcoming schedule changes for ACS Animal Care Officers in order to better address response times during the five highest operational tempo days of the week. Sims continued his report and talked about improving the staffing numbers for other ACS divisions as well as marketing budgets to improve community visibility and outreach. Finally, Sims talked about getting the community involved to ensure success of ACS initiatives such as through partner efforts with animal welfare advocates and improving impactful volunteer opportunities at ACS.

V. Consent Agenda:

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

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

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

Nays: None

Abstain: None

Absent: Dist. 1 (VACANT), Tohmaz, Jarl

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

VI. Items for Individual Consideration

6. A Briefing on Updates to ACS Operations.

ACS Director, Shannon Sims, presented an analysis of ACS Calls for Service. He discussed the priority levels of Calls for Service as well as their FY 2019 (pre-COVID) totals and current FY 2023 (10/01/2022-06/30/2023) totals. Sims continued with a discussion of some common Calls for Service categories such as Trapped/Confined, Injured, and Aggressive calls.

Sims ended the briefing with an update that ACS operation hours are returning to opening at 11:00am on Monday-Friday. He stated that the ACS Vet Clinic will be expanding surgery days for ACS animals to include Wednesday. Sims concluded the briefing with an update that ACS' new play yards were almost complete and available for public use.

7. A Briefing on ACS Fiscal Year 2024 Budget Development.

ACS Assistant to the Director, Shannon Oster-Gabrielson, provided a briefing on updates to the development of ACS' Fiscal Year 2024 Budget. She provided key dates for the overall budget development process and how ACS determined its budget priorities for FY 2024 based off ACS' new Strategic Plan. She concluded her briefing with upcoming dates and locations for Community Budget meetings.

6. A Briefing on the ACS Marketing Campaign.

ACS Public Information Manager, Lisa Norwood, presented a brief on updates to ACS' marketing efforts. She discussed the current focus being on the dangers of

roaming dogs while upcoming marketing campaigns may look to focus on adopting or fostering a pet. She provided an overview of the various media outlets being used and noted this include over 1,000 paid advertisements. She ended her brief with an English and Spanish version of ACS' upcoming television commercial that will be aired on KSAT and Univision.

VII. Public Comment

- a. Pam Gould discussed her personal experience as an ACS foster. She stated that ACS needs to improve transparency and be honest about medical symptoms after she unknowingly fostered a dog that had distemper.
- b. Hyla McGowan gave her time to Missy Brown.
- c. Missy Brown discussed her personal experience fostering a dog with a rescue group. She stated that she could not get help from other groups when the dog became critically ill. She emphasized that fosters should not be responsible when trying to get help and are unable to get help from the rescue group or other organizations.
- d. Lisa Ralston stated there are not enough agencies to support the needs in this community. She discussed social media sites allowing animal sales.
- e. Jacqueline Fonseca discussed her personal experience moderating a social media platform that has animal sales. She stated the need for structure and posed the question about how to handle people advertising a desire to breed their dogs.
- f. Susie Esquivel gave her time to Jenna Loos.
- g. Donna Bodnar gave her time to Jenna Loos.
- h. Jenna Loos discussed concerns about ACS housing sick and diseased animals adjacent to healthy, adoptable pets. She discussed issues with pet sellers, backyard breeding, and an overall lack of ACS transparency. She recommended opening another public-access facility. She recommended alternatives to help make enforcement easier in the community.
- i. Eliza Guerra discussed a personal experience with helping her friends that had found a roaming dog that ultimately belonged to Animal Defense League. She assisted with getting the dog spayed and went on to discuss the need for more affordable medical/spay/neuter options for the community.
- j. Barbara Mapes discussed the need for mobile spay and neuter options as well as low-cost mobile options and services for disabled persons.
- k. Carol Gatzert discussed her personal experiences picking up, fostering, and re-homing stray dogs. She recommended using billboards to spread information about animals and spay/neuter, as well as not leaving pets outside in the heat.
- l. Mia Bryan gave her time to John Bachman.
- m. Eramde Morgan gave her time to John Bachman.
- n. John Bachman discussed that dogs seem to be the problem in the community and ACS should reevaluate capacity/space protocols. He recommended ACS posting an up-to-date Organizational Chart that lists vacancies as well. He mentioned he would like to see a plan that includes adoption events in the Strategic Plan. He stated that the euthanasia process should be recorded. He recommended utilizing standing committees.
- o. Angelia Tate discussed her personal experiences with finding dogs and now puppies being dumped in her area. She stated that overbreeding is getting worse and that you

can't spay/neuter your way out of this problem. She said the production of pets needs to be stopped. She recommended using voucher options for the public to get spay/neuter services.

- p. Vicki Steerman stated her disappointment with the focus being on dangerous dogs and investigations in the Strategic Plan rather than spay/neuter. She recommended giving owners spay/neuter vouchers when their pet is returned to them. She stated this is a community problem and everyone should encourage their neighbors to do the right thing for their pets. She discussed personal efforts to help find spay/neuter resources for residents.

VIII. Determination of Next Meeting Date

The next ACS Advisory Board meeting, a Work Session, was scheduled for September 20, 2023.

IX. Adjournment

The meeting adjourned at 7:46 p.m.

APPROVED

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



City of San Antonio

Agenda Memorandum

File Number:
23-195477

Agenda Item Number: 3

Agenda Date: November 15, 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 Meeting Minutes for September 20, 2023

SUMMARY:

Approval of the ACS Advisory Board Work Session on September 20, 2023 at the San Antonio Botanical Gardens.

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 Work Session Meeting Minutes

Wednesday, September 20, 2023, 9:00 AM
555 Funston Pl., San Antonio, TX 78209

I. Call to Order:

Board Chair Braeutigam called the meeting to order at 9:16 a.m.

II. Roll Call:

Present: Amin Tohmaz (Mayor), Charlene Ducote (Dist. 1), Lorena Havill (Dist. 2), George Garcia (Dist. 3), Rita Braeutigam - Chair (Dist. 4), Karen Speer - Secretary (Dist. 5), Katie Jarl (Dist. 8), Susan Beldon (Dist. 9),
Ex-Officio Member: Shannon Sims

Absent: Kathleen Davis (Dist. 6), Valerie Moore (Dist. 7), Sallie Scott (Dist. 10)
Ex-Officio Members: Dr. Marilyn Gotbeter, David McCary

Board Member Davis (Dist. 7) arrived at 12:03 p.m.

Board Member Scott (Dist. 10) arrived at 11:43 a.m.

Ex-Officio Member McCary arrived at 10:23 a.m.

III. Chair's Statement

IV. Work Session: Welcome and Introduction

ACS Advisory Board (ACSAB) Liaison, Marshall Bruce, provided a general overview of the day's schedule and agenda and then led an introduction exercise for the ACSAB Members.

V. Work Session: Individual Items

1. Review and Discussion of Proposed Amendments to the ACSAB By-Laws.

ACSAB Liaison, Marshall Bruce, led a review and discussion of proposed amendments to the ACSAB By-Laws that were put together by the ACSAB Executive Committee. ACSAB Members reviewed all proposed changes and provided feedback.

2. A Presentation on Messaging.

Carlos De Leon of RP Agency provided the ACSAB with a presentation on public messaging and the importance of consistent messaging.

ACSAB convened for lunch at 12:00 p.m.

ACSAB re-convened at 1:05 p.m.

3. A Briefing on the Fiscal Year 2024 Budget Process.

ACS Director, Shannon Sims, provided a briefing which recapped the current status of the Fiscal Year 2024 Budget Process, and he recapped ACS' Fiscal Year 2024 Budget priorities.

4. A Briefing on Updates to the ACSAB Member Orientation.

ACSAB Liaison, Marshall Bruce, provided a briefing on upcoming changes to the ACSAB Member Orientation program.

VI. Determination of Next Meeting Date

The next ACS Advisory Board meeting was scheduled for November 15, 2023.

VII. Adjournment

The meeting adjourned at 4:00 p.m.

APPROVED

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



City of San Antonio

Agenda Memorandum

File Number:
23-195478

Agenda Item Number: 4

Agenda Date: November 15, 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 Statistical Reports for July, August, and September 2023

SUMMARY:

Approval of the ACS Advisory Board Statistical Reports for July, August, and September 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 JULY 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	2,167	8,298	4,318	8,048	1,649	17,964	9,740	12,019	64,204
Actuals	0	2,870	10,260	3,720	8,794	1,719	22,483	10,655	19,268	79,769
Variance	0	703	1,962	(598)	746	70	4,519	915	7,249	15,565

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%	97.8%	90.5%	45.6%	68.3%	97.4%	66.7%	88.0%	99.8%	77.5%
Actuals	0.0%	96.3%	78.4%	48.3%	61.1%	95.8%	42.7%	92.3%	99.6%	77.6%
Variance	(93.1)	(1.5)	(12.1)	2.7	(7.2)	(1.6)	(24.0)	4.3	(0.2)	0.1

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.

22,513

Total cats & dogs impounded

6.6

Average length of stay (days)

Historic Average

14,293

2,080

5,207

97

Impounded & Taken to ACS Impounded & RTOed in Field

Actuals

14,312

2,841

5,243

117

914

Previous month shelter inventory

955

Current shelter inventory

VIOLATIONS ISSUED BY ACS

2,671

3,334

Total violations

1,187

1,709

661

1,403

317

817

370

328 283

129

65

941

451

Roaming

Rabies Vax

Microchip Req

Basic Standard of Care

S/N Req.

Illegal Sale/Breeding

Other

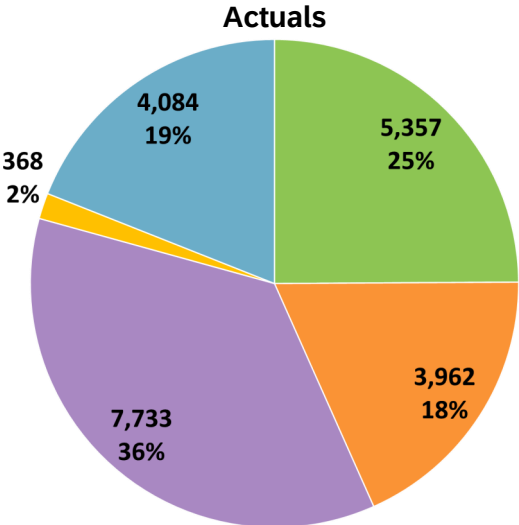
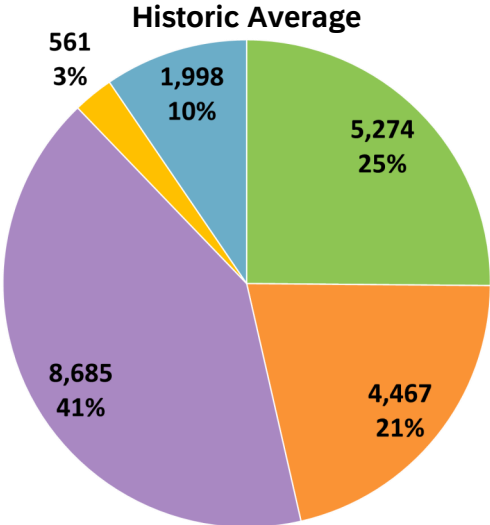
Historic Average Actuals

"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)



Returned Home Adopted Placed with Rescue TNRed Euthanized

17,420

Pets found homes

11.3%

(or 2,440^A pets)
Euthanized for space

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

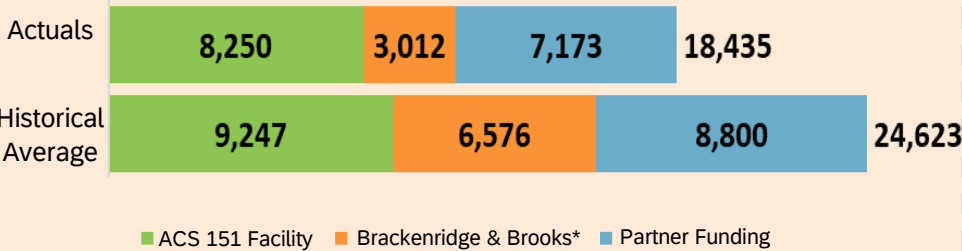
81.0%

Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

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

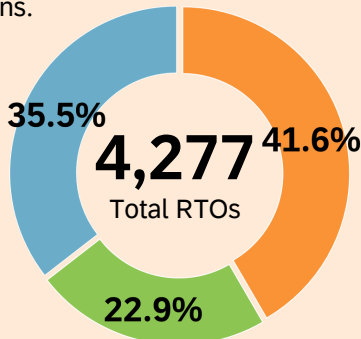


ACS 151 Facility Brackenridge & Brooks* Partner Funding

*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.

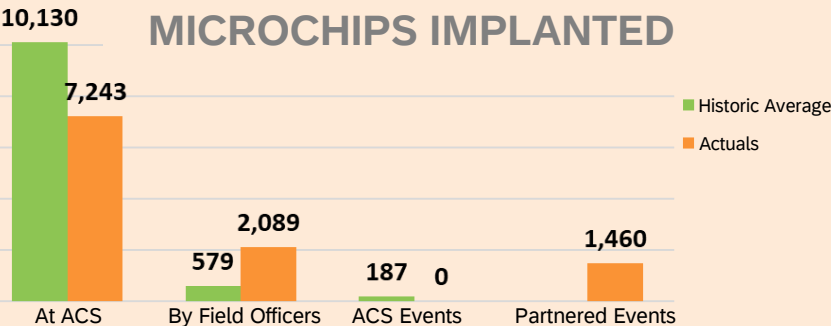


Exempt or Sterilized In Compliance Pending Compliance

DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	6,944	9,218	2,274
Cats	8,012	9,297	1,285
TOTAL	14,956	18,515	3,559

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	7,050	8,180	1,130
Media Interactions	954	3,050	2,096

9,648,785

Digital Outreach

1,132,634

Digital Engagement

SAACS Advisory Board Monthly Statistical Update

- FY 2023 YTD THROUGH AUGUST 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	2,384	9,086	4,730	8,792	1,795	19,874	10,563	13,337	70,561
Actuals	0	3,159	11,305	4,061	9,741	1,847	24,401	11,479	21,015	87,008
Variance	0	775	2,219	(669)	949	52	4,527	916	7,678	16,447

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%	97.8%	90.5%	45.6%	68.3%	97.4%	66.7%	88.0%	99.8%	77.5%
Actuals	0.0%	96.5%	78.4%	48.9%	60.3%	95.9%	43.2%	92.2%	99.6%	77.5%
Variance	(93.1)	(1.3)	(12.1)	3.3	(8.0)	(1.5)	(23.5)	4.2	(0.2)	0.0

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.

25,119

Total cats & dogs impounded

6.5

Average length of stay (days)

Historic Average

15,642

2,219

5,744 103

Impounded & Taken to ACS Impounded & RTOed in Field

Actuals

15,835

3,195

5,960 129

946

Previous month shelter inventory

796

Current shelter inventory

VIOLATIONS ISSUED BY ACS

1,929

1,216

829

563

298

95

951

Roaming

Rabies Vax

Microchip Req

Basic Standard of Care

S/N Req.

