

City of San Antonio



AGENDA PACKET

Animal Care Services Advisory Board Meeting

Wednesday, January 17, 2024

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 Board Meeting Minutes for November 15, 2023.
2. Approval of ACS Advisory Board Statistical Reports for October, November, and December 2023.
3. Approval of ACS Advisory Board Contracts Performance Report.
4. Approval of ACS Fiscal Year 2024 Quarter 1 Report.
5. Approval of the ACS Advisory Board Facility Inspections for December 2023.

Briefing and Possible Action on the following items

6. Animal Care Services Director Recruitment Briefing
7. Briefing on Animal Care Services Field Operations
8. Briefing on Animal Care Services Citation Process and Municipal Courts
9. Briefing on Veterinary Care Deserts

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

January 17, 2024

Winter Storm Response:

Over the last week ACS resources have been strained by the onset of exceptionally cold weather. During this period we provided support to Resiliency centers for residents that bring their animal with them to escape the elements.

Additionally, ACS implemented a "Zero Tolerance" mandate for owners that leave their animals in the elements while temps were below 32 degrees. The number of Officers in the field has been surged to respond to elevated neglect and cruelty calls anticipated due to animals being left in the cold. Officers covered double shifts and came in on days off to ensure we were able to maximize response to animals in distress with as many as 19 first responders in the field at any given time.

ACS was also poised to support the MLK March on Monday before the event was cancellation.

Project Updates:

The Hospital plan is moving forward on budget and is moving to the Design/Development stage which is essentially moving from the large footprint planning and costing to the room by room planning and detailed layout. It is anticipated that it will go out for bid in August.

Planning for where the new Community Spay/Neuter clinics will be located continues as we have finalized our GIS analysis for equity, trafficability and veterinary deserts within San Antonio. Shannon OG will provide details on this product during her brief. We are now working with real estate professionals within the city to identify available locations that meet the needs identified in the GIS analysis as well as the space and accommodations necessary to make these most effective in our community.

Live-Release Name Change:

ACS has recently implemented a change in nomenclature to better address individual positions from a human resource naming convention to deconflict the addition of CASA staff. The division previously identified as Live Release will be called Placement moving forward.

Puppy Sale Sting:

Field Operations has continued to conduct intermittent roadside puppy sales sting operations in conjunction with SAPD. Brad will provide details on these operations during the Field update.

Strategic Plan Posted Online:

The Strategic Plan has been posted to the ACS website in the “About” ACS” section. ACS had to have the document reviewed and complete some requirements with Diversity Equity and Inclusion prior to posting online to maximize visibility of the document to the entire public. The content of the document was not impacted by this review.

Shannon W. Sims
Animal Care Services Director



City of San Antonio

Agenda Memorandum

File Number:
23-196231

Agenda Item Number: 1

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of Board Meeting Minutes for November 15, 2023.

SUMMARY:

Approval of Board Meeting Minutes for November 15, 2023.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the meeting minutes.

City of San Antonio



Animal Care Services Advisory Board Meeting Minutes

Wednesday, November 15, 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 5:57 p.m.

II. Roll Call:

Present: Charlene Ducote (Dist. 1), George Garcia (Dist. 3), Rita Braeutigam - Chair (Dist. 4), Karen Speer - Secretary (Dist. 5), Valerie Moore (Dist. 7), Katie Jarl (Dist. 8), Susan Beldon (Dist. 9), Sallie Scott (Dist. 10)
Ex-Officio Member: Shannon Sims

Absent: Amin Tohmaz (Mayor), Lorena Havill (Dist. 2), Kathleen Davis (Dist. 6)
Ex-Officio Members: Dr. Marilyn Gotbeter, David McCary

Ex-Officio Member McCary arrived at 6:02pm

Ex-Officio Member Gotbeter arrived at 6:29pm

III. Chair's Statement

IV. Director's Report

Animal Care Services Director, Shannon Sims, discussed the recent Houston Mega Adoption Event. He stated the event took place from October 21st through October 22nd, during which ACS adopted out 129 out of the 145 pets they took to the event. Additionally, ACS had received support from the City Manager's Office by providing City of San Antonio employees hours of leave if they volunteered to foster these pets prior to the event. There were a reported 68 total City of San Antonio foster volunteers.

Sims provided a brief overview of the most recent Animal Care Officer Graduation which took place on November 8th. At the time, this was the largest graduating class with 16 ACO graduates.

Sims concluded the Director's Report with a summary of SNIPSA's Big Fix event. On November 11th at the Cuellar Community Center, SNIPSA completed over 500 spay/neuter surgeries. All surgeries were free to residents with vouchers or that resided in eligible zip codes, funded by the Free Community Spay/Neuter program at ACS. With

support from the Parks and Recreation Department, there was no charge for the use of Cuellar Community Center.

V. Public Comment

- a. Robert Ramos expressed thanks for the recent support with providing public clinics in areas of need. He hoped that with continued success these clinics could be setup in all of the districts. He expressed his excitement to learn about spay/neuter services during his time helping at the clinics. He emphasized the importance of educating kids on the realities of giving pets as gifts and the responsibility of pet ownership.
- b. Lea Laport gave her time to John Bachman.
- c. Erauda Morgan gave her time to John Bachman.
- d. John Bachman provided the Advisory Board a handout of animal photos. He expressed his concerns about the Advisory Board being inactive. He followed-up with saying there haven't been any Advisory Board ad-hoc committees and that he does not approve of the recent By-Laws change that exclude members of the general public from ad hoc committees. He continued with his concerns about the Advisory Board not reviewing the reports in the meeting's Consent Agenda. He mentioned that he would like to see the Advisory Board recommend more changes to ACS about operations. He emphasized that a lack of spay/neuter options and services is the biggest problem and that this is how money should be spent rather than on services that pick up more animals and euthanizing them.
- e. Jenna Loos expressed concerns that backyard breeders are not a priority. She shared frustrations about it taking ACS over 24 hours to respond to an injured call-for-service she had personally made. She said she is concerned about the lack of participation by Board members and staff not being involved with rescues.

VI. Consent Agenda:

1. Approval of the ACS Advisory Board By-Laws Amendments
2. Approval of the Minutes from the ACS Advisory Board Meeting on July 19, 2023
3. Approval of the Minutes from the ACS Advisory Board Meeting on September 20, 2023
4. Approval of ACS Advisory Board Statistical Reports for July, August, and September 2023
3. Approval of the ACS Advisory Board Contracts Performance Report
4. Approval of ACS FY 2023 Annual Report
5. Approval of the ACS Advisory Board Facility Inspections for September and November 2023
6. Approval of the FY 2024 ACS Advisory Board Facility Inspection Schedule

Board Members Moore and Garcia pulled Item 5, ACS Advisory Board Contracts Performance Report.

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

Vote: Ayes: Ducote, Garcia, Braeutigam, Speer, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz, Havill, Davis

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

VII. Items for Individual Consideration

6. ACS Advisory Board Contracts Performance Report.

Board Member Moore expressed concerns about the limited number of dogs being pulled by K9's for Warriors and inquired about that status of the contract with regards to non-compliance. The City Attorney's Office advised that due to legalities, the City is not currently at liberty to publicly discuss the K9's for Warriors contract.

Motion: Board Member Moore moved to approve the ACS Advisory Board Contracts Performance report.
Board Member Garcia seconded the motion.

Vote: Ayes: Ducote, Garcia, Braeutigam, Speer, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz, Havill, Davis

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

7. A Briefing on ACS Public Programs and Services.

ACS Director, Shannon Sims provided a briefing on programs and services that ACS offers the residents of San Antonio. The briefing covered services such as 3-1-1 and Customer Services, Owner Surrenders, Spay/Neuter Services, Trap-Neuter-Return (TNR), Microchipping, Community Animal Support and Assistance (CASA), Community Vaccine Clinics, Adoptions, Fostering, and Shelter Paws.

8. A Briefing on Updates to the FY 2024 Budget Development.

ACS Assistant to the Director, Shannon Oster-Gabrielson, provided a briefing on current developments to the ACS Fiscal Year 2024 budget. She discussed the implementation of additional microchip and vaccine clinics in the community, totaling 48 clinics throughout the San Antonio community with a focus on Districts

1 through 7 which scored higher on the Equity Atlas. She provided a tentative schedule for the FY 2024 clinics.

Oster-Gabrielson continued the briefing by discussing placement improvements which should help not only with rescues and adoptions, but also with quality of care for the animals at ACS' campus. Some of the improvements she mentioned were increasing the rescue group incentive pay from \$84 to \$200, increasing adoption assistance by having more staff available in the kennel buildings, increasing the behavioral assessments and enrichment options with an additional Trainer, and increasing the turnaround time on medical exams within 24 hours.

She continued with the announcing that ACS is currently looking into parts of San Antonio where vet care is sparse, so that the City can establish two additional spay/neuter clinics. These clinics would be similar in operations to those at Brooks City Base and Brackenridge. The goal is to provide an additional 13,000 free and low-cost surgeries.

Oster-Gabrielson concluded the briefing with an overview of additional positions that were either recently filled or currently interviewing candidates. Positions included a Facility Manager, Contract Coordinator, and Data Analytics.

9. ACS Advisory Board Officer Elections.

ACS Director, Shannon Sims, facilitated the nominations of ACS Advisory Board Officer elections for the positions of Chair, Vice-Chair, and Secretary.

Motion: Board Member Speer moved to nominate Rita Braeutigam for Chair.
Board Member Moore seconded the motion.

Vote: Ayes: Ducote, Garcia, Braeutigam, Speer, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz, Havill, Davis

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

Motion: Board Member Moore moved to nominate Susan Beldon for Vice-Chair.
Board Member Scott seconded the motion.

Vote: Ayes: Ducote, Garcia, Braeutigam, Speer, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz, Havill, Davis

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

Motion: Board Member Moore moved to nominate Karen Speer for Secretary.
Board Member Garcia seconded the motion.

Vote: Ayes: Ducote, Garcia, Braeutigam, Speer, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Tohmaz, Havill, Davis

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

10. Executive Session.

At 7:35pm, pursuant to Texas Government Code Section 552.071, the ACS Advisory Board met with the City Attorney's Office to deliberate or discuss the following items: Personnel matter pursuant to Texas Government Code Sec. 551.074.

At 8:17pm, the ACS Advisory Board reconvened from Executive Session.

VIII. Determination of Next Meeting Date

The next ACS Advisory Board meeting, a Work Session, was scheduled for January 17, 2024.

IX. Adjournment

The meeting adjourned at 8:18 p.m.

APPROVED

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



City of San Antonio

Agenda Memorandum

File Number:
23-196232

Agenda Item Number: 2

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of ACS Advisory Board Statistical Reports for October, November, and December 2023.

SUMMARY:

Approval of ACS Advisory Board Statistical Reports for October, November, and December 2023.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the statistical reports.

SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

NOVEMBER 2023
SUMMARY REPORT

SERVICE REQUESTS



8,130

Requests received during reporting period.



271

Requests serviced daily.



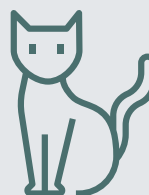
Contact 311 to report pet related concerns

SHELTER INTAKE



1,780

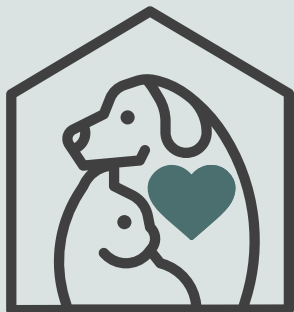
Dogs brought into ACS care



485

Cats brought into ACS care

PET PLACEMENT



89.8%
of **ALL** pets found positive placement.

1,804

Pets found positive placement!

102

Pets euthanized due to untreatable health/behavioral issues

204

Pets euthanized due to lack of kennel space



36%

Pets returned home

19%

Pets adopted

30%

Transferred to rescue partner

16%

Euthanized



14%

Pets returned home

34%

Pets adopted

33%

Transferred to rescue partner

10%

TNR Euthanized

8%

115

"**ROAMING**"
CITATIONS
ISSUED

1,889

PETS **KILLED** ON
THE STREETS BY
CARS

2,807

SPAY/NEUTER
SURGERIES
PERFORMED TO
PREVENT
UNWANTED FUTURE
LITTERS**

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



**POINT
& SCAN**

with your
phone's camera



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

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

SOLICITUDES DE SERVICIO



8,130

Solicitudes recibidas durante el período del informe.



271

Solicitudes atendidas diariamente.



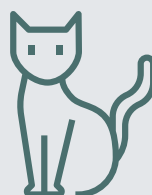
Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,780

Perros traídos al cuidado de ACS.



485

Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



89.8%

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

1,804

¡Mascotas con colocación positiva!

102

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

204

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



36%

Mascotas devueltas a hogar

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Mascotas adoptadas

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Transferido a otro albergue

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Eutanasia



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Capturar-esterilizar-soltar

8%

Eutanasia

115

MULTAS DE MASCOTAS "SUELTA"

1,889

MASCOTAS MATADAS POR AUTOS

2,807

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

OCTOBER 2023
SUMMARY REPORT

SERVICE REQUESTS



8,092

Requests received during reporting period.



261

Requests serviced daily.



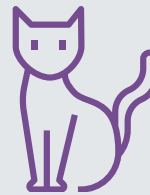
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1,705

Dogs brought into ACS care



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Cats brought into ACS care

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Euthanized



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Pets adopted

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Transferred to rescue partner

6%8%

TNR Euthanized

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"**ROAMING**"
CITATIONS
ISSUED

1,886

PETS **KILLED** ON
THE STREETS BY
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SPAY/NEUTER
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**Data provided by San Antonio Animal Care Services*

***Totals represent data as available at time of publishing*

SOLICITUDES DE SERVICIO



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Solicitudes recibidas durante el período del informe.



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Solicitudes atendidas diariamente.



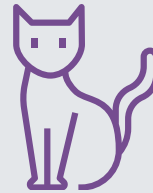
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ENTRADA DE ALBERGUE



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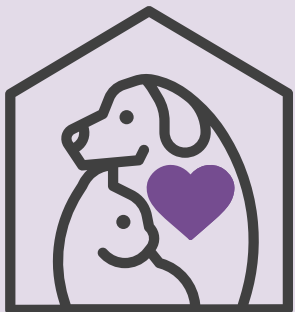
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Capturar-esterilizar-soltar Eutanasia

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MULTAS DE MASCOTAS "SUELTA"

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MASCOTAS **MATADAS** POR AUTOS

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** Los totales representan los datos disponibles en el momento de la publicación.

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH NOVEMBER 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	473	1,642	792	1,357	275	4,005	2,093	2,742	13,378
Actuals	0	555	1,915	849	1,395	339	4,917	2,080	4,172	16,222
Variance	0	82	273	57	38	64	912	(13)	1,430	2,844

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*	0.0%	97.5%	84.8%	42.7%	63.1%	96.7%	53.1%	91.2%	99.7%	76.2%
Actuals	0.0%	98.2%	77.4%	49.2%	54.5%	98.6%	41.7%	89.0%	99.3%	75.5%
Variance	0.0	0.7	(7.4)	6.5	(8.6)	1.9	(11.4)	(2.2)	(0.4)	(0.7)

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)

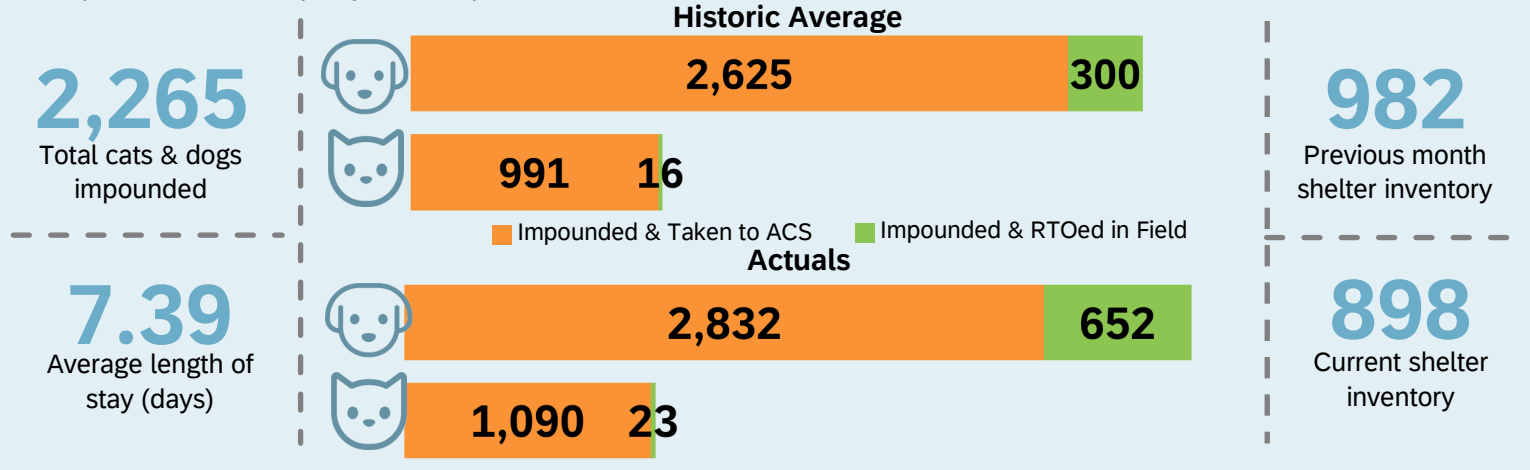
PRIORITY 8: Public Nuisance, Permits

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

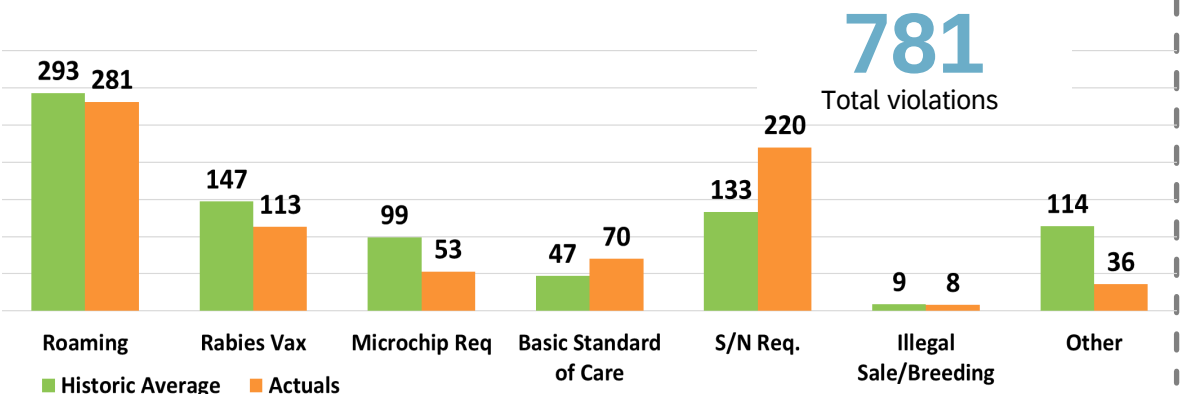
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

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.



VIOLATIONS ISSUED BY ACS

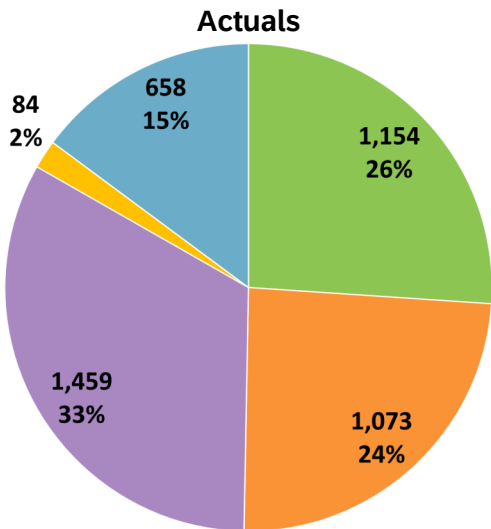
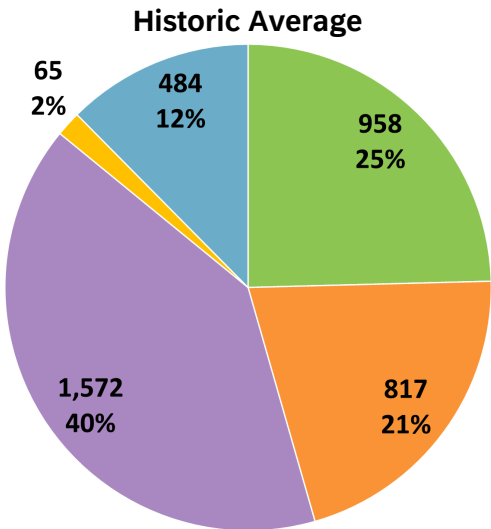


"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



Returned Home Adopted Placed with Rescue TNRed Euthanized

3,770

Pets found homes

10.1%

(or 449^A pets)
Euthanized for space

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

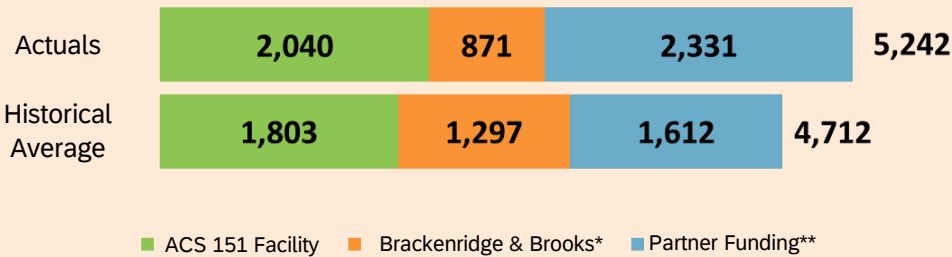
85.2%

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.

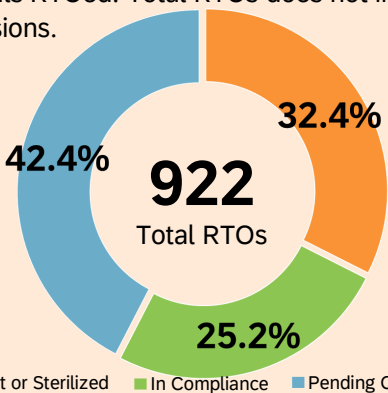


ACS 151 Facility Brackenridge & Brooks* Partner Funding**

*Some facility actuals are pending due to reporting delays.
**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.