Illegal Sale/Breeding

Other

Historic Average Actuals

3,958

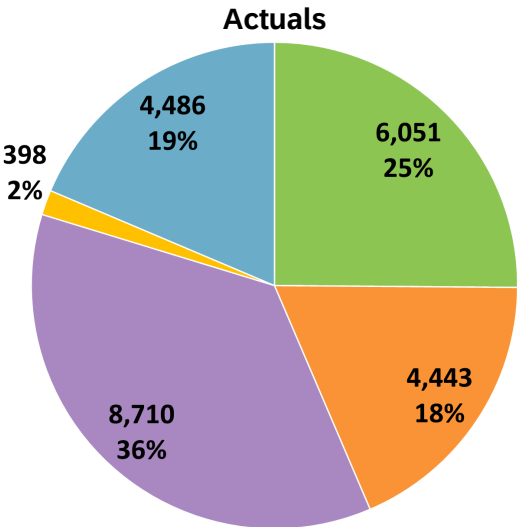
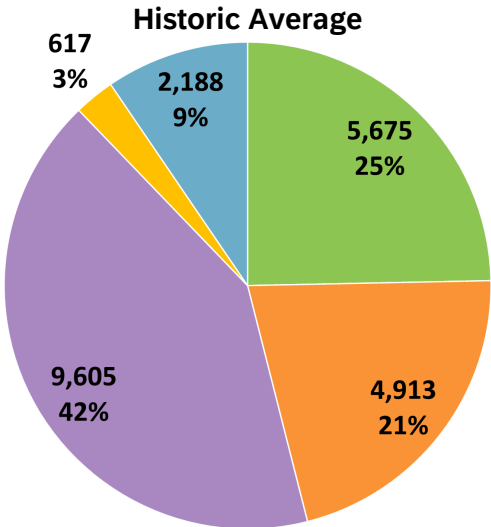
Total violations

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

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



Returned Home Adopted Placed with Rescue TNRed Euthanized

19,597

Pets found homes

11.4%

(or 2,736^A pets)
Euthanized for space

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

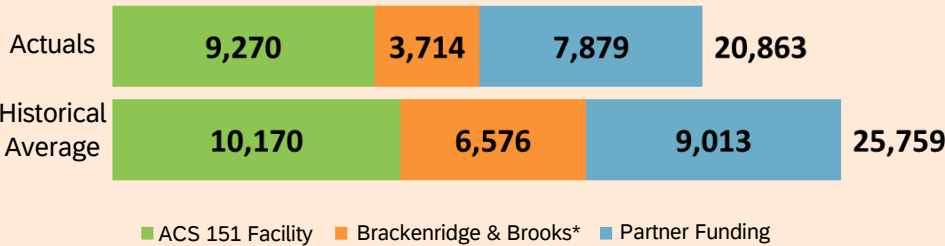
81.4%

Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

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

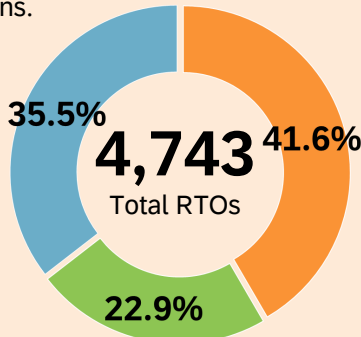


ACS 151 Facility Brackenridge & Brooks* Partner Funding

*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.



4,743

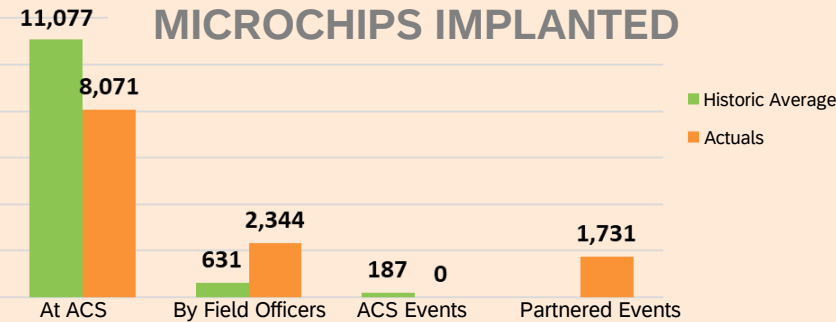
Total RTOs

Exempt or Sterilized In Compliance Pending Compliance

DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	7,713	10,172	2,459
Cats	8,724	10,048	1,324
TOTAL	16,437	20,220	3,783

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic	Actuals	Variance
Volunteer Hours	7,342	8,317	975
Media Interactions	1,045	3,368	2,323

10,549,343

Digital Outreach

1,221,362

Digital Engagement

SAACS Advisory Board Monthly Statistical Update

- FY 2023 YTD THROUGH SEPTEMBER 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	2,618	9,888	5,140	9,442	1,937	21,813	11,463	14,654	76,956
Actuals	0	3,446	12,264	4,440	10,433	2,009	26,516	12,322	22,817	94,247
Variance	0	828	2,376	(700)	991	72	4,703	859	8,163	17,291

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%	97.9%	90.5%	45.6%	68.3%	97.4%	66.7%	88.0%	99.8%	77.5%
Actuals	0.0%	96.4%	78.2%	48.8%	60.1%	95.2%	43.2%	92.2%	99.6%	77.3%
Variance	(93.1)	(1.5)	(12.3)	3.2	(8.2)	(2.2)	(23.5)	4.2	(0.2)	(0.2)

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)

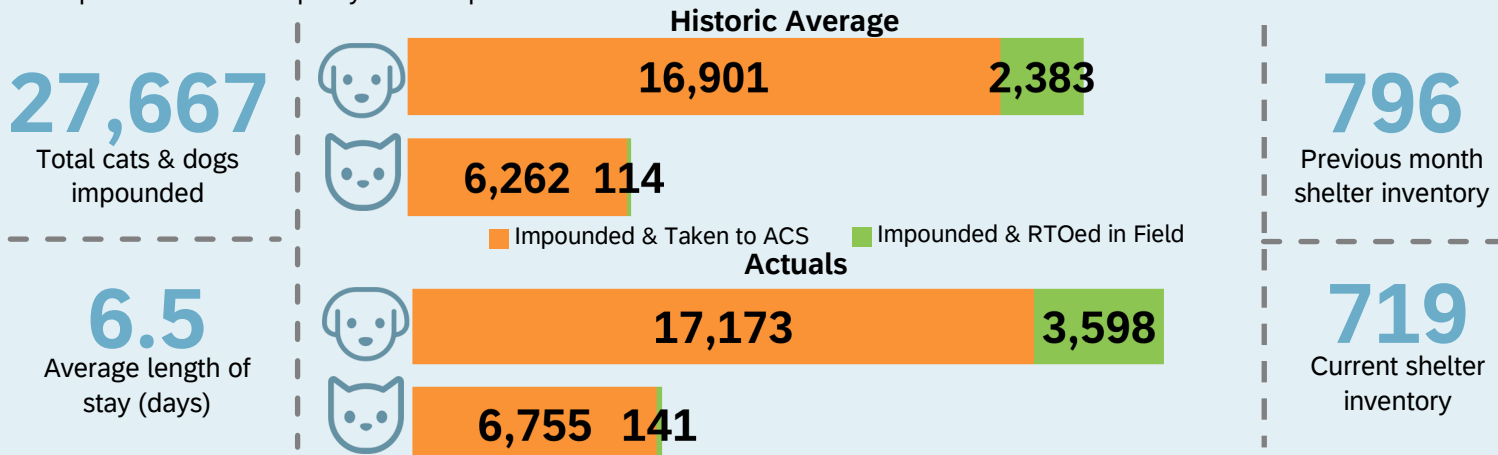
PRIORITY 8: Public Nuisance, Permits

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

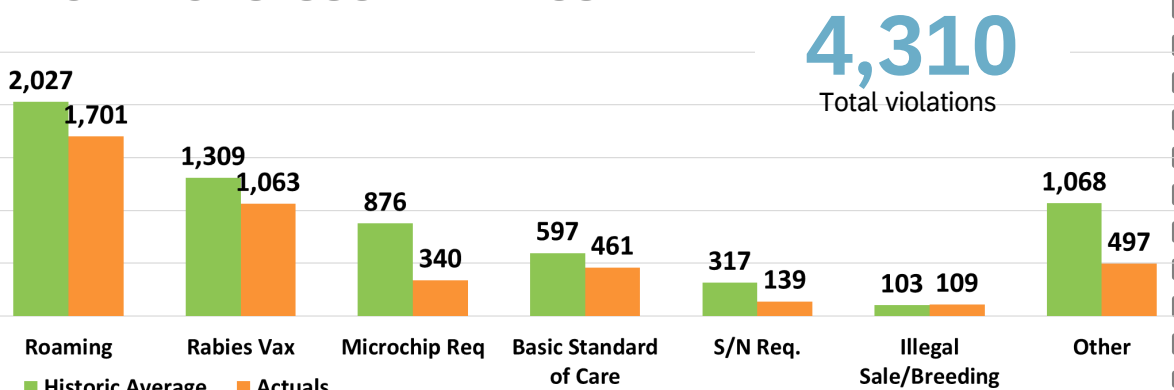
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SHELTER INTAKE

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VIOLATIONS ISSUED BY ACS

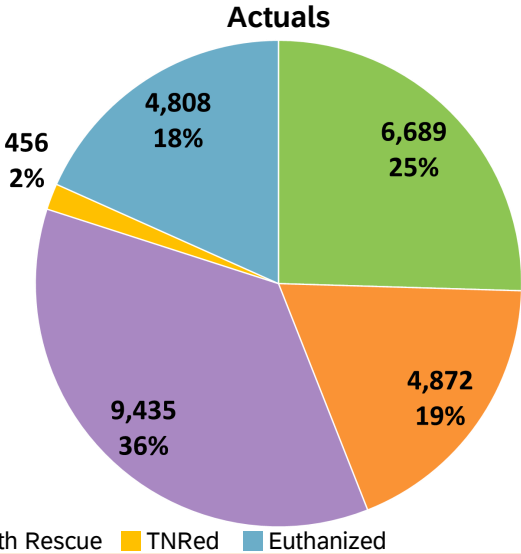
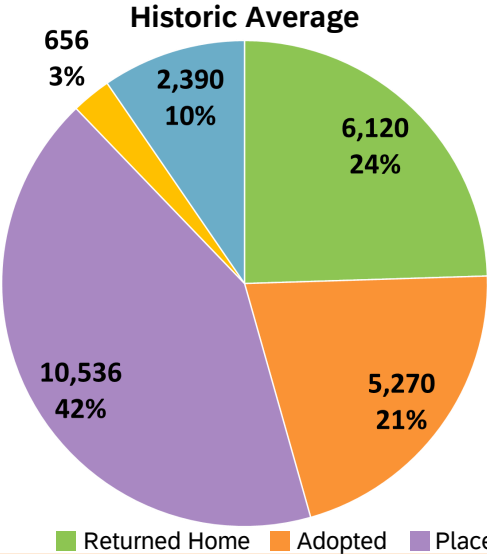


"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



21,452
Pets found homes

11.2%
(or 2,931^A pets)
Euthanized for space

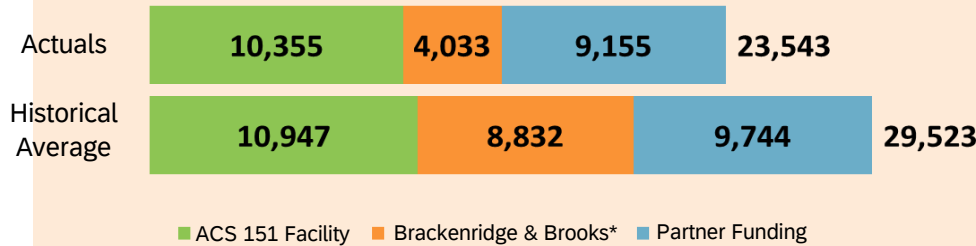
^AAs of Feb 2023, this number now inclu. Euth. Capacity- Healthy and Euth. Capacity- Manageable, Rehab, Untreatable.

81.7%
Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

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

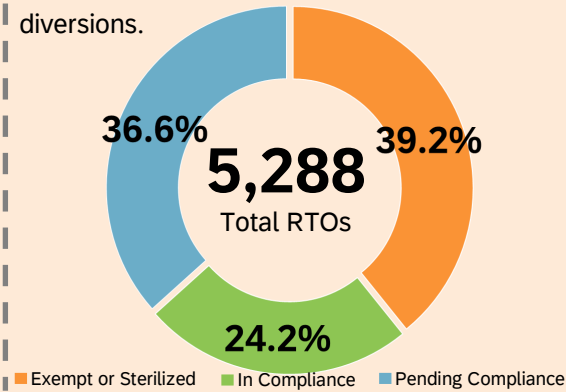


■ ACS 151 Facility ■ Brackenridge & Brooks* ■ Partner Funding

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

S/N REQUIREMENT

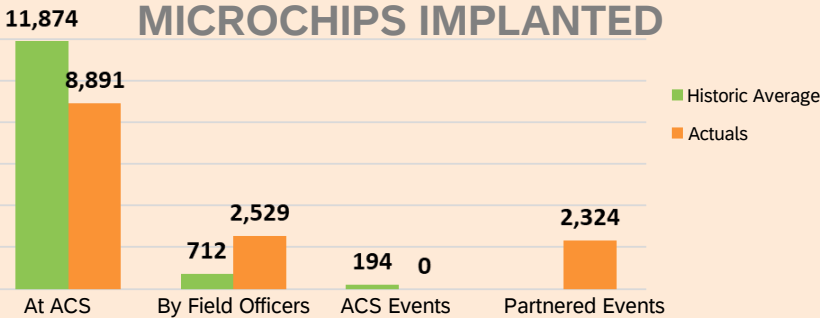
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	8,485	10,994	2,509
Cats	9,538	10,797	1,259
TOTAL	18,023	21,794	3,768

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	7,742	8,581	839
Media Interactions	1,097	3,636	2,539

11,511,929
Digital Outreach

1,323,342
Digital Engagement

SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

AUGUST 2023
SUMMARY REPORT

SERVICE REQUESTS



7,239

Requests received during reporting period.



234

Requests serviced daily.



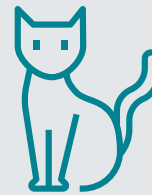
Contact 311 to report pet related concerns

SHELTER INTAKE



1,880

Dogs brought into ACS care



728

Cats brought into ACS care

PET PLACEMENT



84.2%
of **ALL** pets found positive placement.

2,138

Pets found positive placement!

119

Pets euthanized due to untreatable health/behavioral issues

296

Pets euthanized due to lack of kennel space



33%

Pets returned home

16%

Pets adopted

32%

Transferred to rescue partner

19%

Euthanized



12%

Pets returned home

22%

Pets adopted

54%

Transferred to rescue partner

5%7%

TNR Euthanized

186

"ROAMING"
CITATIONS
ISSUED

1,705

PETS KILLED ON
THE STREETS BY
CARS

2,170

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



7,239

Solicitudes recibidas durante el período del informe.



234

Solicitudes atendidas diariamente.



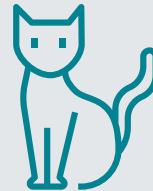
Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,880

Perros traídos al cuidado de ACS.



728

Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



84.2%

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

2,138

¡Mascotas con colocación positiva!

119

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

296

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



33%

Mascotas devueltas a hogar

16%

Mascotas adoptadas

32%

Transferido a otro albergue

19%

Eutanasia



12%

Mascotas devueltas a hogar

22%

Mascotas adoptadas

54%

Transferido a otro albergue

5%7%

Capturar-esterilizar-soltar

Eutanasia

186

MULTAS DE MASCOTAS "SUELTA"

1,705

MASCOTAS **MATADAS** POR AUTOS

2,170

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

JULY 2023
SUMMARY REPORT

SERVICE REQUESTS



6,999

Requests received during reporting period.