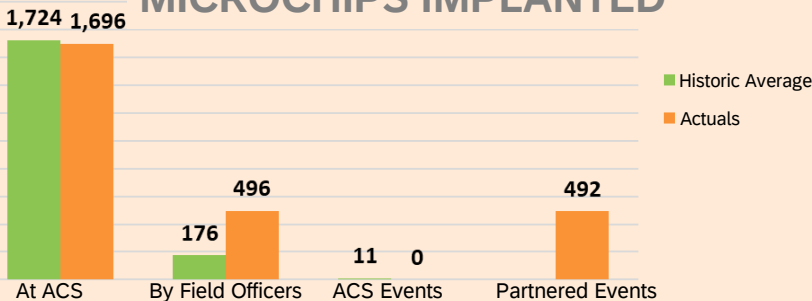
922
Total RTOs

Exempt or Sterilized In Compliance Pending Compliance

DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	1,651	1,732	81
Cats	1,803	2,043	240
TOTAL	3,454	3,775	321

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	1,083	136	(947)
Media Interactions	129	588	459

1,804,767

Digital Outreach

190,296

Digital Engagement

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH OCTOBER 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	258	849	422	659	132	2,029	1,049	1,393	6,791
Actuals	0	294	995	421	732	155	2,426	1,031	2,038	8,092
Variance	0	36	146	(1)	73	23	397	(18)	645	1,301

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*	0.0%	97.5%	84.8%	42.7%	63.1%	96.7%	53.1%	91.2%	99.7%	76.2%
Actuals	0.0%	98.0%	75.4%	55.8%	62.9%	100.0%	51.4%	87.9%	99.7%	80.4%
Variance	0.0	0.5	(9.4)	13.1	(0.2)	3.3	(1.7)	(3.3)	0.0	4.2

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)

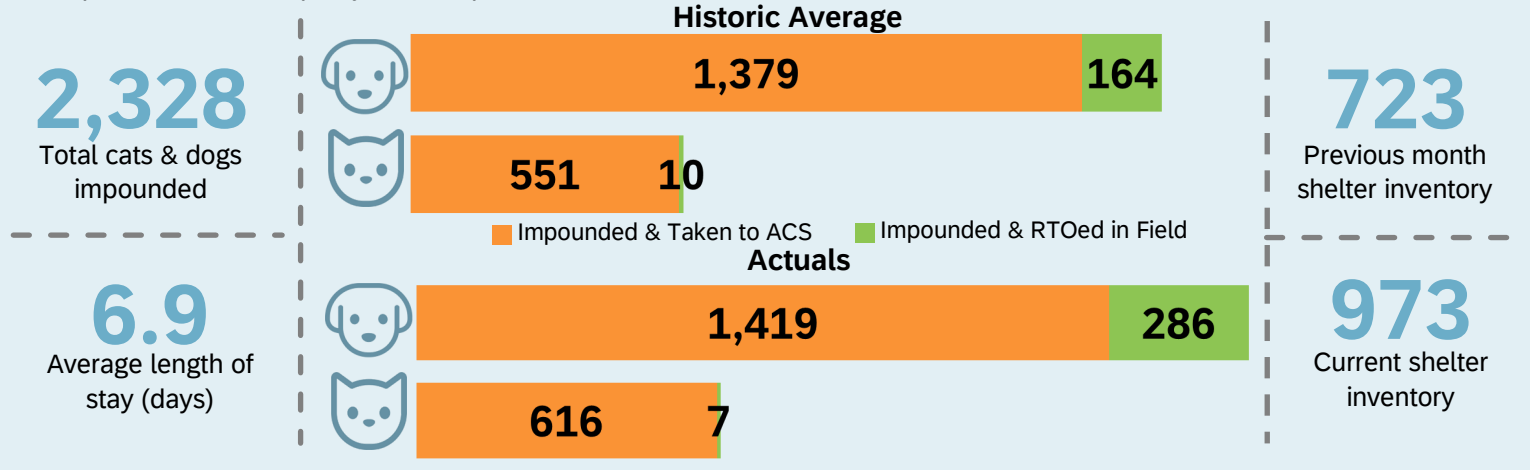
PRIORITY 8: Public Nuisance, Permits

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

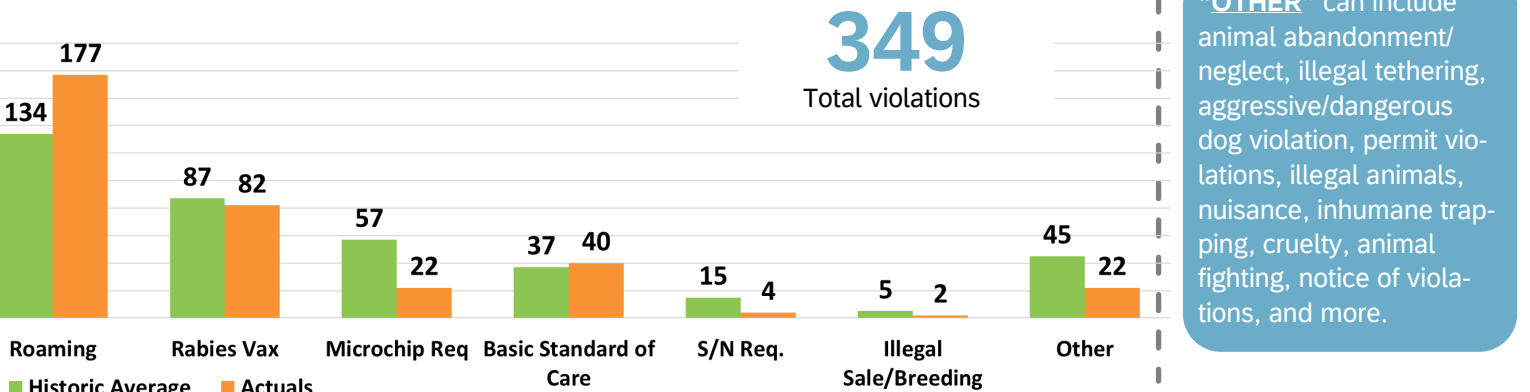
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

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.



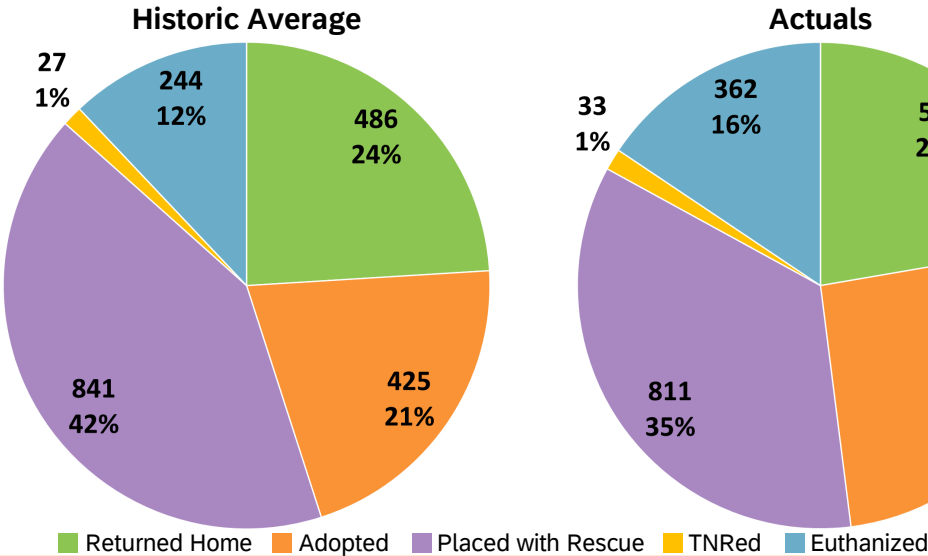
VIOLATIONS ISSUED BY ACS



* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



1,957

Pets found homes

10.6%

(or 245^A pets)
Euthanized for space

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

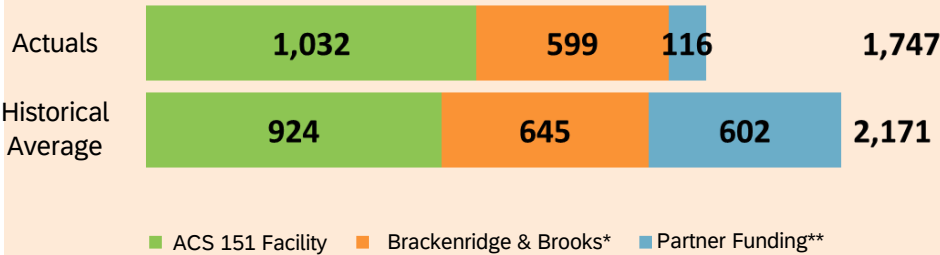
84.4%

Live Release Rate

STRATEGIC PRIORITY #3: Control Stray Animal Population

SPAY/NEUTER SURGERIES

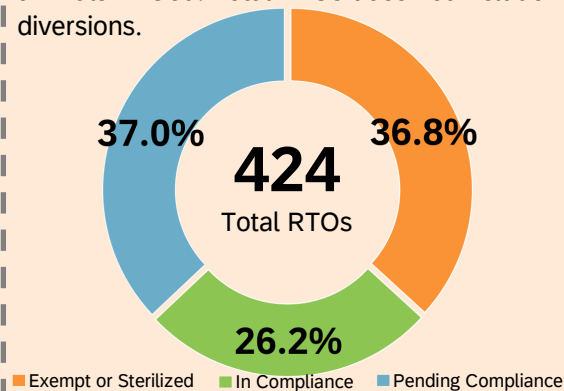
Data for contracted services is based upon the month when ACS receives invoice/report from partner.



*Some facility actuals are pending due to reporting delays.
**Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

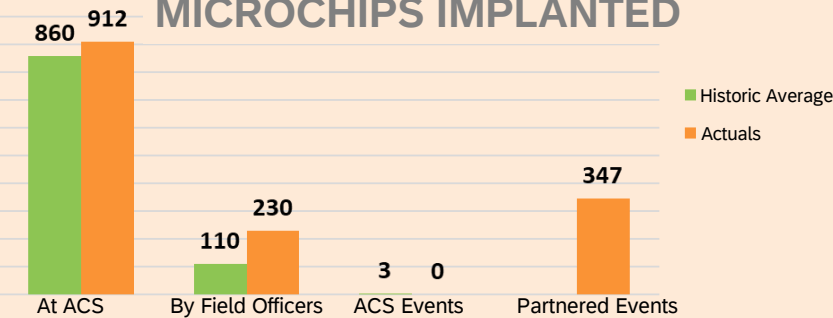
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	914	844	(70)
Cats	906	1,042	136
TOTAL	1,820	1,886	66

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic	Actuals	Variance
Volunteer Hours	488	126	(362)
Media Interactions	64	147	83

970,840

Digital Outreach

112,617

Digital Engagement

SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

DECEMBER 2023
SUMMARY REPORT

SERVICE REQUESTS



7,610

Requests received during reporting period.



245

Requests serviced daily.



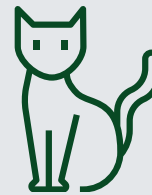
Contact 311 to report pet related concerns

SHELTER INTAKE



1,806

Dogs brought into ACS care



432

Cats brought into ACS care

PET PLACEMENT



85.5%
of **ALL** pets found positive placement.

1,918

Pets found positive placement!

125

Pets euthanized due to untreatable health/behavioral issues

203

Pets euthanized due to lack of kennel space



31%

Pets returned home

19%

Pets adopted

34%

Transferred to rescue partner

16%

Euthanized



14%

Pets returned home

36%

Pets adopted

32%

Transferred to rescue partner

10%

TNR Euthanized

8%

143

"**ROAMING**"
CITATIONS
ISSUED

1,777

PETS **KILLED** ON
THE STREETS BY
CARS

1,361

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



7,610

Solicitudes recibidas durante el período del informe.



245

Solicitudes atendidas diariamente.



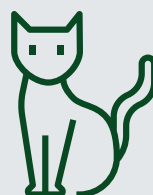
Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



1,806

Perros traídos al cuidado de ACS.



432

Gatos traídos al cuidado de ACS.

COLOCACIÓN DE MASCOTAS



85.5%

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

1,918

¡Mascotas con colocación positiva!

125

Mascotas fueron eutanasiados debido a problemas de salud /comportamiento.

203

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



31%

Mascotas devueltas a hogar

19%

Mascotas adoptadas

34%

Transferido a otro albergue

16%

Eutanasia



14%

Mascotas devueltas a hogar

36%

Mascotas adoptadas

32%

Transferido a otro albergue

10%

Capturar-esterilizar-soltar

8%

Eutanasia

143

MULTAS DE MASCOTAS "SUELTA"

1,777

MASCOTAS **MATADAS** POR AUTOS

1,361

CIRUGÍAS DE ESTERILIZACIÓN REALIZADO PARA PREVENIR CAMADAS FUTURAS NO DESEADAS**

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



APUNTA & ESCANEA

con la cámara de tu teléfono.



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

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

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH DECEMBER 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	690	2,414	1,166	2,220	429	5,974	3,060	4,101	20,055
Actuals	0	826	2,791	1,235	2,100	467	7,275	3,135	6,003	23,832
Variance	0	136	377	69	(120)	38	1,301	75	1,902	3,777

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*	0.0%	97.5%	84.8%	42.7%	63.1%	96.7%	53.1%	91.2%	99.7%	76.2%
Actuals	0.0%	98.4%	79.2%	37.1%	47.3%	97.6%	29.3%	85.9%	99.3%	66.3%
Variance	0.0	0.9	(5.6)	(5.6)	(15.8)	0.9	(23.8)	(5.3)	(0.4)	(9.9)

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)

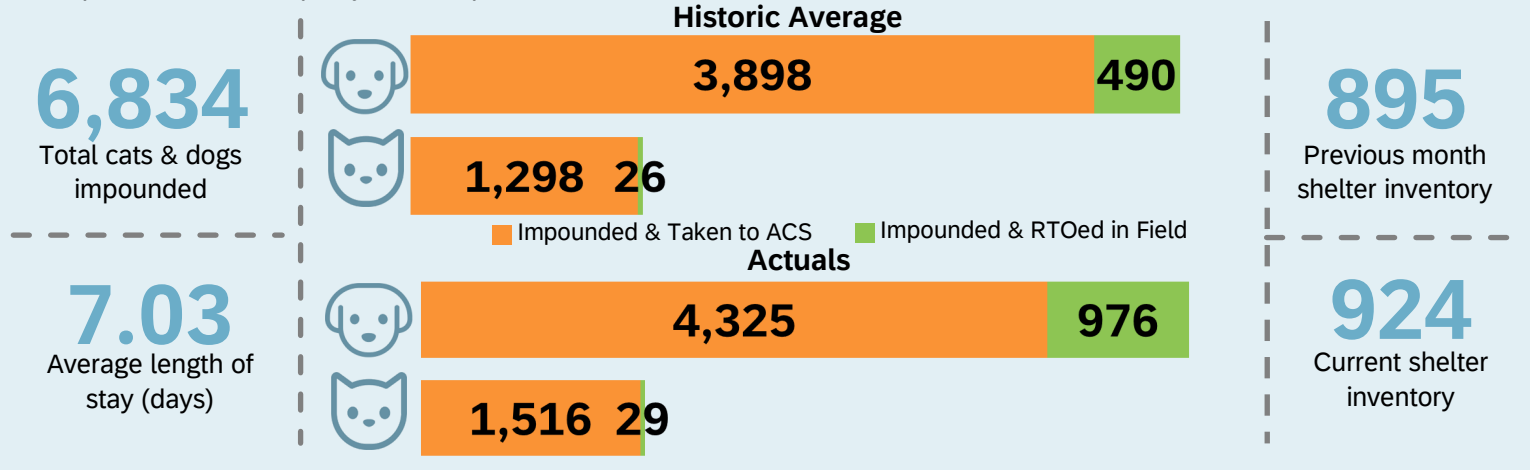
PRIORITY 8: Public Nuisance, Permits

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

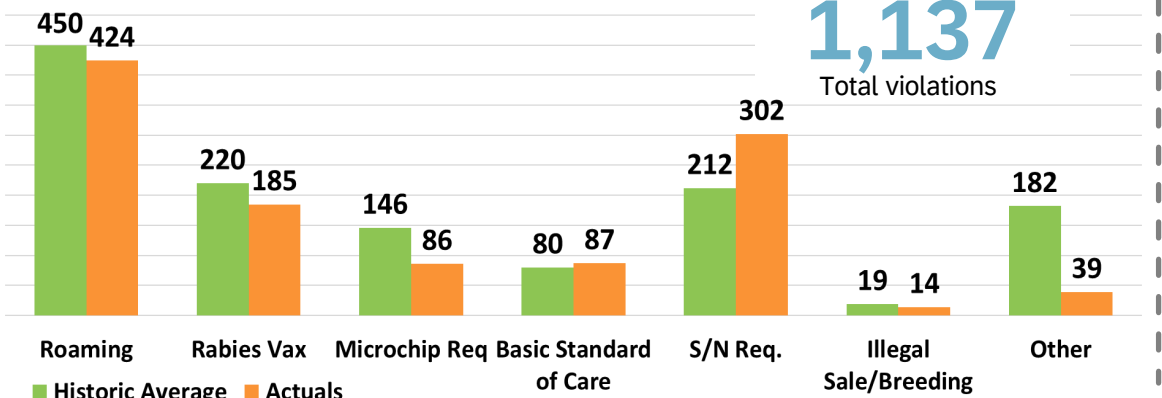
* As of July 2022, ACS has revised it's priority level system. Historical averages have been updated to fit new definitions

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.



VIOLATIONS ISSUED BY ACS



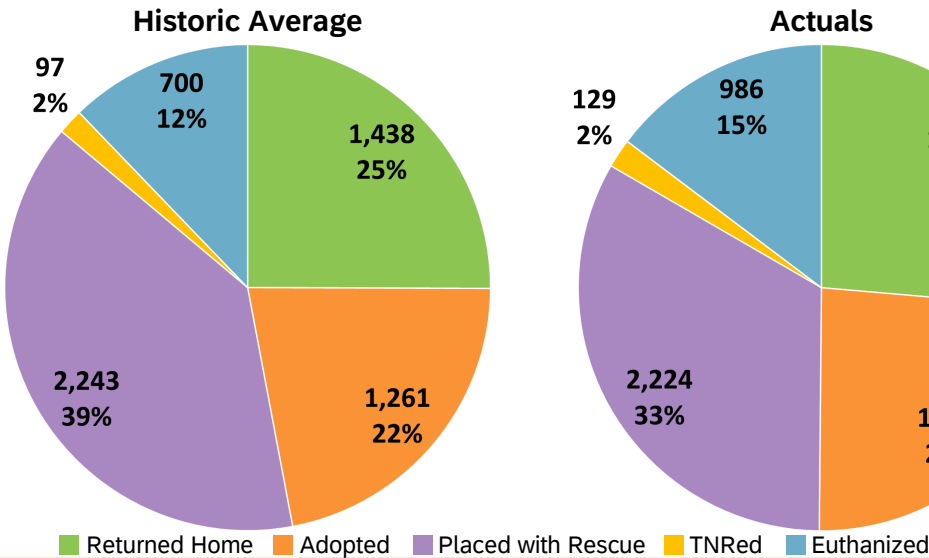
"OTHER" can include animal abandonment/neglect, illegal tethering, aggressive/dangerous dog violation, permit violations, illegal animals, nuisance, inhumane trapping, cruelty, animal fighting, notice of violations, and more.

* Numbers include only civil citations and notices of violation

* Historic Average = Prior 3 Year Rolling Average

STRATEGIC PRIORITY #2: Increase Live Release Rate

PET PLACEMENT (QUANTITY & PERCENTAGE)



5,691

Pets found homes

9.7%

(or 652^A pets)
Euthanized for space

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

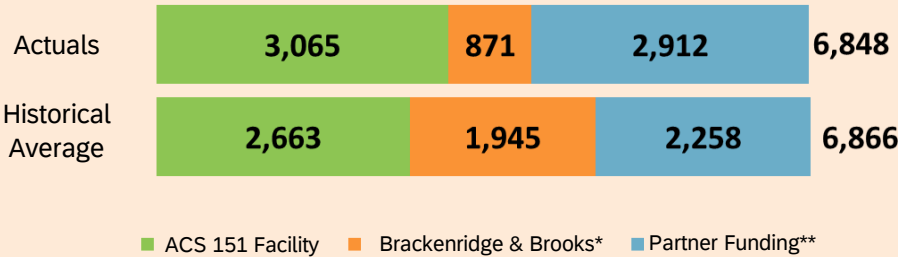
85.2%

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.

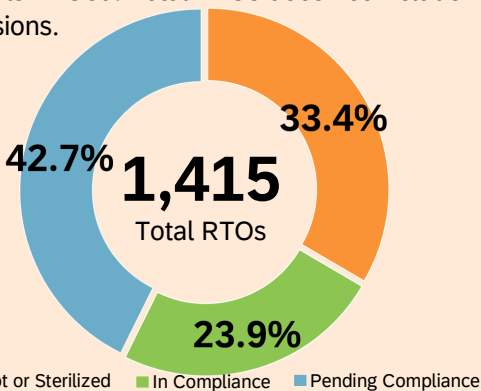


*Some facility actuals are pending due to reporting delays.

**Some partner actuals are pending due to reporting delays.

S/N REQUIREMENT

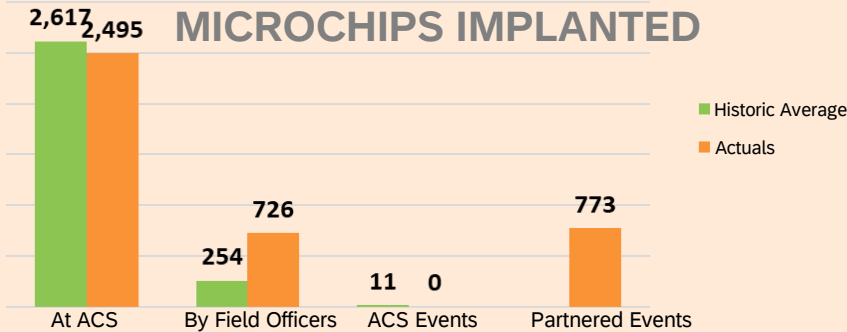
Sterilization agreement compliance rates for animals RTOed. Total RTOs does not include diversions.



DEATH BY VEHICLES

	Historic Average	Actuals	Variance
Dogs	2,336	2,538	202
Cats	2,621	3,014	393
TOTAL	4,957	5,552	595

MICROCHIPS IMPLANTED



STRATEGIC PRIORITY #4: Engage & Educate

	Historic Average	Actuals	Variance
Volunteer Hours	1,720	276	(1,444)
Media Interactions	220	767	547

2,975,447

Digital Outreach

298,366

Digital Engagement



City of San Antonio

Agenda Memorandum

File Number:
23-196233

Agenda Item Number: 3

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of ACS Advisory Board Contracts Performance Report.

SUMMARY:

Approval of ACS Advisory Board Contracts Performance Report.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the contracts performance report.

FY 2024 ACS Contract Plan Performance

Through December 2023

Paul Jolly Center Contract (November 1, 2023 - October 31, 2024)

		November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	October 2024	Total
ADL - Paul Jolly Center	Plan	0	0	0	0	230	231	257	257	257	257	257	254	2,000
	Actual	2	3											5

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	48	252	278						593

HVPP Contract (October 1, 2023 - September 30, 2024)

		October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	Total
SAPA!	Plan	333	333	334	333	333	334	333	333	334	333	333	334	4,000
	Actual	228	199	282										709

RPIP Contracts (October 1, 2023 - September 30, 2024)

	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	Total
Bear Den Sanctuary	1	0	7										8
Dizzy Dogs	13	5	2										20
Footbridge Foundation	3	0	10										13
God's Dogs Rescue	11	7	9										27
SA Feral Cat Coalition	1	0	1										2
SA Humane	13	2	12										27
SNIPSA	0	33	42										75
Texas Chihuahua Rescue	1	2	0										3
They Have the Right to Live	3	18	9										30
Tri-State Shepherd	18	5	7										30
Vermont English Bulldog	17	15	8										40

*Some FY24 contracts are still pending.