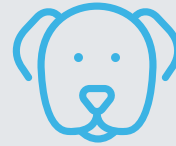
226

Requests serviced daily.



Contact 311 to report pet related concerns

SHELTER INTAKE



1,597

Dogs brought into ACS care



621

Cats brought into ACS care

PET PLACEMENT



83.5%
of **ALL** pets found positive placement.

1,872

Pets found positive placement!

129

Pets euthanized due to untreatable health/behavioral issues

248

Pets euthanized due to lack of kennel space



30%

Pets returned home

20%

Pets adopted

31%

Transferred to rescue partner

19%

Euthanized



12%

Pets returned home

23%

Pets adopted

48%

Transferred to rescue partner

6%

TNR

11%

Euthanized

92

"**ROAMING**"
CITATIONS
ISSUED

1,685

PETS **KILLED** ON
THE STREETS BY
CARS

1,865

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



6,999

Solicitudes recibidas durante el período del informe.



226

Solicitudes atendidas diariamente.



Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,597

Perros traídos al cuidado de ACS.



621

Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



83.5%

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

1,872

¡Mascotas con colocación positiva!

129

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

248

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



30%

Mascotas devueltas a hogar

20%

Mascotas adoptadas

31%

Transferido a otro albergue

19%

Eutanasia



12%

Mascotas devueltas a hogar

23%

Mascotas adoptadas

48%

Transferido a otro albergue

6%

Capturar-esterilizar-soltar

11%

Eutanasia

92

MULTAS DE MASCOTAS "SUELTA"

1,685

MASCOTAS **MATADAS** POR AUTOS

1,865

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

SEMPTEMBER 2023
SUMMARY REPORT

SERVICE REQUESTS



7,239

Requests received during reporting period.



241

Requests serviced daily.



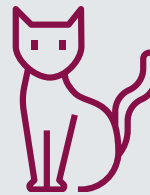
Contact 311 to report pet related concerns

SHELTER INTAKE



1,802

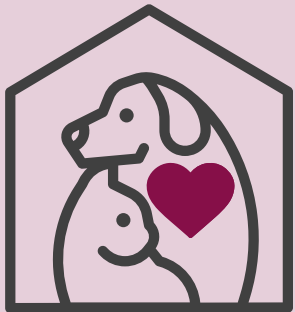
Dogs brought into ACS care



809

Cats brought into ACS care

PET PLACEMENT



85.2%
of **ALL** pets found positive placement.

1,878

Pets found positive placement!

132

Pets euthanized due to untreatable health/behavioral issues

199

Pets euthanized due to lack of kennel space



37%

Pets returned home

19%

Pets adopted

26%

Transferred to rescue partner

17%

Euthanized



12%

Pets returned home

19%

Pets adopted

51%

Transferred to rescue partner

9%

TNR

8%

Euthanized

156

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CITATIONS
ISSUED

1,658

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THE STREETS BY
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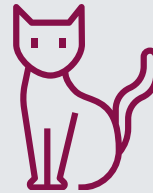
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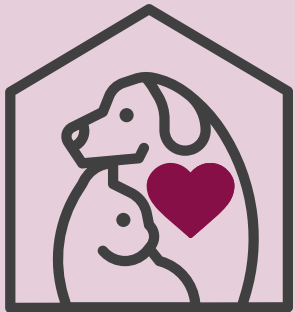
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City of San Antonio

Agenda Memorandum

File Number:
23-195479

Agenda Item Number: 5

Agenda Date: November 15, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of the Fiscal Year 2023 ACS Advisory Board Contracts Performance Report

SUMMARY:

Approval of the Fiscal Year 2023 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 September 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	0	0	317	358	288	387	298		1,651

ADL Kennel Contract (June 10, 2023 - June 9, 2024)

		June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May-June 9 2024	Total
ADL - Kennels	Plan	0	0	0	0	493	400	371	363	413	349	361	435	3,184
	Actual	4	3	7	1									15

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		26	32	21	19	3	22	18	5	15	23	4	21	209
SA Humane		0	9	42	21	27	21	11	2	0	5	16	21	175
SAPA!		339	287	231	260	261	319	390	304	277	337	377	216	3,598
SNIPSA		31	27	36	41	17	17	31	10	54	11	40	48	363
Texas Chihuahua		3	0	3	0	0	0	1	1	0	4	6	2	20
They Have the Right to Live		13	9	12	13	16	9	7	14	8	4	19	5	129
Vermont English Bulldog		3	1	4	1	7	11	10	11	16	1	5	13	83

*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	0	1	0	3	1	0	1					6

FY 2023 ACS Contract Plan Performance

Through September 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	162	162	167	130	157	158	1,740
SA Humane	Plan	45	505	518	578	569	455	323	412	487	544	274	290	5,000
	Actual	304	323	279	463	392	555	374	389	403	336	377	403	4,598
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	64	96	95	1,874
SNAP	Plan											-	-	-
	Actual											50	106	156
Spay Neuter Network	Plan												-	-
	Actual												46	46

*SNAP and Spay Neuter Network were added as partners in summer 2023. They began surgeries in August and September, respectively.

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	916	1,470	1,517	3,903

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

		Q1 Oct-Dec 2022	Q2 Jan-Mar 2023	Q3 Apr-Jun 2023	Q4 Jul-Sep 2023	Total
SNAP Brooks	Plan	2,000	-	-	1,000	3,000
	Actual	135	0	0		135

*The Brooks clinic closed in February and resumed operations in late August under a new tenant. August and September numbers are pending from the tenant.



City of San Antonio

Agenda Memorandum

File Number:
23-195480

Agenda Item Number: 6

Agenda Date: November 15, 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 Fiscal Year 2023 Director's Report

SUMMARY:

Approval of the ACS Fiscal Year 2023 Director's Report

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the Fiscal Year 2023 report



**ANIMAL CARE
SERVICES**

FY 2023 ANNUAL REPORT



@sa

DIRECTOR'S REPORT



The past fiscal year 2023 has seen enormous change at Animal Care Services and I am pleased to say the department has embraced the necessary transformation with strategic thoughtfulness. The creation of an updated ACS Strategic Plan framed this year of innovation which has ultimately resulted in future mapping that supports operational best practices, responsive enforcement, and augmented services.

There have been both opportunities and challenges to finding lifelong homes for pets, making San Antonio a safer place for residents, increasing owner accountability, and finding lifelong homes for more pets. The ACS Strategic Plan's inclusive tactics surmount those obstacles and engage possibilities while moving forward our key responsibilities as a unified community response.

Five key focus areas with measurable goals will work synergistically to increase responsible pet care and public safety in San Antonio. They include (1) Supporting a safe community for people in their neighborhoods, (2) Protecting the safety and humane treatment of pets, (3) Supporting the placement of pets for life, (4) Fostering positive connections with the community and (5) Empowering a healthy and thriving workforce.

Now, as we move into the plan's structured implementation phases, I believe it is the document's focus on resource development, tactical enforcement, and education that will rebuild San Antonio's animal welfare resources to its positive pre-pandemic levels. Ultimately, these core priorities speak to the root of the community safety concerns and resource needs that defined so much of FY2023; that is, the need to increase owner accountability and change the culture of pet ownership in San Antonio.

– Shannon Sims, ACS Director

CHAIR'S CORNER

At this juncture, it is crucial to acknowledge the challenges faced by municipal shelters nationwide, including our own, related to declining live release rate. While it's important to be transparent about our journey, it's equally vital to embrace the optimism that the future holds. Over the past year, like many shelters across the country, we've seen a decrease in our live release rate. This is a challenge that has kept us awake at night and pushed us to reevaluate our strategies. Despite these challenges, we remain steadfast in our commitment to the welfare of the animals in our care and the betterment of our community.

As we stand at the threshold of a new year, I am thrilled to announce the launch of our shelter's strategic plan. We believe that in the face of adversity, we can emerge stronger and more resilient. We are committed to creating an environment where every animal has the chance for a better life and where our community can experience the joy and love that pets bring to our lives.

The future is bright for our shelter and the San Antonio community.

– Rita Braeutigam, Advisory Board Chair



SEVEN PUPPIES SAVED

Let's hear a round of 'appaws' for SAPD and ACS!

On September 12th, a concerned resident, Mr. X, noticed 7 tiny puppies at a nearby abandoned home. They were desperately searching for refuge and two of the pups were even on the verge of escaping under a fence. Mr. X wasted no time springing into action and he managed to rescue those two adventurous pups, preventing them from wandering further into danger.



The remaining five puppies, however, had retreated to the front deck of a neighboring abandoned home, out of reach and in desperate need of assistance. Uncertain about who to contact for help, Mr. X reached out to the San Antonio Police Department's non-emergency number for guidance.

SAPD Officer Zuniga swiftly responded and took the initiative to contact our team for assistance. Animal Care Officer Centeno and Cadet Brooks arrived at the scene shortly after and rolled up their sleeves, preparing to tackle the challenging task ahead.

For a full thirty minutes, the officers got down on all fours, delving deep into the muck and crawling beneath the deck, driven by a shared commitment to rescue the pups. One by one, each puppy was gently brought to safety.



Thanks to the collective effort of SAPD, ACS, and the unwavering compassion of Mr. X, these puppies have been granted a second chance at life. They are now receiving the care, love, and attention they so rightfully deserve.



ADOPTION SUCCESS

Pets find their furever home during Bissell adoption event!

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 Empty The Shelters adoption event. 155 dogs and 32 cats (187 total!) found families during the reduced adoption fee event.

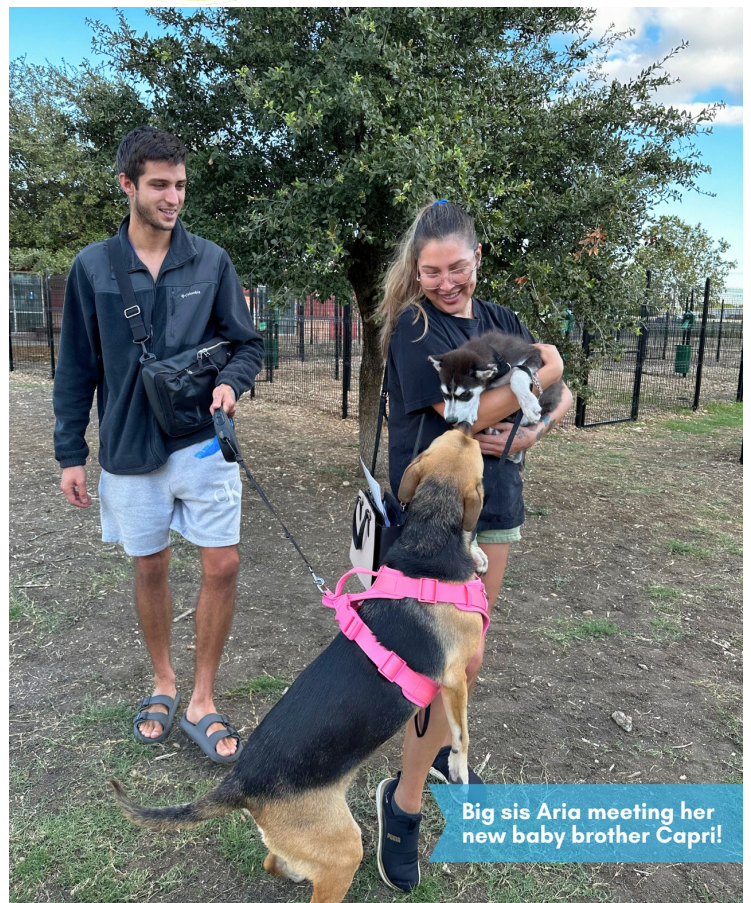


SNAP at Brooks is meow open!



SNAP is now offering spay and neuter services at the Brooks location. Call **210-673-7722** to schedule your appointment!

More information about spay and neuter services can be found at:
saacs.info/spayneuter



ACS STAFF HIGHLIGHTS



"The most rewarding part of this job is to help give an animal a second chance."

- Cici Hernandez

ACS STAFF HIGHLIGHTS

Vet technician Cici is proud of her work!

For the past 11 years, Cici has been dedicating her time at ACS to helping the animals who come in injured, sick, and weak heal and rehabilitate so they can hopefully find homes!

"When animals come in with severe injuries or sicknesses, and against the odds, we can help them get better and see them transform into healthy, happy pets!"

Cici began her journey at ACS in 2012 as a volunteer. She knew she wanted to pursue a vet tech career path and enrolled in the Palo Alto Vet Tech program, which was challenging, time-consuming, and required many volunteer and internship hours.

Because of her connection to ACS, she transitioned from a clinic volunteer to a clinic intern. Through her internship, she affirmed her desire and passion for helping animals in need as a vet tech and after her program ended, she accepted a full-time position and has been with ACS since, gaining more responsibility in her evolving role.

Within the last two years, Cici has taken on more surgery tech responsibilities and assists our Veterinarians with spaying, neutering, and specialty surgeries. Her other daily duties include workups,

bandages, expressing bladder, etc. According to Cici, "The day goes by fast. Some days we have more than 50 pets that we spay, neuter, or do other necessary surgeries on. As a vet tech, we are always ensuring the animals are stable. It's essential to always pay attention to the details and signals of the pet you are treating, check for vitals, and ensure that pets receive the care they need. We are often considered extra eyes and ears to help our veterinarians determine which pets need additional care."



"I want to encourage our community to contribute to the change we all want to see, help lift ACS up and help take responsibility for the problem. At ACS, we do help, we do save, but we need our community to support us to solve this pet overpopulation issue," says Cici.

A huge thank you to Cici and to all our vet technicians!



Meet Melanie, our incredible Live Release Program Coordinator!

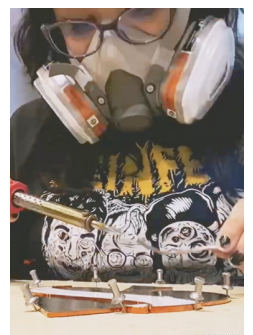
Melanie has been a vital part of our Animal Care Services family. Her journey started with a heart full of compassion 9 years ago as a personal caregiver, but in 2014, she decided to bring her love for animals and people to our team.



Her favorite part of the job? Helping people make a difference in the lives of our beloved animals.

When she's not making magic happen at work, Melanie can be found exploring the local food and beverage scene, championing small businesses in

our community. And did we mention her artistic side? She's a crafting guru, specializing in beautiful stained glass mosaics that add color to her world and ours.



Let's give a round of apPAWS to Melanie for her unwavering dedication and the love she brings to everything she does!

LOW AND SLOW

ACS helps rescue a tortoise!



A Texas-sized thank you to our partners at Wildlife Rescue & Rehabilitation, Inc. for stepping in to care for Torte, the Sulcata Tortoise, who found himself in an unfamiliar neighborhood on the west side of San Antonio over Labor Day Weekend.

Torte's story began when he was discovered roaming, and his presence raised concerns, as Sulcata Tortoises aren't native to our state. ACS cared for Torte for a week, with hopes to reach his family.

While a few individuals thought he might be their missing pet, further examination revealed otherwise.



Knowing that Animal Care Services isn't equipped to provide long-term care for exotic animals like Torte, we reached out to Wildlife Rescue & Rehabilitation.

They have the expertise, facilities, and resources to give Torte the care he needs.