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	1	3	0		10

FY 2024 ACS Contract Plan Performance

Through December 2023

SPAY/NEUTER PARTNERS (October 1, 2023 - September 30, 2024)

		October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	Total
Pet Spots	Plan	176	155	195	213	202	255	225	235	223	192	193	236	2,500
	Actual	181												181
SA Humane	Plan	335	494	347	438	363	525	321	468	515	363	372	461	5,000
	Actual	381	352	269										1,002
SNIPSA	Plan	84	460	96	89	73	91	263	278	110	85	117	106	1,850
	Actual	116	590	67										773
SNAP	Plan	41	41	43	41	41	43	41	41	43	41	41	43	500
	Actual	109	149											258
Spay Neuter Network	Plan	217	217	217	218	217	217	217	217	217	217	217	217	2,605
	Actual	259	286											545

Spay Neuter Network Brackenridge Clinic (October 1, 2023 - September 30, 2024) SNAP Brooks Clinic (June 1, 2023 - September 30, 2024)

		Q1 Oct-Dec 203	Q2 Jan-Mar 2024	Q3 Apr-Jun 2024	Q4 Jul-Sep 2024	Total
SNN Brack	Plan	1,625	1,625	1,625	1,625	6,500
	Actual	614				614

*Q1 actuals are pending December numbers

		Q1 Oct-Dec 203	Q2 Jan-Mar 2024	Q3 Apr-Jun 2024	Q4 Jul-Sep 2024	Total
SNAP Brooks	Plan	1,625	1,625	1,625	1,625	3,000
	Actual	257				257

*Q1 actuals are pending December numbers



City of San Antonio

Agenda Memorandum

File Number:
23-196234

Agenda Item Number: 4

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of ACS Fiscal Year 2024 Quarter 1 Report.

SUMMARY:

Approval of ACS Fiscal Year 2024 Quarter 1 Report.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the FY 2024 Q1 report.



**ANIMAL CARE
SERVICES**

FY 2024 | FIRST QUARTER REPORT

DIRECTOR'S REPORT



It's a new year and there's a renewing energy at Animal Care Services. With the department's sanctioned Strategic Plan guiding operations, I'm excited about what the future will bring to the shelter. The comprehensive document, available online at www.saacs.com, is acting as a roadmap for the shelter and includes five tactical priorities: 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 perceptions with the community and empower a healthy and thriving workforce. Over the coming months, we'll be highlighting each of the priorities in turn, but I'd like to focus on safe communities and the humane pet guardianship.

All of the strategic goals work synergistically to support humane pet care in the community and the shelter; two of the priorities, though, specifically home in on boosting safety for both people and pets. That's why I'm so pleased we have sixteen more Animal Care Officers on the street empowering people to feel safe in the neighborhoods while also holding owners to task if they're not doing right by their pets. That accountability is important but so too is our need to continue to engage with the public; regardless of whether they do or do not have a companion animal. Those officers are on the streets now and we are already interviewing new candidates for additional field positions with a new ACO academy slated to begin next month. If you're interested in seeing how the graduation of San Antonio's largest-ever class of humane officers went, check out the story in this report!

Of course, one of the most valuable keys to what we do this year is the continued increase of community resources. Soon, we'll have updates on our efforts to stand up a new pair of affordable pet clinics in underserved areas as well as our partnership to bring a formal spay-neuter transportation option for the community. Accessible placement is a community asset as well. We know shelters and rescues should be the first place for anyone considering a new pet as exemplified by our recent partnership with Petco Love at the Houston Mega Adoption (Great pics from the event are included in the report as well). Animal Care Services also advocated for (and received approval to implement) a new rescue compensation plan to help our lifesaving partners save even more dogs and cats.

All of these positive happenings will continue and grow even as I start the next chapter of my life. I recently announced my retirement effective this summer after more than a decade with Animal Care Services and close to thirty years in public service as an Officer in the United States Marine Corps and as a federal employee. As the department transitions to new leadership, I will work with the City's executive team to ensure the new SAACS director can support and execute all of the priorities outlined in the Strategic Plan to better San Antonio for all its residents.

– Shannon Sims, ACS Director

CHAIR'S CORNER

I am delighted to share with you the incredible success of our recent off-site adoption event, the Houston Mega Adoption Event. I'm thrilled to announce that a total of 139 pets found their forever homes during this grand initiative, all of which were fostered before their transport. This remarkable achievement is a testament to the hard work and dedication of our shelter's staff, who worked tirelessly to make this event possible. From our wonderful foster families to our relentless Live Release staffers, the Shelter caregivers, our heroes in the veterinary clinic, the Education team...so many people worked towards this lifesaving goal!

As we reflect on this achievement, we are excited to announce that such initiatives will be a cornerstone of our efforts throughout the fiscal year. Our commitment to creating lasting connections between animals and loving families remains steadfast. We believe in the power of community collaboration, and events like these which exemplify the positive impact we can achieve when we come together.

Our heartfelt appreciation extends to all who supported and contributed to the success of this event. Together, we are effecting meaningful change in the lives of animals in need.

– Rita Braeutigam, Advisory Board Chair



WELCOME TO THE TEAM!

Congratulations to our new Animal Care Officers

Animal Care Services is pleased to announce the successful graduation of 16 field cadets from the class of 2023 B and C, who have been duly appointed as Animal Care Officers. The graduation ceremony, held on November 8th, was attended by esteemed guests, including City Manager Eric Walsh, Assistant City Manager David McCary, members of the ACS Advisory Board, and family and friends of the cadets.

The event was marked by inspirational speeches delivered by Field Leadership, underscoring the importance of the role and responsibilities entrusted to the new officers. After walking the stage, each graduate confidently

called in to dispatch via their radios, ready to serve and protect.

Animal Care Services extends its congratulations to the new officers on this significant achievement and looks forward to their contributions in upholding the organization's mission and values.



CONGRATULATIONS TO THE NEW OFFICERS!

SAWS RESCUE

Tiny pup rescued from drainage pipe!

Animal Care Services acknowledges the collaborative efforts of the Fire Department, San Antonio Water System (SAWS), and Animal Care officers, as well as the dedication of Sergeant Flores and Officer Diaz-Villa, in the successful rescue operation of Damsel from a drainage pipe.

The incident commenced when Damsel inadvertently entered an open sewer line during maintenance work. Prompt action from the property owner, coupled with the coordinated efforts of the rescue team, facilitated the identification and location



of Damsel, guided by her cries for assistance. Encountering challenges such as limited visibility within the pipe, the team deployed a robot-operated camera to assess the situation. Subsequently, with the property owner's consent, SAWS mobilized heavy equipment to excavate the pipe, successfully



extracting Damsel and ensuring her safety. Following her rescue, Damsel required immediate medical attention. Animal Care officers expediently transported her to Animal Care Services (ACS), where she received necessary medical care and attention in the aftermath of her ordeal.

In a heartwarming conclusion to this rescue story, Ms. H, who was instrumental in Damsel's rescue, volunteered to foster her. Under Ms. H's care, Damsel has found a nurturing environment, receiving the love and attention she rightfully deserves.



ROAD TRIP!

Houston Mega Adoption event huge success!

Animal Care Services extends its appreciation for the collaborative efforts of foster volunteers and staff members in the successful organization of the Houston Mega Transport initiative. Their dedication and commitment were instrumental in preparing pets for the Houston Mega Adoption Event, ensuring their well-being and facilitating their transition to loving homes.



these efforts and fostering positive community engagement.

During Petco Love's Mega Houston Adoption event, a total of 129 ACS pups and kitties found their forever homes. The Houston Mega Adoption Event, organized by Petco Love, marked a milestone in Animal Care Services' ongoing initiatives to facilitate successful adoptions and promote responsible pet ownership. The collective contributions of volunteers



and staff members exemplified the organization's mission and contributed to the event's success.

DOGGY POOLOOZA

Pups get a chance to cool off in the pool!

Doggie Poolooza, a collaborative effort between the San Antonio Parks and Recreation Department and Animal Care Services, witnessed significant community engagement with a diverse range of activities and participants. Held in early October, the event featured numerous vendors, interactive dog activities, and a notable turnout of pet owners, including ACS alumni and their families.



The favorable weather conditions further enhanced the event's



atmosphere, allowing attendees to enjoy various attractions and foster connections within the community.

Participation from organizations and vendors such as the San Antonio Parks and Recreation Department, lidogportraits, Bloodmoon Workshop, Arfordable Dog Training, Cafe Cultura210, Bestie Bites by Sofia, Paw Beans & Things, Hammdanas, Daisy Haven Co, and Curly Q Bark Boutique contributed to the event's success, adding value and



diversity to the offerings. The success of Doggie Poolooza underscores the collaborative efforts of Animal Care Services and the San Antonio Parks and Recreation Department in fostering community engagement and promoting responsible pet ownership. The event's positive response and active participation not only demonstrate the value of such initiatives but also reinforce their role in strengthening community bonds and celebrating the bond between pets and their families.



HOME FOR THE PAW-LIDAYS

A fun time was had by all who attended the Fa la la adoption event!

Animal Care Services is thrilled to announce the success of the recent Falala Adoption Fair, held on December 23rd. A total of 34 pets found their forever homes, thanks to the incredible support and participation from the community.

A heartfelt thank you goes out to everyone who helped make this event a memorable day filled with love, joy, and furry companionship. Special recognition is extended to those who shared information and joined the fair, contributing to its festive atmosphere.

finding loving homes for animals in need.

The day was further enriched with photo opportunities with Santa, a variety of fantastic vendors, and an overall jolly atmosphere. The support and enthusiasm of the community truly made a difference, and Animal Care Services is deeply grateful.



fa*la*la Adoption Fair



It is especially exciting to share that two long-term office foster dogs, Arthur and Gordo, were among the pets adopted during the fair. This wonderful news emphasizes the significant impact of such events in

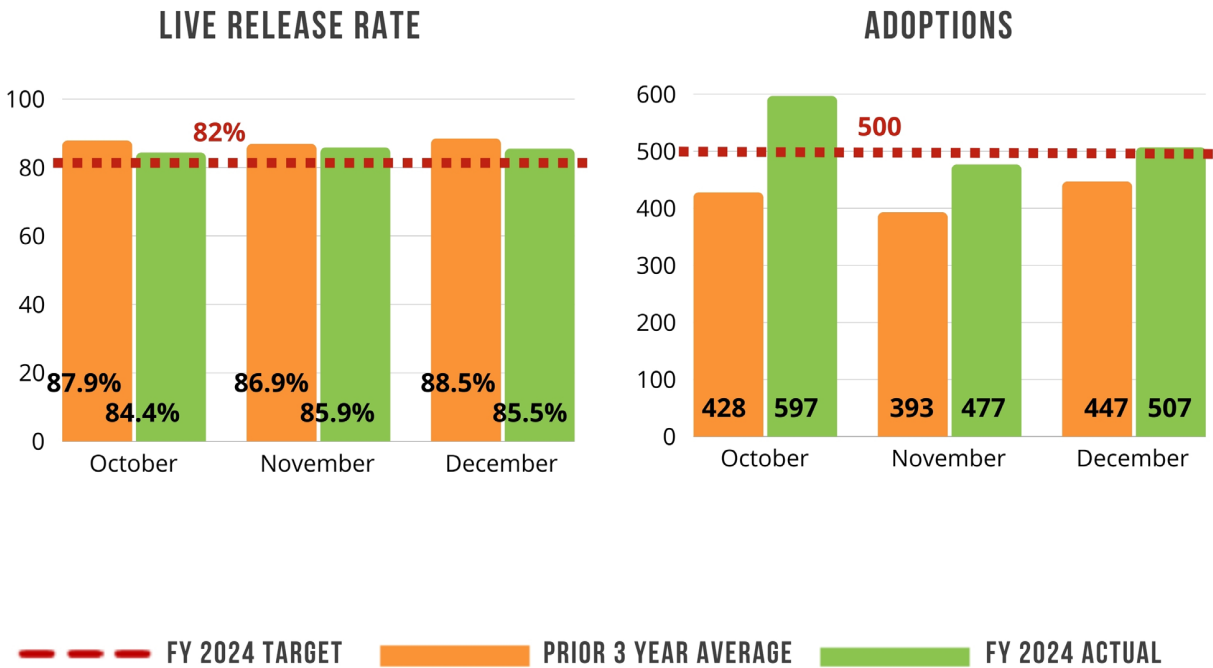


FIRST QUARTER PERFORMANCE

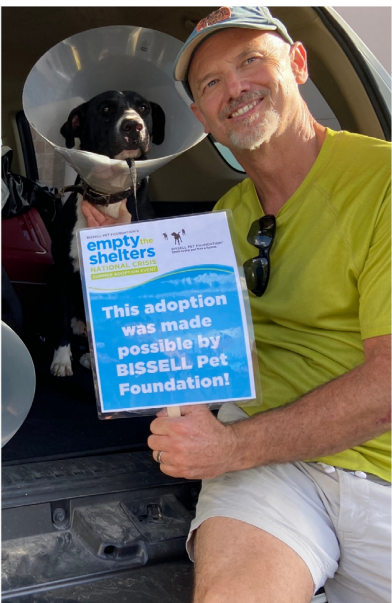
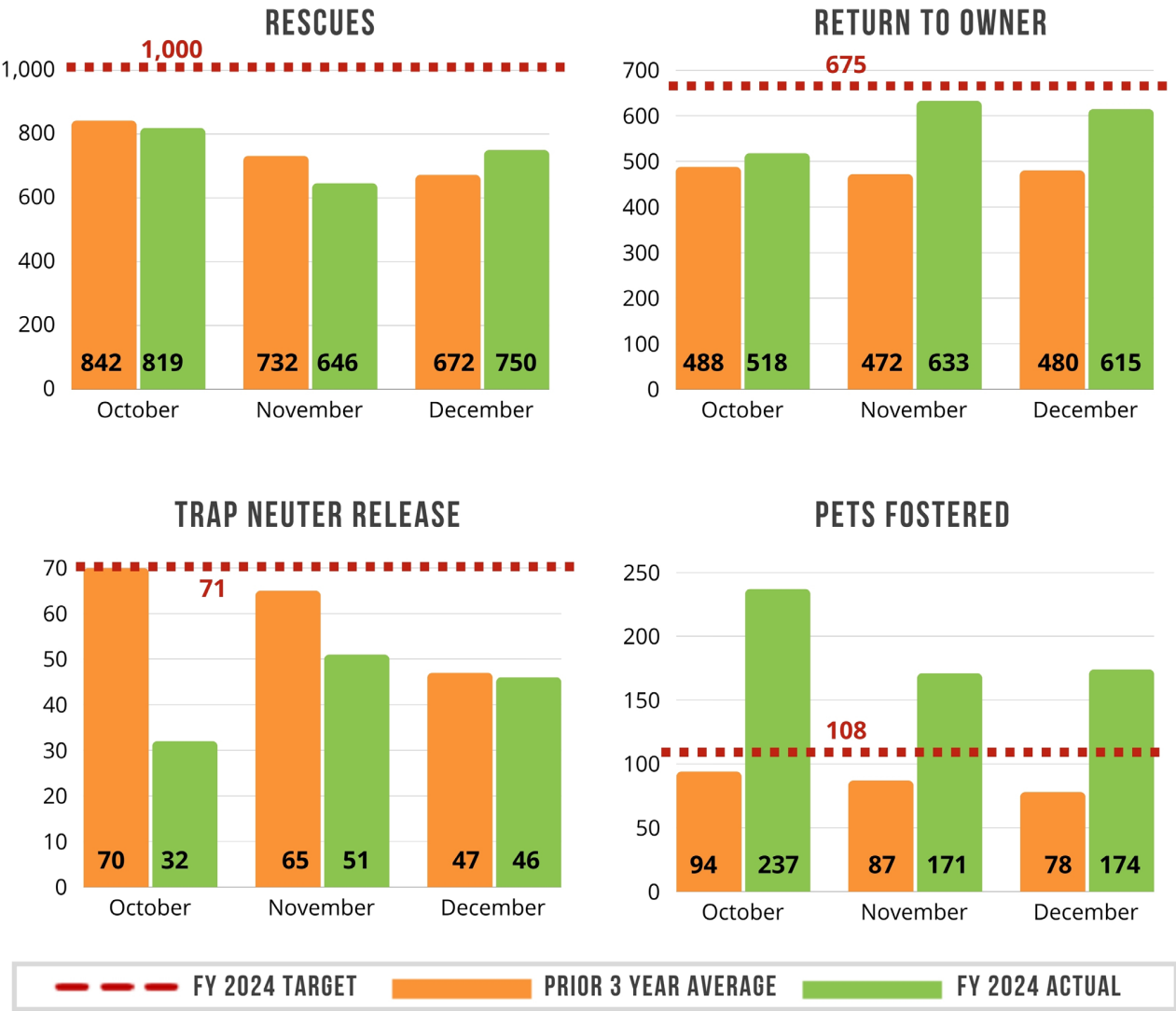
Analysis of the annual metrics for Fiscal Year 2024 will be a comparison of the results for Fiscal Year 2024 and the average of respective metric totals for the previous three years (Fiscal Year 2021, Fiscal Year 2022, and Fiscal Year 2023). Annual Fiscal Year 2024 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

SUPPORT THE PLACEMENT OF PETS FOR LIFE

In FY 2017, Animal Care Services (ACS) hit and maintained an annual Live-Release rate of 90+% for several years. While this is a monumental achievement, ACS - like open-admission shelters across the country - has faced severe challenges over the past couple years. This is why the Placement Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing raise the Live Release rate include: Free dog training for adopters to help 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.



INCREASING THE LIVE RELEASE RATE (CONT'D)

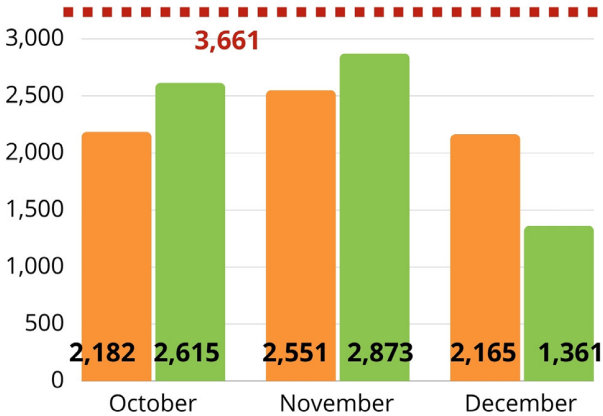




CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services (ACS) strategic goal 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.

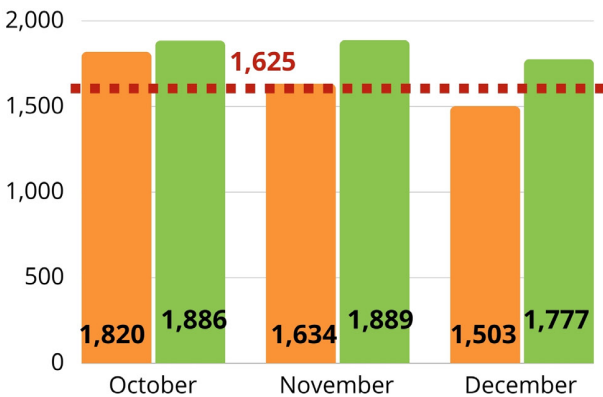
TOTAL SPAY & NEUTER SURGERIES*



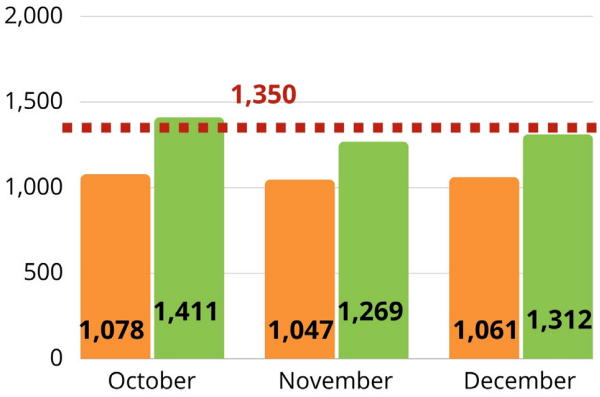
*Due to reporting delays, Q1 is pending some partner actuals



DECEASED DOG/CAT PICK-UP



MICROCHIPS IMPLANTED



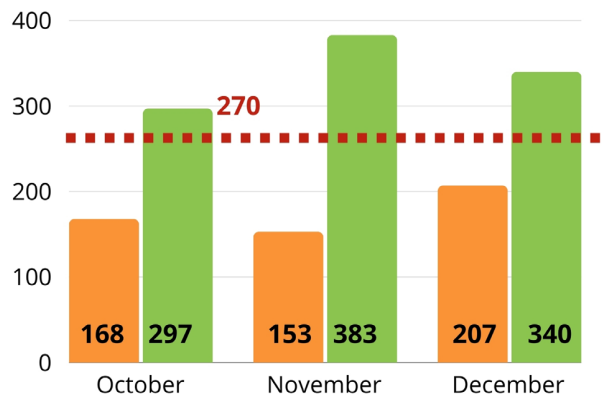
--- FY 2024 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2024 ACTUAL

SUPPORT A SAFE COMMUNITY

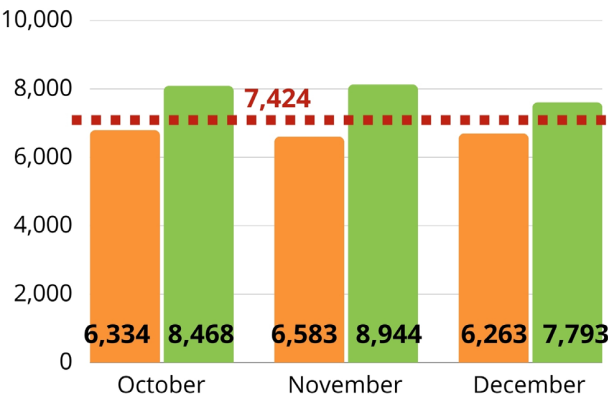
Animal Care Services (ACS) strategic priority to support a safe community includes programs that advance public safety through strong processes and partnerships to boost guardian accountability and promote a sense of security in our communities. These programs are largely measured by the work performed in the ACS Field Division. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets.