This incredible organization has taken Torte under their wing, ensuring he receives proper care and attention. We're truly thankful for their dedication to wildlife and their willingness to provide a safe haven for animals like Torte. Let's continue to support their amazing work and do our part in preserving and protecting our diverse wildlife.

KITTENS RESCUED

Lucky kittens get a second chance at life!

In late August, a kind resident hiking on one of the San Antonio Salado Creek Greenway Trails found two very hot and thirsty kittens overwhelmed by the Texas heat. The resident kindly offered the kittens food and water from his packed lunch while he contacted 3-1-1 for assistance. Once at the entrance of the trail system, Animal Care Officers, Corporal Mccalister and Cadet Henrikson

made the two-mile-long trek to the site to find the two tired trial kitties. Exhausted by the heat, the weary kittens greeted the



officer, asking for head scratches and help. In order to get the kittens back to the cool AC of their transport vehicle, ACOs requested assistance from ACO Investigator Rial on his trusty bike. Investigator Rial swiftly transported the kittens to the safety of the ACS transport vehicle, and once Cpl. Mccalister and Cadet Henrikson had caught up; they brought the kittens to ACS for care from our clinic team!



9 PUPPIES RESCUED DURING HEAT ADVISORY

**The puppies were
dumped at a local park**

Animal Care Officer Alvarado and Cadet Pusateri responded to a call from caring San Antonio residents who happened upon a crate of abandoned puppies in a local east side park. The residents noticed the puppies on their morning walk and waited with them until officers arrived. Once on the scene, ACO Alvarado and Cadet Pusateri found the nine 2-month-old pups in a flooded crate with urine, feces, and water. The crate was in an open field away from any shelter.



Luckily for the pups, it was still early in the morning when they were found. Leaving pets without shelter and water, especially during the intense summer heat, can be fatal.

Sandy & her 8 Siblings

Litter ID: K23-466372



@sanantonioacs

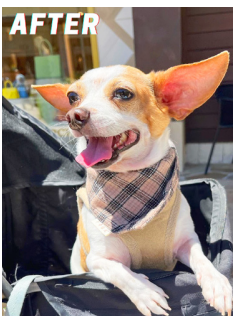
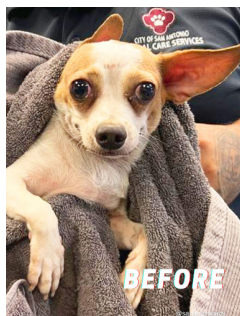
Though financial times are difficult for many, dumping your pets is never the answer and is dangerous for your pets and our community! ACS provides resources to help families keep their pets, such as free and reduced spay/neuter clinics and our weekly free vaccine and microchip clinics. In addition to the increase in vaccine clinics, the Brooks Clinic is now open and operated by our partners at Spay-Neuter Assistance Program, resulting in more availability for free and low-cost spay-neuter surgery appointments.

After being transported to ACS the pups settled into their kennel where they quickly scarfed up 4 big bowls of food. Animal defense league of Texas safely transferred the pups into their care. The next morning, Animal Defense League took the family into their care.



ACS HAPPY TAILS

These stories are 'pawsitively' the best!



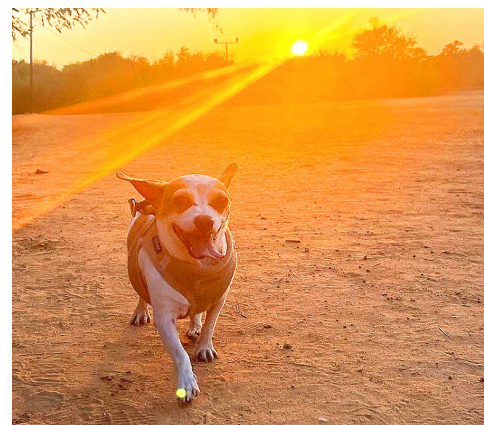
Ricky's journey began in September 2022 when he, along with 6 other Chihuahua pups and 5 cats, came into our care. Ricky, a tiny but resilient pup, had a difficult beginning. He was scared and anxious when he first arrived at our campus, but little did he know that his life was about to take a beautiful turn. Thanks to the help he received under the care of our ACS team and the fate of meeting Ms. L Ricky's transformation began.

Fast forward to today, and Ricky has become an amazing dog, bringing boundless joy to Ms. L. Ricky now spends his days taking outdoor strolls, dipping in the lake and enjoying beautiful sunset walks.



Ricky's story is a testament to the power of love, resilience, and the immeasurable happiness that a shelter can bring into your life! Let's celebrate Ricky's journey and the happy endings that are possible when we come together to support our furry friends.

"He was so scared and anxious when we first got him," Ms. L shared with a beaming smile. "But he has grown so much and gained so much confidence since we first got him. It's truly been such an amazing year with him."



ACS HAPPY TAILS

It's amazing what a little TLC can do!

Thanks to a kind resident and the love a foster parent, Nyota is now looking and feeling much better and ready to find her furever family!

At the beginning of July, Ms. M spotted a severely emaciated Nyota, scavenging neighborhood trash just to survive. She promptly reached out to 3-1-1 and asked for help. Animal Care Officer Saavedra responded to the call, upon meeting Nyota, he saw her eyes reflecting the profound sadness she had endured and transported her to ACS for care.



Nyota's recovery was not going to be an easy road, but with the help of a guardian angel named Ms. O—who stepped up to foster her—turned Nyota's life for the best.

Ms. O's dedication and love have worked wonders for Nyota who embarked on a remarkable journey of healing, both physically and emotionally. As Ms. O candidly shares, "She is an adventurous girl with a heart full of love."



Nyota is not just an explorer of the world; she's also a certified cuddle enthusiast! When you're in need of a warm, furry companion to snuggle up with, Nyota is your girl! She also enjoys a good playtime or long walk so she'll be the perfect partner for those who enjoy an active lifestyle too.

Although Nyota has great house manners, she would thrive best in a cat-free environment, where she can bask in the spotlight and shower her humans with boundless affection and joy. Her favorite pastimes include showering you with kisses and snuggling up close for cuddles, making her the ideal companion for a lifetime of heartwarming memories. Her idea of a pawfect day involves car rides to new places and making new friends along the way.



LIGHTS, CAMERA, ACTION!

ACS is on the air and in the spotlight!



Last month, ACS trainer Annalise had the wonderful opportunity to be a guest on Hank and Emma Faye's KLRN Special "It's Cool to be Kind," which aired last week!

It's Cool to be Kind with Hank and Emma Faye is a 30-minute special that teaches children social-emotional intelligence, sign language, and how to interact with others who have disabilities.

At minute marker 17:17, ACS trainer Annalise joins Emma and Hank and helps answer questions about how we can be kind to animals! The questions included how to care for pets on hot days, how to respect service pups, and how to keep pets safe!



ACS commercials hit the screens!

We are excited to reveal our "Dangers of Roaming Dogs" awareness commercials! These are now running on KSAT and Univision with a timely and important message. Explaining the dangers roaming dogs can have in a community—both to vulnerable populations and to the dog itself. These commercials are now live in both English and Spanish!



As you'll see, the ads follow Bob, an everyday man who is generally a responsible pet guardian to his dog Scout until the day he is not. They emphasize that responsible pet care is a daily task and the devastating effects irresponsibility can have when it is not.



With the feature of these new commercials, in addition to a comprehensive radio campaign from this Spring, text message blasts, and on-hold ads, we hope to enhance awareness on responsible pet care to help keep our community safe. The television commercials represent the first video ads the Department has been able to place in a number of years.

With the help of our community's input in prioritizing ACS in the upcoming budget cycle, we hope to be able to focus more advertising efforts on positive shelter pet placement and encouraging and promoting spay-neuter services.





FY 2023 ANNUAL PERFORMANCE

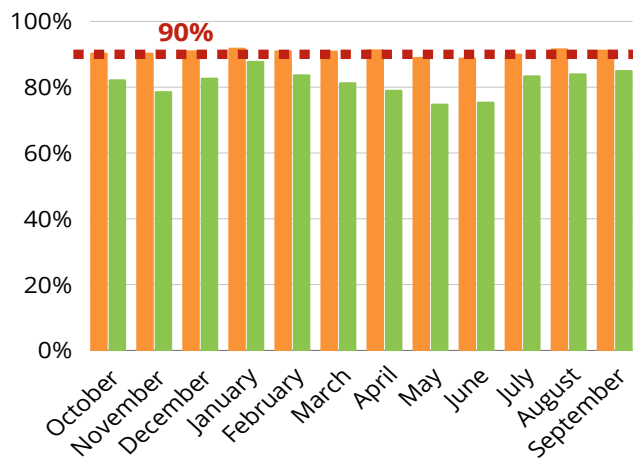
Analysis of the annual metrics for Fiscal Year 2023 will be a comparison of the results for Fiscal Year 2023 and the average of respective metric totals for the previous three years (Fiscal Year 2020, Fiscal Year 2021, and Fiscal Year 2022). Annual Fiscal Year 2023 targets are displayed to gauge the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

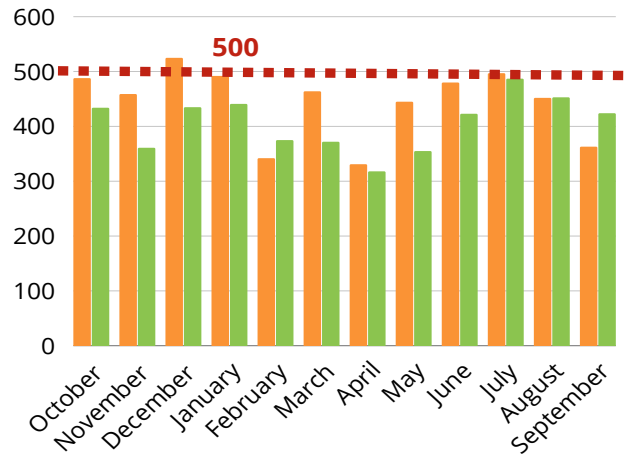


LIVE RELEASE



FY20-FY22 Annual Live Release Avg. Results: 90.4%
 FY23 Annual Live Release Goal: 90%
 FY23 Annual Live Release Result: 81.7%

ADOPTIONS

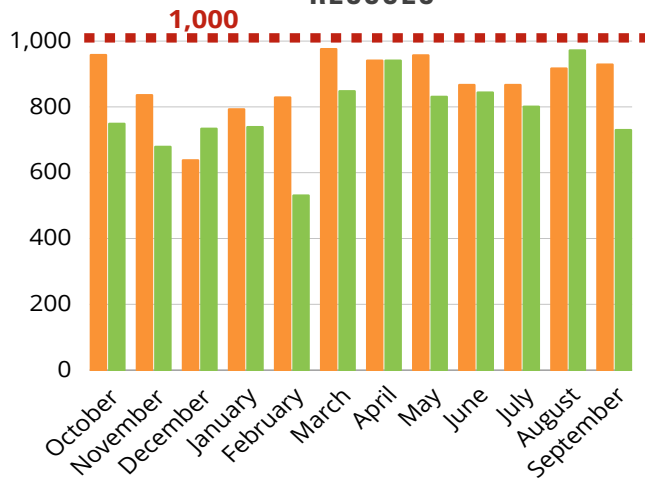


FY20-FY22 Annual Adoptions Results: 5,339
 FY23 Annual Adoptions Goal: 6,000
 FY23 Annual Adoptions Result: 4,878

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

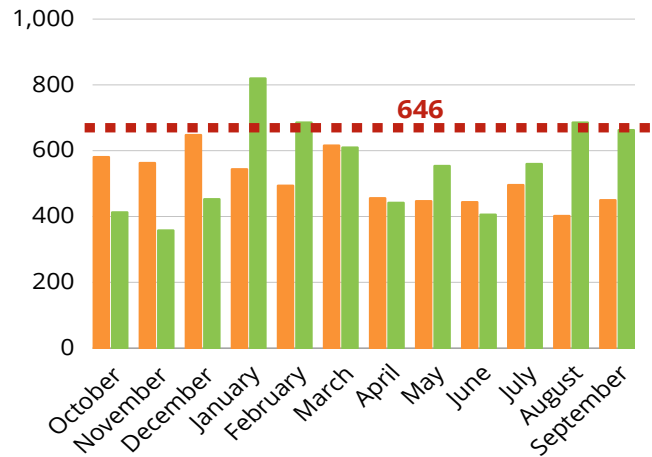
INCREASING THE LIVE RELEASE RATE (CONT'D)

RESCUES



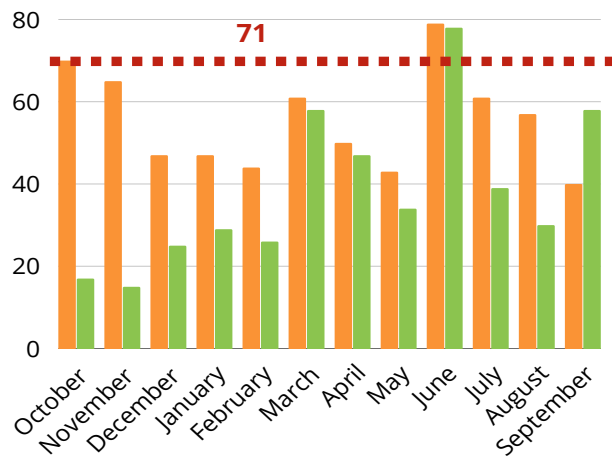
FY20-FY22 Annual Rescue Results: 10,544
 FY23 Annual Rescue Goal: 12,000
 FY23 Annual Rescue Result: 9,435

RETURN TO OWNER



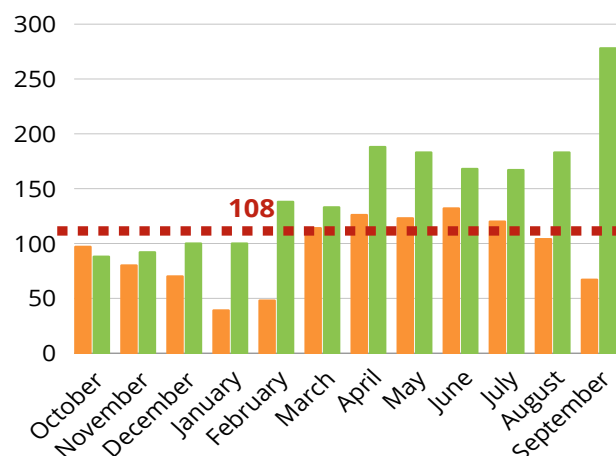
FY20-FY22 Annual RTO Results: 6,178
 FY23 Annual RTO Goal: 7,750
 FY23 Annual RTO Result: 6,687

TRAP NEUTER RELEASE



FY20-FY22 Annual TNR Results: 663
 FY23 Annual TNR Goal: 850
 FY23 Annual TNR Result: 456

PETS FOSTERED



FY20-FY22 Annual Fostered Results: 1,132
 FY23 Annual Fostered Goal: 1,300
 FY23 Annual Fostered Result: 1,830

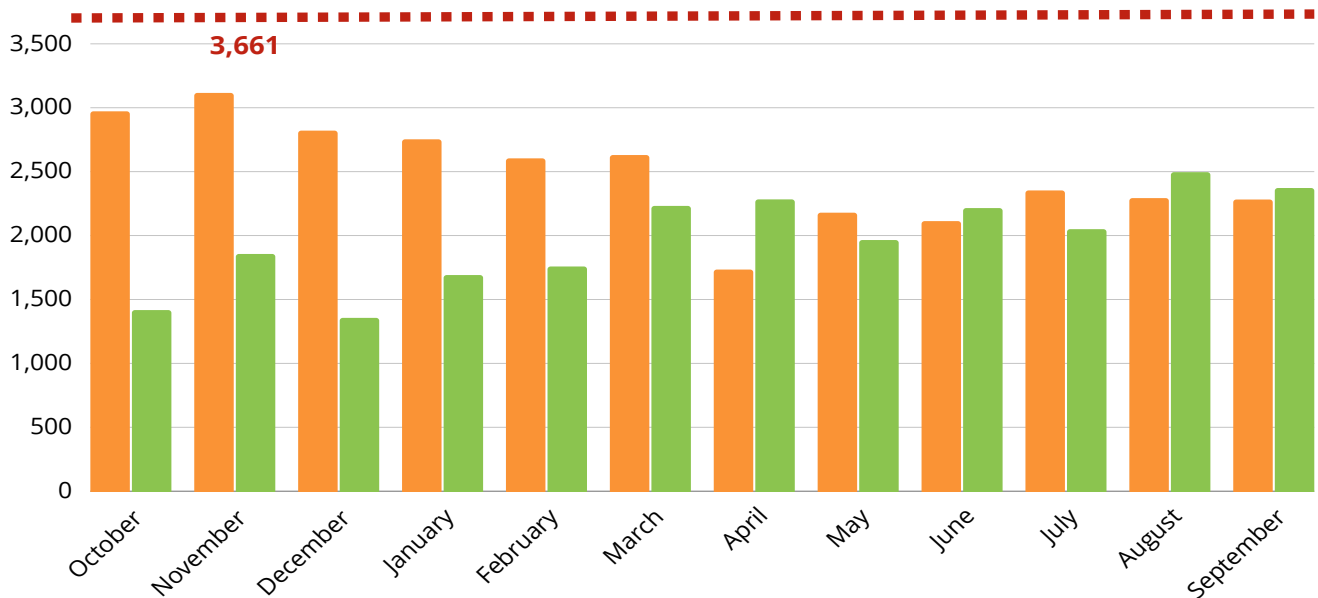
--- FY 2023 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2023 ACTUAL



CONTROLLING THE ROAMING ANIMAL POPULATION

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

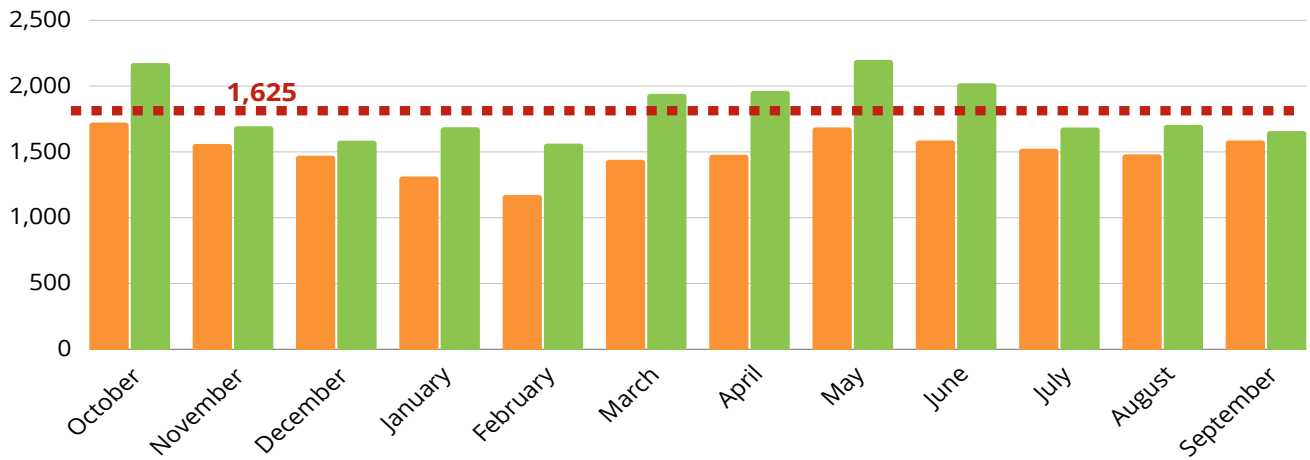
TOTAL SPAY & NEUTER SURGERIES



FY20-FY22 Annual S/N Results: 29,846
 FY23 Annual S/N Goal: 43,936
 FY23 Annual S/N Result: 23,692

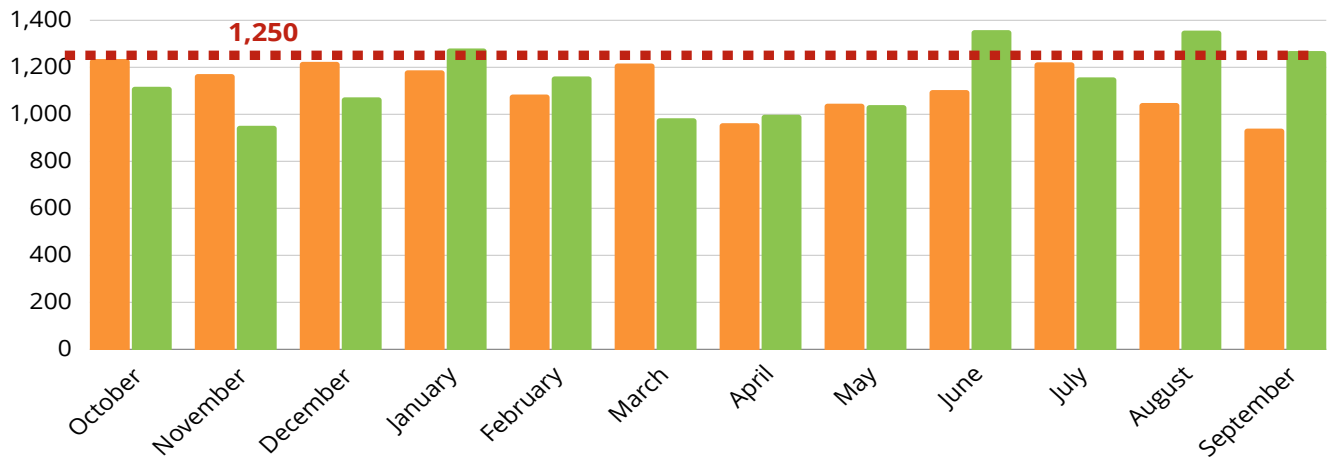
--- FY 2023 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2023 ACTUAL

DECEASED DOG/CAT PICK-UP



FY20-FY22 Annual Deceased Pet Results: 18,023
 FY23 Annual Deceased Pet Goal: 19,500
 FY23 Annual Deceased Pet Result: 21,878

MICROCHIPS IMPLANTED



FY20-FY22 Annual Microchip Results: 13,433
 FY23 Annual Microchip Goal: 15,000
 FY23 Annual Microchip Result: 13,748

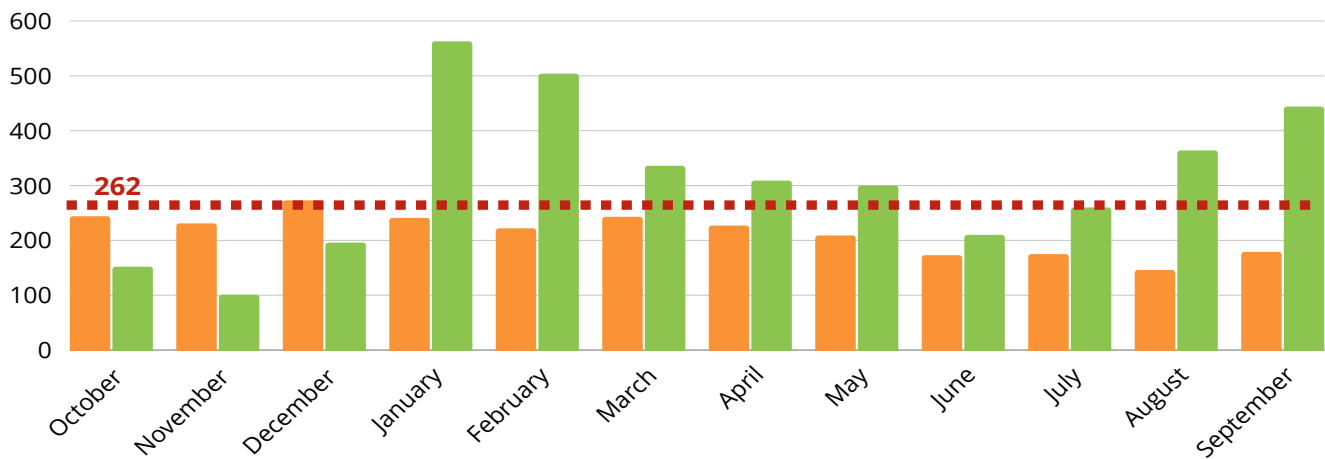
--- FY 2023 TARGET PRIOR 3 YEAR AVERAGE FY 2023 ACTUAL

ENHANCED ENFORCEMENT

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



PETS RETURNED TO OWNER-FIELD



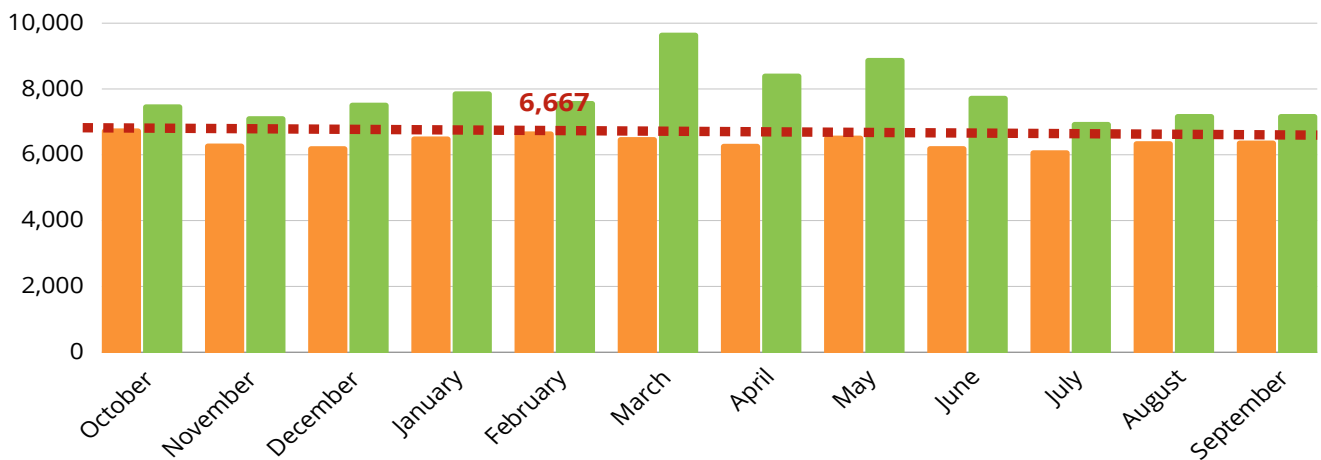
FY20-FY22 Annual Field RTO Results: 2,563

FY23 Annual Field RTO Goal: 3,145

FY23 Annual Field RTO Result: 3,739

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

CALLS FOR SERVICE REQUESTS (RESIDENT INITIATED)

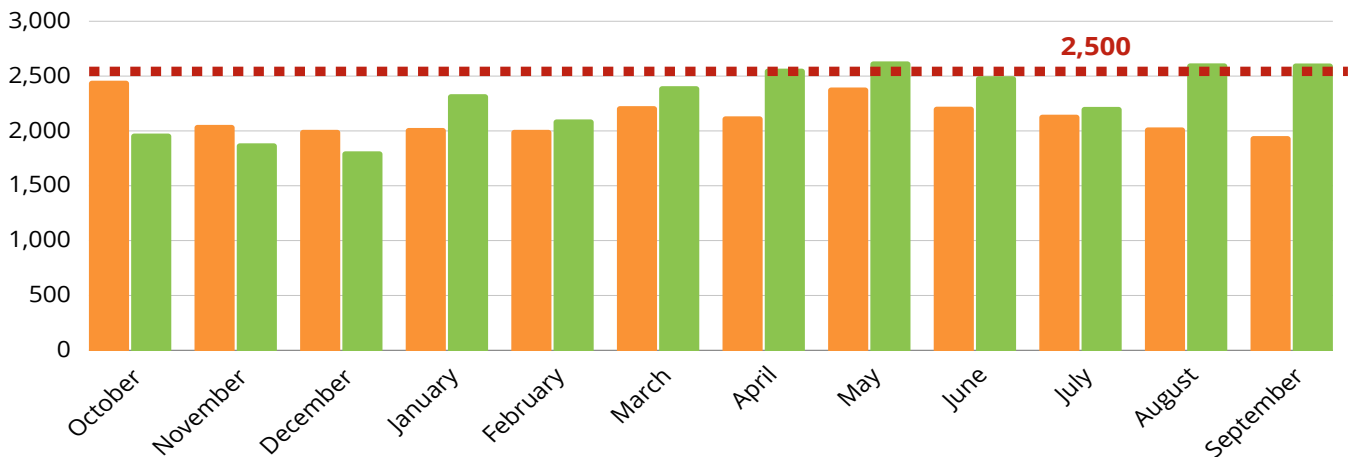


FY20-FY22 Annual CFS Results: 77,373

FY23 Annual CFS Goal: 80,000

FY23 Annual CFS Results: 94,247

IMPOUNDMENTS



FY20-FY22 Annual Impound Results: 25,667

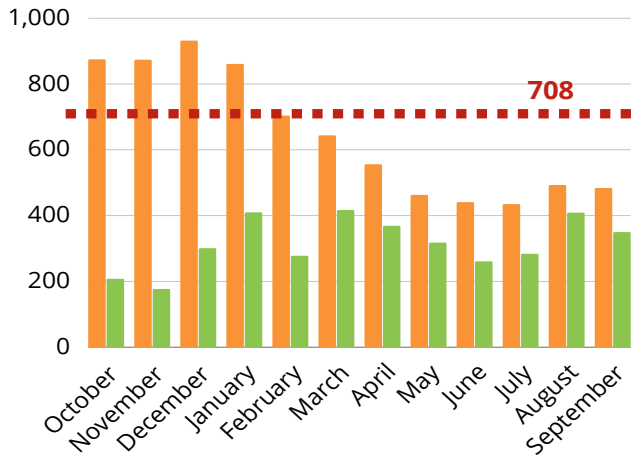
FY23 Annual Impound Goal: 30,000

FY23 Annual Impound Result: 27,676

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

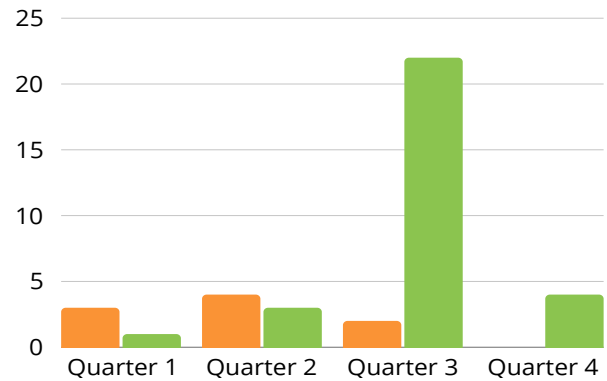
ENHANCED ENFORCEMENT (CONT'D)