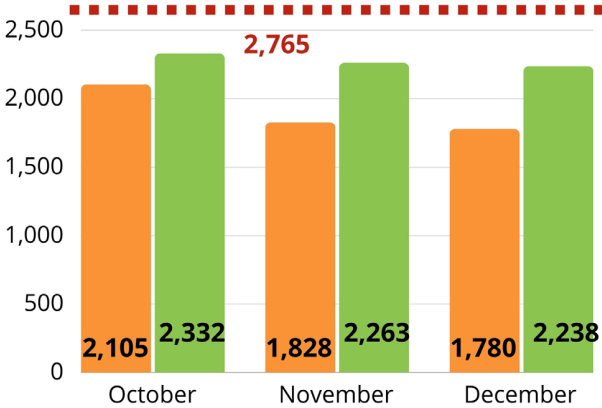
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS



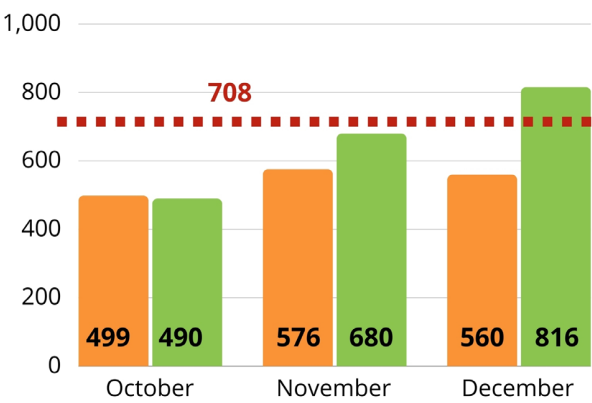
FY 2024 TARGET

PRIOR 3 YEAR AVERAGE

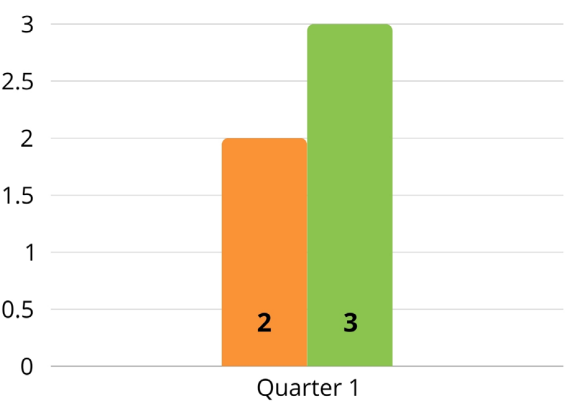
FY 2024 ACTUAL

SUPPORT A SAFE COMMUNITY (CONT'D)

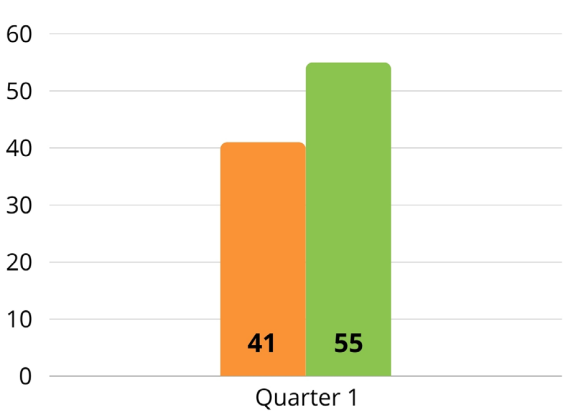
CITATIONS WRITTEN



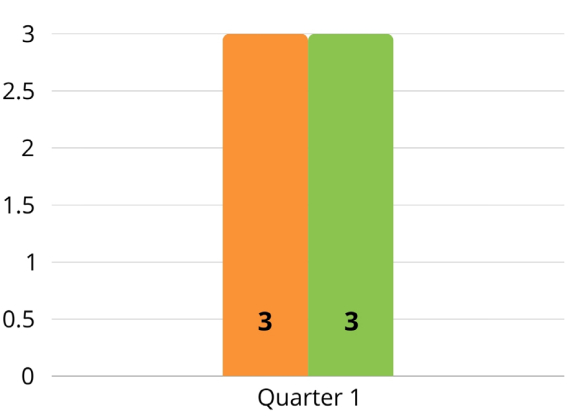
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED

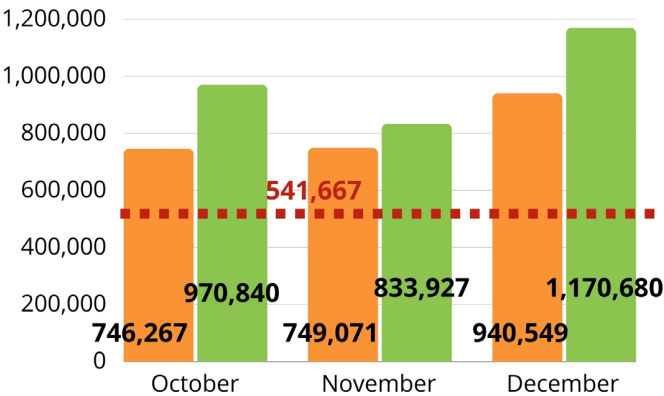




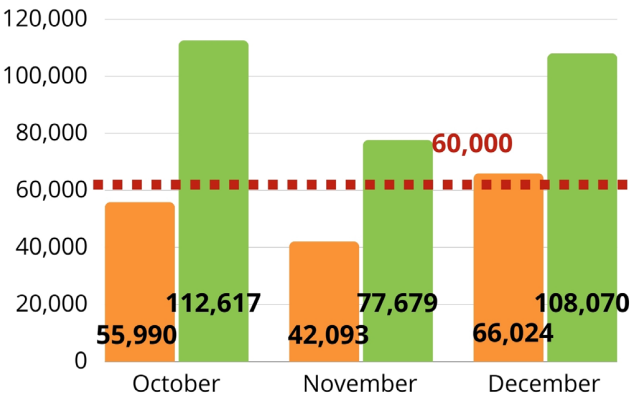
FOSTER POSITIVE CONNECTIONS WITH OUR COMMUNITY

The ACS strategic priority to foster positive connections with our community is the objective of the Education & Outreach Division. Through strategic outreach efforts including digital engagement and promotion, the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS’ reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached now includes digital outreach efforts as well (effective February 2020).

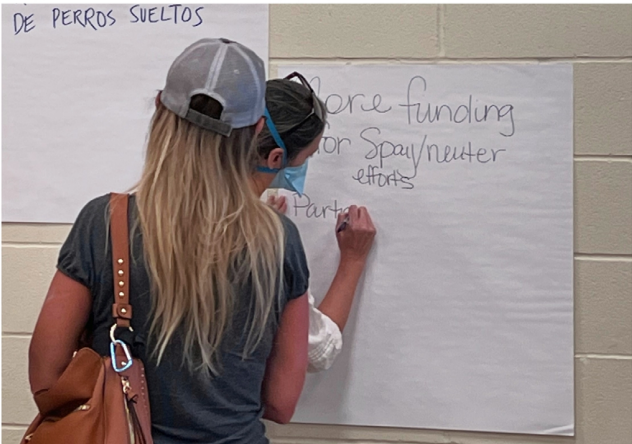
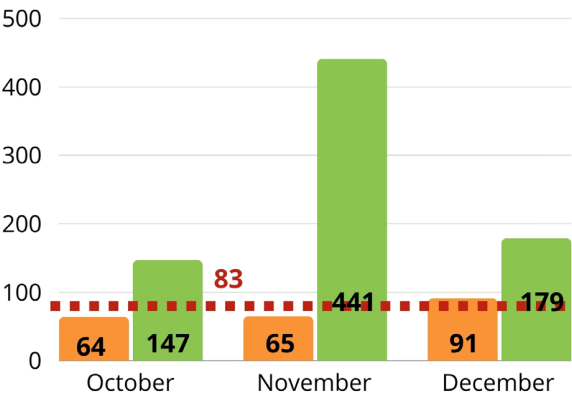
DIGITAL REACH



DIGITAL ENGAGEMENT



MEDIA INTERACTIONS



--- FY 2024 TARGET ■ PRIOR 3 YEAR AVERAGE ■ FY 2024 ACTUAL





City of San Antonio

Agenda Memorandum

File Number:
23-196235

Agenda Item Number: 5

Agenda Date: January 17, 2024

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 for December 2023.

SUMMARY:

Approval of the ACS Advisory Board Facility Inspections for December 2023.

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends approval of the facility inspections.



City of San Antonio
Animal Care Services Department
Advisory Board Inspection Checklist
– 151 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.

Rita Braeutigam

Advisory Board Member Name(s): _____

Date of Inspection: 1/11/24

Time of Inspection: 11:55

Livestock Areas	Pass/ Fail/ Not Verified	Comments
Corrals are clean and free of feces	Pass	
Fresh water is available for any occupants		There were no animals in the livestock area at the time of inspection.
Fresh hay/feed is available for any occupants		N/A
Area is free of debris and safety hazards	Fail	A hose was across the sidewalk and lots of debris in the area.
No animals present at this inspection		
Detailed Description of Concerns, Actions Needed, or Praise		

Dog Kennel (Building 4)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	
Kennel and cages are free of feces and urine	Pass	
Fresh water in each occupied kennel and cage	Pass	
Aisles are free of debris and safety hazards	Pass	
Appropriate signage on each occupied kennel and cage	Pass	
Intake vaccinations recorded on each kennel card	Pass	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	Verified by staff
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	Verified by staff
Hand sanitizing stations are visible and stocked	Fail	Staff is directing people to the back sink where there is soap and paper towels if they request cleaning their hands. Handwashing is the required disease mitigation tool for staff.

Dog Kennel (Building 4) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	Verified by staff
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p> <p>Based on handwashing protocol the Board may want to remove hand sanitizing stations from the inspection checklist. The cleanliness of Kennel 4 was exemplary. Two dogs : Dash and Bambi were sporting colorful leg casts to treat their broken legs.</p>		

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

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	Verified by staff
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
Hand sanitizing stations are visible and stocked	Fail	Please refer to hand sanitizing comments noted in Kennel 4 inspection.

Outdoor Sally Port Kennels (Behind Building 3)	Pass/ Fail/ Not Verified	Comments
Kennels are free of feces and urine		No animals in the Sally Port Kennels
Fresh water in each occupied run		
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	Verified by staff
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	Verified by staff

Dog Kennel (Building 2) cont.	Pass/ Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked		Staff uses the handwashing stations with soap and paper towels.
Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	Verified by staff
Stainless steel cages are clean and have fresh newspaper	Not Verified	No stainless steel cages observed.
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p> <p>Thank you Colin and K2 staff for taking the time to provide toys to the dogs in K2 and spending time interacting with the dogs verbally making their confinement time easier on them.</p>		

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

Live Release Room cont.	Pass/ Fail/ Not Verified	Comments
Cages are clean and have fresh newspaper		No stainless steel kennels seen
Clean floors, doors, and windows	Pass	
There is no offensive odor	Pass	
Kennel building and equipment are in good repair	Pass	
Outdoor Sally Port (Behind Building 2)		Comments
Area is free of debris and safety hazards	Pass	
Detailed Description of Concerns, Actions Needed, or Praise		

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

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

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		No cats on the EBI list on the day I did the inspection.
Dogs are euthanized by intravenous injection (in the vein) and kept in a quiet place post injection.	Pass	Verified by staff
EBI room is clean and free of odor	Pass	
Scrub brushes and all other cleaning tools are disinfected at the end of the day	Pass	Verified by staff
EBI building and equipment in good repair	Pass	
Detailed Description of Concerns, Actions Needed, or Praise		

Wash Bay/Laundry	Pass/ Fail/ Not Verified	Comments
Laundry area orderly and fully stocked	Pass	
Laundry equipment is in good working order	Pass	
Clean laundry is separate from dirty laundry	Pass	
ACO Trucks are washed and sanitized after unloading	Not Verified	No trucks were in the wash bay at the time of my inspection.
Area is free of debris and safety hazards	Pass	
Detailed Description of Concerns, Actions Needed, or Praise		

RESET FORM

SUBMIT



City of San Antonio
Animal Care Services Department
Advisory Board Inspection Checklist
– 151 SAPA! Campus –



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

Advisory Board Member Name(s): Kathy Davis

Date of Inspection: 1/6/2024 **Time of Inspection:** 11:55 am

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

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

Clinic	Pass/ Fail/ Not Verified	Comments
Staff is courteous and informative to all	Pass	
Clean floors, doors, & windows	Pass	
Hand sanitizing stations are visible and stocked	Pass	
All kennels and cages are free of feces and urine	Pass	
Exam tables are cleaned between animals receiving treatment or exams	Not Verified	No animals being treated at time of inspection.
Exam room washing station fully stocked with gloves	Pass	
Halls and walkways are free of debris and safety hazards	Pass	
Appropriate signage on each occupied cage	Pass	
All cleaning tools and surgical instruments are disinfected at end of day	Not Verified	