CITATIONS WRITTEN



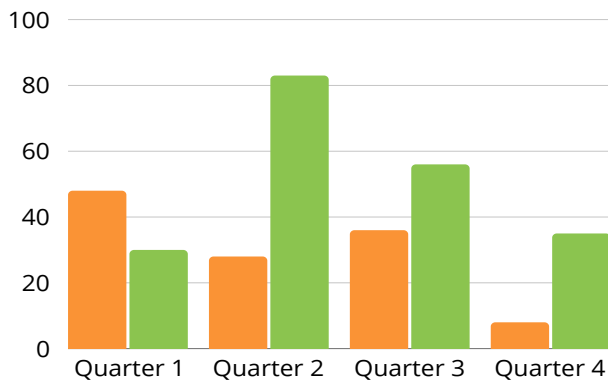
FY20-FY22 Annual Citations Results: 7,763
 FY23 Annual Citations Goal: 8,500
 FY23 Annual Citations Result: 3,782

SERIOUS BODILY INJURIES



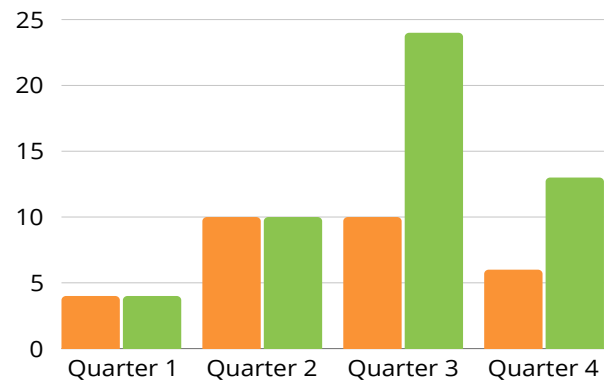
FY21-FY22 Annual SBI Results: 11
 FY23 Annual SBI Result: 30

AGGRESSIVE/DANGEROUS DESIGNATIONS



FY20-FY22 Annual Designation Results: 167
 FY23 Annual Designation Result: 204

CRUELTY CASES FILED



FY21-FY22 Annual Cruelty Cases Results: 39
 FY23 Annual Cruelty Cases Result: 51

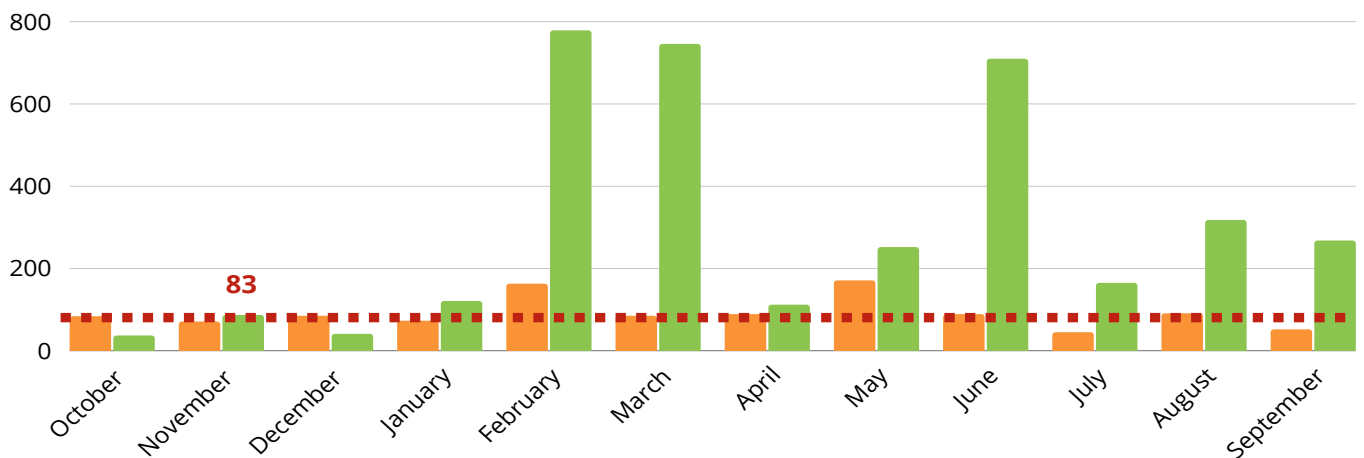
--- FY 2023 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2023 ACTUAL



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).

MEDIA INTERACTIONS



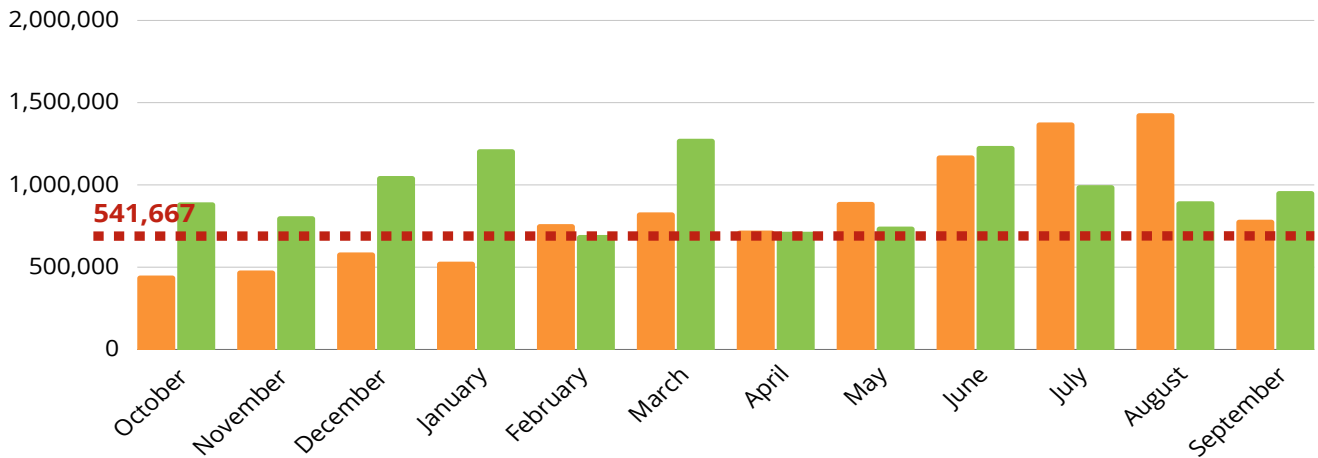
FY20-FY22 Annual Media Interactions Results: 1,097

FY23 Annual Media Interaction Goal: 1,000

FY23 Annual Media Interaction Results: 3,636

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

DIGITAL REACH

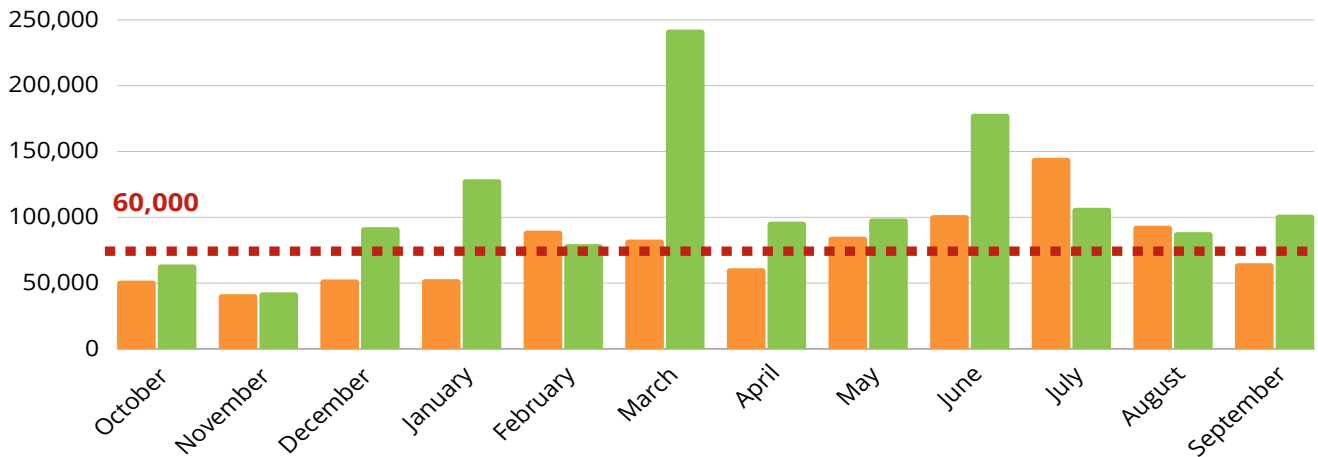


FY20-FY22 Annual Digital Reach Results: 10,049,712

FY23 Annual Digital Reach Goal: 6,500,000

FY23 Annual Digital Reach Results: 11,511,929

DIGITAL ENGAGEMENT*



*Includes prior 2 year average

FY21-FY22 Annual Digital Engagement Results: 924,437

FY23 Annual Digital Engagement Goal: 720,000

FY23 Annual Digital Engagement Results: 1,323,342

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



City of San Antonio

Agenda Memorandum

File Number:
23-195481

Agenda Item Number: 7

Agenda Date: November 15, 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:

N/A

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): _____ Kathy Davis _____ **Date of**

Inspection: _____ 10-6-23 _____ **Time of Inspection:** _____ 1:35 PM _____

Livestock Areas	Pass/ Fail/ Not Verified	Comments
Corrals are clean and free of feces	Pass	Goats, chickens, turtle, and pig in areas.
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	Occupied Fully	

Detailed Description of Concerns, Actions Needed, or Praise

Page 1 of 14

Dog Kennel (Building 4)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennel and cages are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Intake vaccinations recorded on each kennel card	Pass	

Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	
Hand sanitizing stations are visible and stocked	Pass	

Page 2 of 14

Dog Kennel (Building 4) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	

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	
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	Pass	

Page 4 of 14

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	Pass	
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
Hand sanitizing stations are visible and stocked	Pass	

Outdoor Sally Port Kennels (Behind Building 3)	Pass/ Fail/ Not Verified	Comments
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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		

Page 7 of 14

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	Pass	
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
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	
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Page 9 of 14

Live Release Room cont.	Pass/ Fail/ Pass/ Fail/ Not Not Verified 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)	Pass	Comments
Area is free of debris and safety hazards	Pass	

Detailed Description of Concerns, Actions Needed, or Praise

Page 10 of 14

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

Page 11 of 14

EBI Building	Pass/ Fail/ Not Verified	Comments
Kennels are free of feces or urine	Pass	
Incinerator in proper working condition	Pass	In use at time of inspection.
Enough receptacles for remains in cooler	Pass	
No remains on cooler floor	Pass	
Halls and walkways are free of debris and safety hazards	Pass	

Appropriate signage on each occupied cage	NV	Nothing occupied at the time of inspection.
Every animal scanned for microchip prior to euthanasia	NV	No EBI in process at time of inspection. No animals awaiting EBI.
Controlled substances stored in locked cabinet when not in use	Pass	

Page 12 of 14

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	NV	
Dogs are euthanized by intravenous injection (in the vein) and kept in a quiet place post injection.	NV	
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	
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p>		

Wash Bay/Laundry	Pass/ Fail/ Not Verified	Comments
Laundry area orderly and fully stocked	Pass	
Laundry equipment is in good working order	Pass	Laundry was being done at time of inspection.
Clean laundry is separate from dirty laundry	Pass	

ACO Trucks are washed and sanitized after unloading	NV	No vehicles in bays at time of inspection.
Area is free of debris and safety hazards	Pass	
Detailed Description of Concerns, Actions Needed, or Praise		



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



– ACS Stray Kennels at Animal Defense League –

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

Advisory Board Member Name(s): Susan Beldon

Date of Inspection: 09/11/2023

Time of Inspection: 11:30

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"/>	
Kennels are free of feces and urine	Pass <input type="button" value="v"/>	The exterior kennels had been cleaned and interior kennels were in the process of being cleaned. Staff begins cleaning the exterior kennels at 9:30 am and the inside kennels are finished by 12:00pm
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"/>	
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 type="button" value="v"/>	
Drains free of debris	Pass <input type="button" value="v"/>	Verified with Jamie Gibson that drains functioning properly
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	Pass <input type="button" value="v"/>	
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"/>	Verified with Jamie Gibson

Comments/Actions Needed

Accompanied on Inspection by Jamie Gibson-Director of Life-Saving Initiatives.

Names of dogs were on cage cards. Some of the dogs had sponser's name included. There were short term foster program cards with information about this program. Dogs who had been at ADL for longer than four months were highlighted with a special kennel card that said Diamond in the Rough.

There is a Walk Board for both volunteers and staff that indicates current walk status of dogs-all dogs walked or given use of play yard twice per day.

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"/>	In process of being cleaned
Fresh water in each occupied run	Pass <input data-bbox="699 590 732 632" type="checkbox"/>	
Aisles are free of debris and safety hazards	Pass <input data-bbox="699 732 732 774" type="checkbox"/>	
Appropriate signage on each occupied kennel	Pass <input data-bbox="699 884 732 926" type="checkbox"/>	
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	Pass <input data-bbox="699 1068 732 1110" type="checkbox"/>	
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass <input data-bbox="699 1245 732 1287" type="checkbox"/>	
Hand sanitizing stations are visible and stocked	Pass <input data-bbox="699 1423 732 1465" type="checkbox"/>	
Drains free of debris and functioning properly	Pass <input data-bbox="699 1608 732 1650" type="checkbox"/>	Verified with Jamie Gibson that drains functioning properly
Staff work area has a hand washing station with soap, paper towels	Pass <input data-bbox="699 1797 732 1839" 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="699 279 732 327" type="button" value="v"/>	
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	Pass <input data-bbox="699 459 732 508" type="button" value="v"/>	
Clean floors, doors, windows, light fixtures and ceiling fans (if present)	Pass <input data-bbox="699 642 732 690" type="button" value="v"/>	
There is no offensive odor	Pass <input data-bbox="699 825 732 873" type="button" value="v"/>	
Kennel building and equipment are in good repair	Pass <input data-bbox="699 1008 732 1056" type="button" value="v"/>	Verified with Jamie Gibson
<p align="center">Comments/Actions Needed</p> <p>Staff prep room very neat and organized. There is a list of adoptions and pictures of the adopted dogs.</p>		

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"/>	In process of being cleaned
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"/>	Verified with Jamie Gibson that drains functioning properly
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"/>	Being cleaned
Kennel building and equipment are in good repair	Fail <input type="button" value="v"/>	There is a crack on the interior brick wall above the water line (to the right when you enter building). You can see sunlight through the crack. On the exterior of this same wall there are additional cracks. This issue has been reported in the past* In the puppy prep area the counter by the sink is water damaged.
Comments/Actions Needed		
There are two socialization rooms that are used by potential adopters that are cleaned between visits		

General Premises	Pass/Fail/ Not Verified	Comments
Landscaped area free of feces	Pass <input type="button" value="v"/>	
Dog waste stations stocked	Pass <input type="button" value="v"/>	
Trash receptacles not overflowing	Pass <input type="button" value="v"/>	
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes	Pass <input type="button" value="v"/>	Sod installed in April.
Comments/Actions Needed		

RESET FORM

SUBMIT



City of San Antonio
Animal Care Services Department
Advisory Board Inspection Checklist
– Brooks 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): Sallie Scott

Date of Inspection: Nov. 1, 2023 Time of Inspection: 2:00 pm

BROOKS CITY BASE SPAY/NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	PASS	FAIL	Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	X			Mostly inquisitive
Clean floors, windows, and doors	X			
Proper signage in place	X			
Reception area neat & orderly	X			
Men's restroom clean and stocked	X			
Women's restroom clean and stocked	X			
Description of Concerns, Actions Needed, or Praise <i>The facility was so much improved from the last time I was there. The weeds outside were getting high.</i>				
Cat Holding Area	PASS	FAIL	Not Verified	COMMENTS
Cages & cage doors are clean	X			
All cages are cleaned & sanitized between occupants	X			

Fresh newspaper in each cage	X			
There are no offensive odors	X			
Each cage with cat has correct kennel card	X			
Stainless steel shelving is cleaned	X			
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p align="center"><i>Not full.</i></p>				
Dog Holding Area (Right)	PASS	FAIL	Not Verified	COMMENTS
Cages & cage doors are clean	X			
All cages are cleaned & sanitized between occupants	X			
Dog Holding Area (Right) cont.	PASS	FAIL	Not Verified	COMMENTS
Fresh newspaper in each cage	X			

There are no offensive odors	X			
Each cage with dog has correct kennel card	X			
<p align="center">Description of Concerns, Actions Needed, or Praise <i>Not full. Very organized.</i></p>				
Prep Area	PASS	FAIL	Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	X			
Medical equipment are in working order and clean	X			
Controlled Medical Drugs are properly secured	X			
Clean floors and tables	X			
There are no offensive odors	X			
Dog Holding Area (Right)	PASS	FAIL	Not Verified	COMMENTS

Comments/Actions Needed

Surgery Suite	PASS	FAIL	Not Verified	COMMENTS
Medical equipment are in working order and clean	X			
Fresh surgery packs are used for each pet	X			
Pets are properly sedated, and secured to surgery table	X			
Clean floors and tables	X			

Comments/Actions Needed <i>Dr. Elizabeth Harrison was spaying a dog when I was there. Two dogs were ready for surgery.</i>				
--	--	--	--	--

Dog Holding Area (Left)	PASS	FAIL	Not Verified	COMMENTS
Cages & cage doors are clean	X			

All cages are cleaned & sanitized between occupants	X			
Dog Holding Area (Left)	PASS	FAIL	Not Verified	COMMENTS
Fresh newspaper in each cage	X			
There are no offensive odors	X			
Each cage with dog has correct kennel card	X			
Sink area is clean and free of debris	X			
Description of Concerns, Actions Needed, or Praise <i>The break room had been divided into two more exam rooms. Everyone was busy and friendly.</i>				



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): Valerie Moore (SAPA Building ONLY)

Date of Inspection: 9/29/2023

Time of Inspection: 1:00 pm

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

Annex Building	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all		
Rooms are clean and orderly		
Lobby is clean and orderly		
Restrooms are clean and stocked		
Women's restroom is clean and stocked		
Reception desk is manned during operating hours		
Detailed Description of Concerns, Actions Needed, or Praise		

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

Clinic cont.	Pass/ Fail/ Not Verified	Comments
Recovery room washing station fully stocked with gloves		
Surgical room washing station fully stocked with gloves		
Any temporary holding cages outside clinic are clean		
Controlled substances stored in locked cabinet when not in use		
The clinic building and equipment is in good repair		
Description of Concerns, Actions Needed, or Praise (for Lobby & Clinic)		

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

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

Outside Cattery & Kitty City	Pass/ Fail/ Not Verified	Comments
Litter boxes are clean with no offensive odor		
Fresh water is available		
Area is free of debris and safety hazards		
Appropriate signage on each occupied kennel and cage		
Detailed Description of Concerns, Actions Needed, or Praise		

Building 1	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennels and cages are free of feces and urine	Pass	Kennels in Bldg 1 were vacant due to interior of building being painted; however, the temp kennels were clean, shaded, some with fans and all had water.
Fresh water in each occupied kennel and cage	Pass	See above
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	Signage on all puppy and kitten kennels; the few temp kennel dogs had signage and information readily available to anyone who inquired.
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	Pass	Discussed with Asst Mgr.
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	Discussed with Asst Mgr.
Hand sanitizing stations are visible and stocked	Pass	The stations formerly in the main kennel area were removed for painting. Other available in medical area.

Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	Three separate areas for hand washing
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	Discussed with Asst Mgr.
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	Getting new paint!!
Building 1 Detailed Description of Concerns, Actions Needed, or Praise Limited storage capability. Recommend installation of a permanent storage building to support operations in Building 1. Staff in Bldg 1 all helpful, professional and responsive to all questions. Please ensure all Admin building personnel greeting prospective pet owner also direct them to Building 1 as well as the other buildings.		

Outdoor Exercise Yards (Next to Building 1)	Pass/ Fail/ Not Verified	Comments
Clean and free of feces, debris and safety hazards.	Pass	
Gates function properly	Fail	Gate latch in outdoor kennel one is baerly functional due to the main outside support post moving in the ground. This has created a wider than latch-designed gap and gate may inadvertently fall open.
Waste stations are stocked	Pass	
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p> <p>Out door kennels need new turf and concrete support bracing throughout the bottoms of the shared play-yard walls. Dogs have dug up significant sections (temp filled with rocks) and staff are left with placing wood or other temp objects in the way to cover the dug up areas.</p> <p>My SAPA primary inspection guide was Janel. She was courteous, helpful, informative and professional throughout the inspection.</p>		

RESET FORM

SUBMIT



City of San Antonio

Agenda Memorandum

File Number:
23-195482

Agenda Item Number: 8

Agenda Date: November 15, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of the Fiscal Year 2024 ACS Advisory Board Facility Inspection Schedule

SUMMARY:

Approval of the Fiscal Year 2024 ACS Advisory Board Facility Inspection Schedule

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

N/A

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

Advisory Board Meeting

November 15, 2023



**ANIMAL CARE
SERVICES**



Chair's Statement

Rita Braeutigam, *ACS Advisory Board Chair*



Director's Report

Shannon Sims, *ACS Director*

- Houston Mega Adoption Event
- ACO Graduation
- SNIPSA's Big Fix



The background image shows three dogs sitting on a grassy lawn. On the left is a small, light-colored dog. In the center is a medium-sized, light-colored dog with floppy ears. On the right is a smaller, light-colored dog. The entire image is covered with a semi-transparent green overlay. In the bottom-left corner, there is a solid green semi-circle graphic. The text "PUBLIC COMMENTS" is centered in white, bold, sans-serif font.

PUBLIC COMMENTS

Consent Agenda

1. Approval of the ACSAB By-Laws Amendments
2. Approval of ACSAB Meeting Minutes for July 19, 2023
3. Approval of ACSAB Meeting Minutes for September 20, 2023
4. Approval of ACSAB Statistical Reports for July, August, and September 2023
5. Approval of ACSAB Contracts Performance Report
6. Approval of the ACS FY 2023 Director's Report
7. Approval of the ACSAB Facility Inspections for September and November 2023
8. Approval of the FY 2024 ACSAB Facility Inspection Schedule



Individual Consideration

- 9. Briefing on ACS Public Programs and Services
- 10. Briefing on the ACS Fiscal Year 2024 Budget
- 11. Advisory Board Officer Nominations and Elections



Briefing on ACS Public Programs & Services



**ANIMAL CARE
SERVICES**

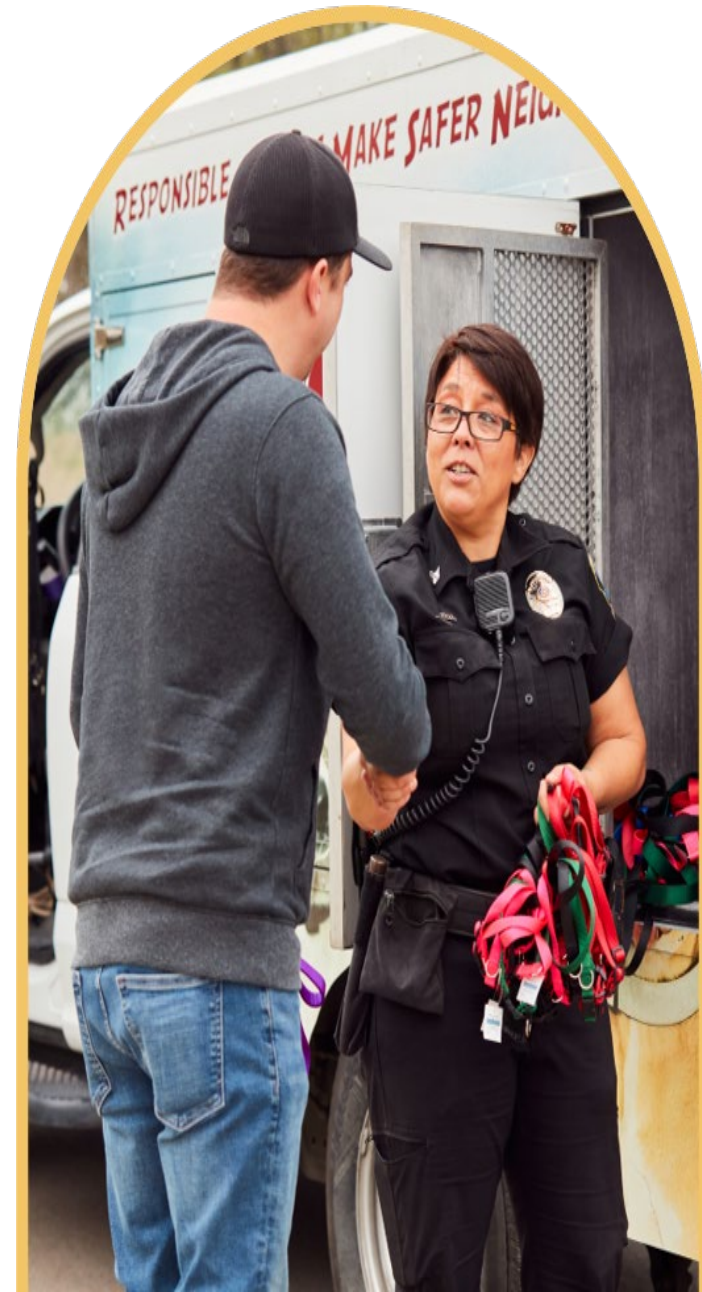
311 & Customer Service

- Approximately 95,000 of 311 calls received per year
- Council Districts Office should route all calls through 311 to ensure it is tracked
- 300+ calls answered per day by ACS Customer Service Team
- Average talk time is 4.5 minutes
- Wait time is 2.5 minutes
- Advisory Board members should utilize Customer Service first to get pet and call for service updates



Owner Surrenders

- ACS is required to offer owner surrenders to City residents
- By appointment for all but behavioral and medical euthanasia requests to reduce impact and route all but euthanasia requests through CASA for alternates
- Canines (495 canine requests, 177 prevented, 108 pending, 3 brought to ACS) Cats (93 cat requests, 12 prevented, 70 pending, 3 brought to ACS)
- ACS becomes the owner at intake, no stray wait
- Owner surrenders – ACS is seeing an increase in surrenders, behavioral and euthanasia requests



Spay/Neuter Services

- 3 types of spay/neuter services:
 - In house – all animals adopted, rescued and fostered are spayed/neutered at no cost
 - Free Community Surgeries – 13,455 surgeries for eligible zip codes
 - Low-Cost Surgeries at two leased facilities – Brooks and Brackenridge – 13,000 surgeries
- Ambassador Spay/Neuter Transport Program
Pilot: Since October 29 pets have been altered
- 2 New Spay/Neuter Clinics
 - Location is being determined based on data
 - Outreach ongoing

Trap Neuter Return (TNR)

- ACS loans the traps and provides the surgery and vaccines at no cost
- Resident provides the trapping, drop off and pick up
- Currently 2 days a week at ACS, additional days added as available
- Will be expanding partnerships for more TNR in FY 2024 thru FY 2025



Microchipping

- Target to provide 16,200 microchips in FY 2024
- Offered in a variety of ways:
 - All pets placed receive microchip
 - In person on campus – *by appointment only*
 - In the Field by ACOs
 - CASA
 - Events
 - Community Wellness Clinics





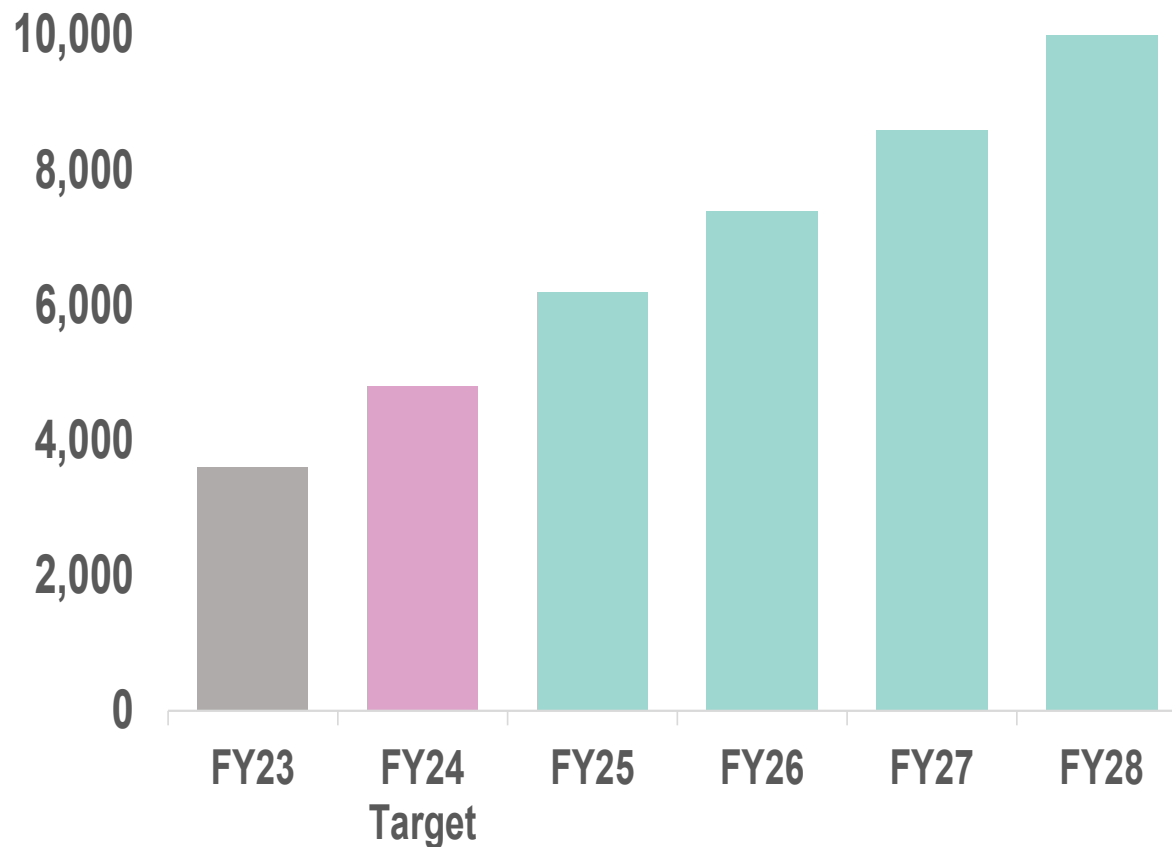
CASA

- Case work: 103 cases serviced and closed
- Resources provided to the community: 319
- Proactive community outreach
 - Return to Owners - 131
 - Microchips - 130
 - Canines off Chains - 27
- Metro Health Domestic Violence Partnership
 - 13 Emergency Pet kits distributed
 - 37 additional resources distributed
- Department of Human Services Partnerships
 - 5 Harpers Hub resource events attended
 - 9 client referrals served

All data is FY 2024 YTD

Community Vaccine Clinics

- 4,800 vaccines and microchips funded for FY 2024
- Partnering with ADL and Protect Your Pet
- Free to residents



Community Events

- Foster promotion
- Resource providing
 - Pet Tags
 - Microchips
 - Educational materials
- Due to resource constraints events are considered on a case-by-case basis



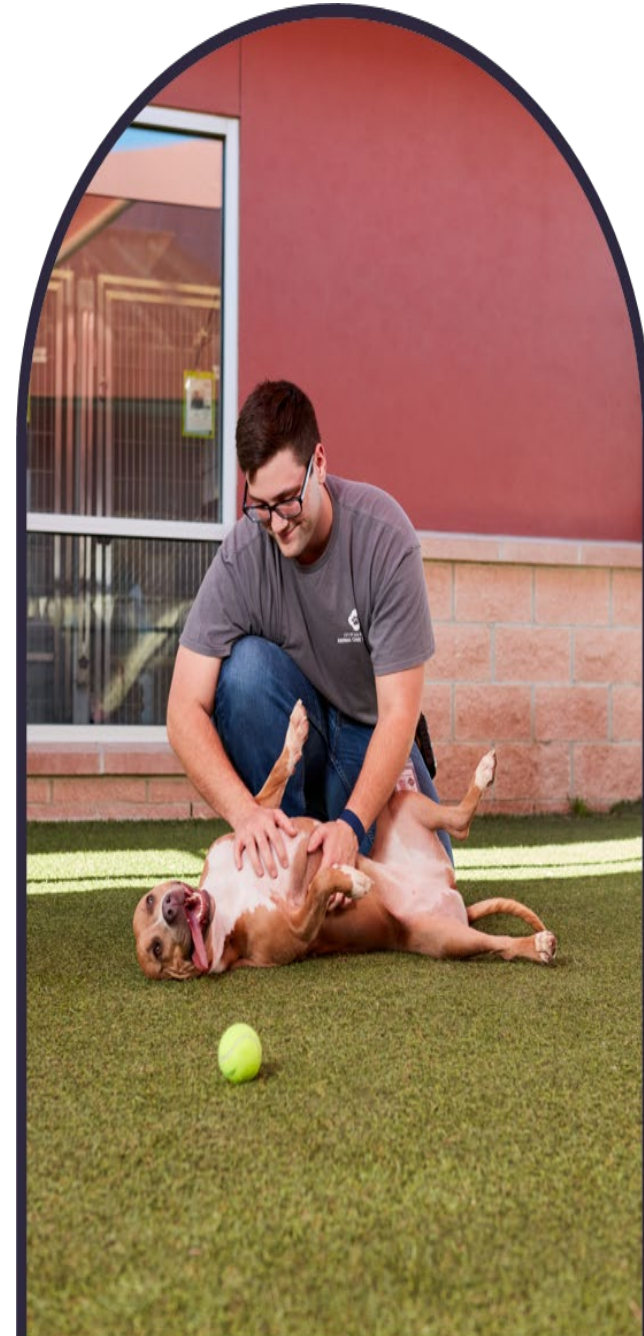
Adoptions

- Adopters are looking for smaller pets
- ACS is not seeing larger dogs & HW+ dogs getting adopted at past rates
- Revamping program to have foster and adoptions work together to promote harder to place pets
- 4 LR apprentices to provide more service and staff time on floor
- Additional trainers to provide training and enrichment
- Enhanced pet networking



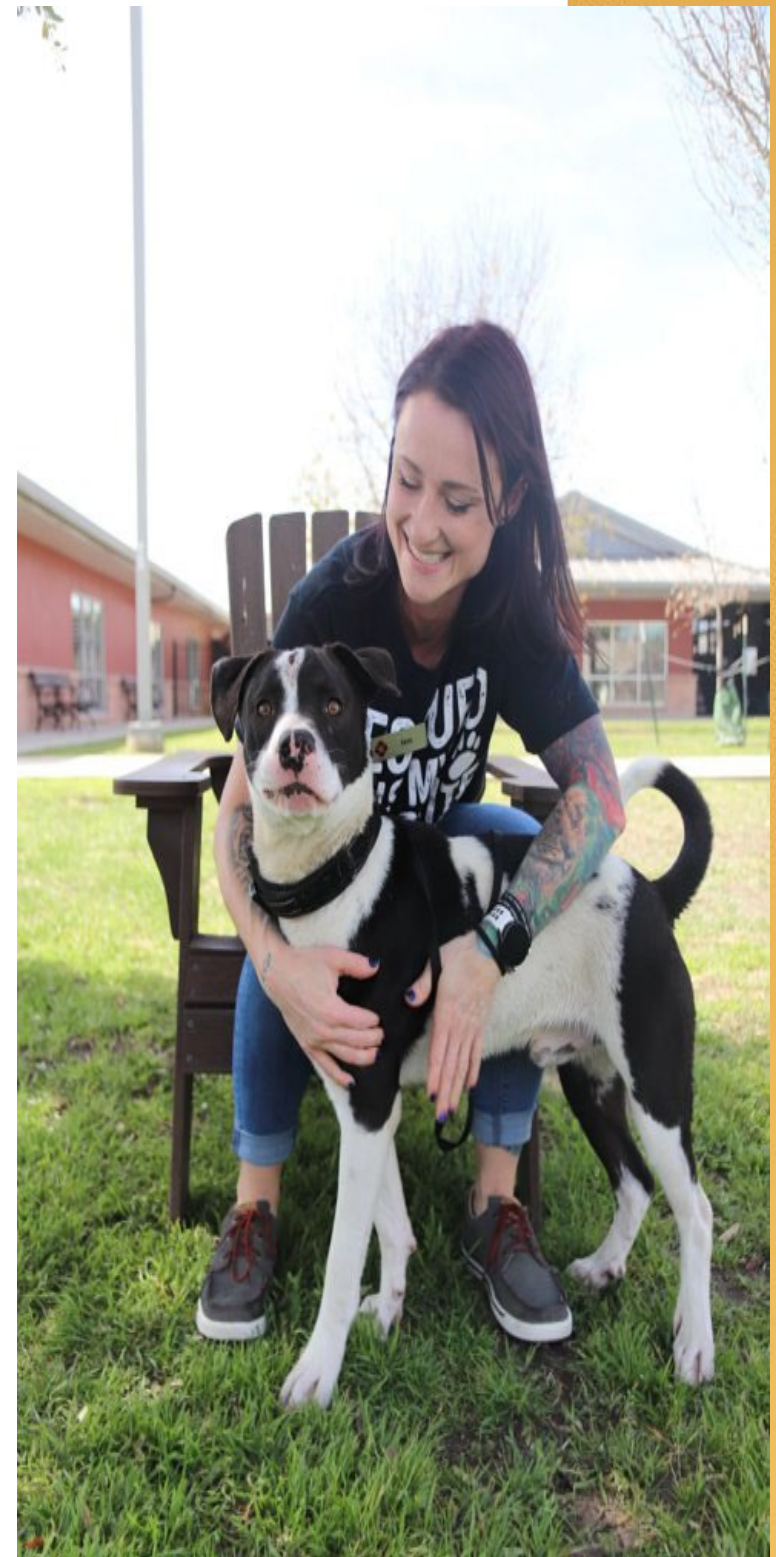
Foster

- ACS continues to need fosters for animals to save lives
- Medical, behavior, capacity and neonates
- Looking at different avenues to increase the marketing of the animals
- Key to increasing our ability to transport
- ACS provides the food, medical and crates



Shelter Paws

- A “field trip” for a pup
- Mon - Sat 10am – 2pm by appointment
- Give us the criteria of the kind of dog you would like and we will pick a great candidate for you
- Fill out the questionnaire to help with placement



Briefing on ACS Public Programs & Services



**ANIMAL CARE
SERVICES**

Briefing on Updates to FY 2024 Budget Development



**ANIMAL CARE
SERVICES**



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

FY 2024 Budget Implementation

- Increase response to critical calls
 - Adds 8 First Responders to increase response from 44% to 64%
 - Year 1 of 2-year plan
- Enhancing response to dangerous dogs and bite investigations
 - From 2 to 4 Dangerous Dog Investigators
 - From 4 to 8 Bites Officers
 - 1 Supervisor
 - Evaluating current ACO for positions
- Next academy of 15 positions starts in January



FY 2024 Budget Implementation

Microchip and Vaccine Clinics

- Increase Vaccine and Microchip clinics to 4,800 pets
- 48 clinics at community centers, Paul Jolly Pavilion at Brackenridge Park, and ACS campus
- Focus on Districts 1-7 in areas with a high Equity Atlas score



FY 2024 Budget Implementation – *Subject to Change*

Microchip and Vaccine Clinic Schedule

Date	District	Address
11/18/2023	2	Pittman Sullivan Park, 1101 Iowa
11/25/2023	*	SAACS-4710 State Hwy 151
12/2/2023	1	Los Angeles Heights Park- 1700 W Hermosa
12/9/2023	*	PJAC Pavilion-210 Tuleta
12/16/2023	1	Dellview Park-507 Basswood
12/23/2023	*	SAACS- 4710 State Hwy 151
1/6/2024	3	Villa Coronado Park-11030 Ruidosa St.
1/13/2024	*	PJAC Pavilion-210 Tuleta
1/20/2024	3	Highland Park - 901 Rigsby
1/27/2024	*	SAACS-4710 State Hwy 151
2/3/2024	4	Lackland Terrace Park- 7902 Westshire
2/10/2024	*	PJAC Pavilion-210 Tuleta
2/17/2024	4	Palo Alto Park-1625 Palo Alto Rd
2/24/2024	*	SAACS-4710 State Hwy 151
3/2/2024	5	Normoyle Park-700 Culberson
3/9/2024	*	PJAC Pavilion-210 Tuleta
3/16/2024	5	Cassiano Park-1728 Potosi
3/23/2024	*	SAACS- 4710 State Hwy 151
4/6/2024	6	Perez Park-8601 Timber Path Park
4/13/2024	*	PJAC Pavilion-210 Tuleta
4/20/2024	6	Cuellar Park-5626 San Fernando St

Date	District	Address
4/27/2024	*	SAACS-4710 State Hwy 151
5/4/2024	3	Pickwell Park-6911 Pickwell Dr
5/11/2024	*	PJAC Pavilion-210 Tuleta
5/18/2024	3	Southside Lions-3100 Hiawatha Pav. 4
5/25/2024	*	SAACS-4710 State Hwy 151
6/1/2024	5	San Juan Brady Park-2307 S. Calaveras
6/8/2024	*	PJAC Pavilion-210 Tuleta
6/15/2024	5	Monterrey Park-5909 W Commerce
6/22/2024	*	SAACS-4710 State Hwy 151
7/6/2024	6	Levi Strauss Park-6100 Old Highway 90
7/13/2024	*	PJAC Pavilion-210 Tuleta
7/20/2024	6	Acme Park-534 S Acme
7/27/2024	*	SAACS-4710 State Hwy 151
8/3/2024	4	Pearsall Park-5102 Old Pearsall
8/10/2024	*	PJAC Pavilion-210 Tuleta
8/17/2024	4	Rainbow Hills Park-528 Rasa Dr.
8/24/2024	*	SAACS-4710 State Hwy 151
9/7/2024	2	Copernicus Park-5003 Lord Rd.
9/14/2024	*	PJAC Pavilion-210 Tuleta
9/21/2024	2	Lockwood Park-801 N. Olive St
9/28/2024	*	SAACS-4710 State Hwy 151

FY 2024 Budget Implementation

- Rescue Incentive Improvements
 - Goal to increase rescues by 1,500 in FY 2024 (9,500 to 11,000)
 - Need for partners to pull additional animals due to increased animals on campus
 - Increase incentive from average of \$84 to \$200
- Enhance on Campus Adoptions
 - Increase customer assistance with on floor staff
- Quality of Care
 - Increase Behavioral Assessments and Enrichment with additional Trainer
 - Complete assessments on over 10,000 pets
 - Increase medical assessment for all pets needing an exam within 24 hours with Vet Care Team
 - Increase medical assessments from 75% to 100% of pets needing an exam



FY 2024 Budget Implementation

- Two new Spay/Neuter Clinics
 - Leased facilities on east and west sides
 - ACS is currently analyzing “vet care deserts” to determine best location
 - Goal to provide 13,000 additional free and low-cost surgeries and wellness



FY 2024 Budget Implementation



Supporting Our Workforce

- Facility Management
 - Will manage all offsite facilities, capital projects and onsite support
 - In hiring process
- Contract Coordination
 - Oversees all 40+ contracts
 - Hired and in training
- Data Analytics
 - Improve decision-making through data, improve processes with data
 - Hired and training
- Support Services Coordination
 - Improve support for front-line operations, respond to ORRs, improved supervision
 - Promoted and deployed

ACS Advisory Board Officer Elections



**ANIMAL CARE
SERVICES**



Determination of Next Meeting

Date: Wednesday, January 17, 2024

Time: 5:55 PM – 7:55 PM

Location*:

Animal Care Services – Annex
4710 State Hwy 151
San Antonio, TX 78227

**Please check meeting Agendas for location updates.*

<http://sanantonio.primegov.com/public/portal>

Adjournment

November 15, 2023



**ANIMAL CARE
SERVICES**





City of San Antonio

Agenda Memorandum

File Number:
23-195485

Agenda Item Number: 9

Agenda Date: November 15, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on ACS Public Programs and Services

SUMMARY:

Members of ACS Executive Leadership will provide a briefing on most of the key public-facing programs and services that are offered to residents of the City of San Antonio.

BACKGROUND INFORMATION:

Over the years, ACS has expanded the number and range of public-facing programs and services they offer. Within Fiscal Year 2023 alone, ACS added two brand new teams with the addition of the Community Animal Support and Assistance (CASA) division and the Customer Service team. As ACS continuously strives to build and strengthen relationships with the community, it is important to provide clarity on what services are available.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This item is for briefing purposes only.



City of San Antonio

Agenda Memorandum

File Number:
23-195486

Agenda Item Number: 10

Agenda Date: November 15, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on the ACS Fiscal Year 2024 Budget

SUMMARY:

Animal Care Services will be providing an overview of the Fiscal Year 2024 budget initiatives

BACKGROUND INFORMATION:

Animal Care Services will be providing an overview of the Fiscal Year 2024 budget initiatives

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This item is for briefing purposes only.



City of San Antonio

Agenda Memorandum

File Number:
23-195514

Agenda Item Number: 11

Agenda Date: November 15, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

ACS Advisory Board Officer Nominations and Elections

SUMMARY:

The ACS Advisory Board will nominate candidates to serve as the Advisory Board Officer positions of Chair, Vice-Chair, and Secretary. After nominations have been made, the Advisory Board will vote on which nominees will be elected as the Advisory Board Officers for Fiscal Year 2024.

BACKGROUND INFORMATION:

Per the ACS Advisory Board By-Laws, the Advisory Board is to hold Officer elections every year.

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

N/A



City of San Antonio

Agenda Memorandum

File Number:
23-195487

Agenda Item Number:

Agenda Date: November 15, 2023

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Personnel matters relating to the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee pursuant to Texas Government Code Sec. 551.074 (personnel matters).

SUMMARY:

Personnel matters relating to the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee pursuant to Texas Government Code Sec. 551.074 (personnel matters).

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

N/A