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

Cattery (Building 5)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	Jasper is excellent! His interactions with customers was beautiful to watch. Professional, respectful and extremely engaging. Cattery was spotless. What a great employee!
Cat cages and doors are clean	Pass	
Litter boxes are clean with no offensive odor	Pass	
All occupied cages have fresh water	Pass	
All counter surfaces are clean	Pass	
Hand sanitizing stations are visible and stocked	Pass	
Staff work area has a hand washing station with soap, and paper towels	Pass	
Appropriate signage on each occupied cage	Pass	

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

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

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

Drains free of debris and functioning properly	Pass	
Staff work area has a hand washing station with soap, paper towels	Pass	
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	Not Verified	
Stainless steel cages are clean and have fresh newspaper	Pass	
Clean floors, doors, and windows	Pass	
There is no offensive odor		
Kennel building and equipment are in good repair	Pass	
Building 1 Detailed Description of Concerns, Actions Needed, or Praise		

Outdoor Exercise Yards (Next to Building 1)	Pass/ Fail/ Not Verified	Comments
Clean and free of feces, debris and safety hazards.	Pass	All unoccupied at time of inspection - and very clean!
Gates function properly	Pass	
Waste stations are stocked	Pass	
<p align="center">Detailed Description of Concerns, Actions Needed, or Praise</p>		

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): Karen Speer

Date of Inspection: 01/11/2024





Time of Inspection: 11:52

BROOKS SPAY/NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	Select one from drop-down list for each field Pass <input type="button" value="v"/>	
Clean floors, windows, and doors	Pass <input type="button" value="v"/>	
Proper signage in place	Pass <input type="button" value="v"/>	
Reception area neat & orderly	Pass <input type="button" value="v"/>	
Men's restroom clean and stocked	Not Verifi <input type="button" value="v"/>	
Women's restroom clean and stocked	Pass <input type="button" value="v"/>	
Description of Concerns, Actions Needed, or Praise		

Dog Holding Area (Right)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Pass 	
All cages are cleaned & sanitized between occupants	Pass 	
Fresh newspaper in each cage	Pass 	
There are no offensive odors	Pass 	
Each cage with dog has correct kennel card	Pass 	
<p align="center">Description of Concerns, Actions Needed, or Praise</p>		

Surgical Prep Area	Pass/Fail/ Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	Pass <input type="button" value="v"/>	
Medical equipment are in working order and clean	Pass <input type="button" value="v"/>	
Controlled Medical Drugs are properly secured	Pass <input type="button" value="v"/>	
Clean floors and tables	Pass <input type="button" value="v"/>	
There are no offensive odors	Pass <input type="button" value="v"/>	
<p align="center">Comments/Actions Needed</p>		

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

Dog Holding Area (Left)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Pass <input type="button" value="v"/>	
All cages are cleaned & sanitized between occupants	Pass <input type="button" value="v"/>	
Fresh newspaper in each cage	Pass <input type="button" value="v"/>	
There are no offensive odors	Pass <input type="button" value="v"/>	
Each cage with dog has correct kennel card	Pass <input type="button" value="v"/>	
Sink area is clean and free of debris	Pass <input type="button" value="v"/>	
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>The clinic was very orderly and neat. Staff was very informative and answered my questions.</p>		

RESET FORM

SUBMIT



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



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

Advisory Board Member Name(s): Valeri e Moore

Date of Inspection: 1/5/24 Time of Inspection: 1500

PAUL JOLLY CENTER FOR PET ADOPTIONS & PETCO PAVILION









Main Lobby/Reception Area	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	<small>Select one from drop-down list</small> Passed <input type="button" value="v"/>	Super helpful, courteous and attentive.
Clean floors, windows, and doors	Passed <input type="button" value="v"/>	Super clean.
Proper signage in place	Passed <input type="button" value="v"/>	Very professional signage and pertinent information presented.
Reception area neat & orderly	Passed <input type="button" value="v"/>	Very well organized. Very organized pet products for sale area also. Smart business.
Men's restroom clean and stocked	Passed <input type="button" value="v"/>	

Main Lobby/Reception Area cont.	Pass/Fail/ Not Verified	Comments
Reception area neat & orderly	<small>Select one from drop-down list</small> Passed <input type="button" value="v"/>	Duplicate entry from previous page. Remove.
Women's restroom clean and stocked	Passed <input type="button" value="v"/>	
Description of Concerns, Actions Needed, or Praise		

Cattery	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	<i>Select one from drop-down list</i> Passed <input type="button" value="v"/>	No one was specifically in the cattery when I inspected it, however, the front desk staff were available upon request and answered any questions I had. Staff were busy with adoptions.
Hand sanitizing stations are visible and stocked	Passed <input type="button" value="v"/>	
Clean floors, windows, and doors	Passed <input type="button" value="v"/>	
Cages & cage doors are clean	Passed <input type="button" value="v"/>	
All cages are cleaned & sanitized between occupants	Passed <input type="button" value="v"/>	Verbally confirmed.
Litter boxes are clean with no offensive odor	Passed <input type="button" value="v"/>	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Passed <input type="button" value="v"/>	Verbally confirmed.
All occupied cages have fresh water	Passed <input type="button" value="v"/>	
Appropriate signage on each occupied cage	Passed <input type="button" value="v"/>	Very informative, creative signs for each cat. Encouraging potential adopters to the strengths and personalities of each cat. Very nice.

Break Room	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	<i>Select one from drop-down list</i> Passed <input type="button" value="v"/>	
Food storage area neatly stocked	Passed <input type="button" value="v"/>	A little disorganized but stocked.
Men's restroom clean & stocked	Passed <input type="button" value="v"/>	Overhead light bulb burned out - very dark, hard to see.
Women's restroom clean & stocked	Passed <input type="button" value="v"/>	
Sinks are clean	Passed <input type="button" value="v"/>	
Description of Concerns, Actions Needed, or Praise		

Back Deck/Heritage Tree Garden	Pass/Fail/ Not Verified	Comments
Deck is clean & free of debris and safety hazards	<i>Select one from drop-down list</i> Passed <input data-bbox="716 289 753 338" type="button" value="v"/>	Very clean.
Garden area free of feces and debris	Passed <input data-bbox="716 464 753 512" type="button" value="v"/>	A prospective adopting couple were looking at a dog there during my inspection - other than leaves (normal) very useful, clean area.
Description of Concerns, Actions Needed, or Praise		

Puppy Room	Pass/Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	<i>Select one from drop-down list</i> Passed 	
Clean floors, windows, and doors	Passed 	
Cages and cage doors are clean	Passed 	Super clean and no stink.
Clean newspaper in cages	Passed 	Each puppy had clean soft blankets. All appeared healthy and happy in their kennel.
Fresh water in each occupied cage	Passed 	
All cages are cleaned and sanitized between occupants	Passed 	Verbally verified
There are no offensive odors	Passed 	
Appropriate signage on each occupied cage	Passed 	Informative, very descriptive comments on each puppy kennel. Helpful info to potential adopters. All puppies were happy. A bit crowded as many families were looking to adopt.

Puppy Room cont.	Pass/Fail/ Not Verified	Comments
Bedding available	<i>Select one from drop-down list</i> Passed <input data-bbox="716 289 753 338" type="button" value="v"/>	Nice soft blankets.
Sink area is clean and free of debris	Passed <input data-bbox="716 487 753 535" type="button" value="v"/>	
Description of Concerns, Actions Needed, or Praise		





Work Room cont.	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	<i>Select one from drop-down list</i> Passed <input type="button" value="v"/>	Countertops a little cluttered.
Washer & Dryer in working condition	Passed <input type="button" value="v"/>	
Dishwasher in working condition	Not Verif <input type="button" value="v"/>	Attendant said no dishwasher.
Sinks, tubs and tables clean and free of debris	Passed <input type="button" value="v"/>	Some debris in tub, clogged drain??
Storage area neat and orderly	Passed <input type="button" value="v"/>	
Cleaning equipment and chemicals are properly stored	Passed <input type="button" value="v"/>	
Area is free of debris and safety hazards	Passed <input type="button" value="v"/>	
Description of Concerns, Actions Needed, or Praise		

Indoor Dog Kennels	Pass/ Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	<i>Select one from drop-down list</i> Passed <input data-bbox="716 289 753 338" type="button" value="v"/>	
Clean floors, windows, and doors	Passed <input data-bbox="716 487 753 535" type="button" value="v"/>	
Kennel guillotine doors are clean	Passed <input data-bbox="716 724 753 772" type="button" value="v"/>	
Kennel and cages are free of feces and urine	Passed <input data-bbox="716 945 753 993" type="button" value="v"/>	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Passed <input data-bbox="716 1152 753 1201" type="button" value="v"/>	Verbal confirmation
Appropriate signage on each occupied kennel and cage	Passed <input data-bbox="716 1329 753 1377" type="button" value="v"/>	Very nice signage on all kennels. Good descriptions of each dog and personalities.
There is variety in the dogs available for adoption	Passed <input data-bbox="716 1533 753 1581" type="button" value="v"/>	
There are no offensive odors	Passed <input data-bbox="716 1730 753 1778" type="button" value="v"/>	

Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments
Appropriate signage on each occupied kennel and cage	<i>Select one from drop-down list</i>	Repeat from previous page.
There is variety in the dogs available for adoption		Repeat from previous page.
There are no offensive odors		Repeat from previous page.
Fresh water in each occupied kennel and cage	Passed <input data-bbox="716 867 753 915" type="button" value="v"/>	
Drains free of debris and functioning properly	Passed <input data-bbox="716 1062 753 1110" type="button" value="v"/>	
Runs have proper bedding & toys available	Passed <input data-bbox="716 1260 753 1308" type="button" value="v"/>	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Passed <input data-bbox="716 1453 753 1501" type="button" value="v"/>	Verbally verified.
Food storage area clean and neatly stocked	Passed <input data-bbox="716 1648 753 1696" type="button" value="v"/>	

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

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

Outdoor Play Yards	Pass/Fail/ Not Verified	Comments
Clean and free of fecal matter	<i>Select one from drop-down list</i> Passed 	
Doors to the play yards operate properly	Passed 	One play yard in use - on that one the gate was not checked. Didn't want dog to get out.
Turf is in good repair	Passed 	Looks new - and is clean.
Play yard structure is in good repair	Passed 	
Description of Concerns, Actions Needed, or Praise		

Exterior Grooming/Driveway/Mechanical Yard	Pass/ Fail/ Not Verified	Comments
Cages and cage doors are clean	<i>Select one from drop-down list</i> Passed <input type="button" value="v"/>	
Clean newspaper in cages		No cages needed newspaper. They wre outside.
Fresh water in each occupied cage		No occupied cages.
Appropriate signage on each occupied kennel and cage		No occupied cages.
Bathing sink is clean and free of debris	Passed <input type="button" value="v"/>	
Trash dumpster not overflowing	Passed <input type="button" value="v"/>	
Area is clean and free of debris and safety hazards	Passed <input type="button" value="v"/>	
Description of Concerns, Actions Needed, or Praise		

Pavilion	Pass/Fail/ Not Verified	Comments
Clean floors that are free of debris and safety hazards	<i>Select one from drop-down list</i> Passed <input type="button" value="v"/>	Very clean.
Fencing and doors around pavilion in working order and in good repair	Passed <input type="button" value="v"/>	
Fans and outside lights in working order	Passed <input type="button" value="v"/>	
Pavilion event calendar utilized and current		Saw signs but not a specific calendar. I may have missed it.
Description of Concerns, Actions Needed, or Praise		

Exterior Premises	Pass/Fail/ Not Verified	Comments
Landscaped area free of feces, debris, and safety hazards	<i>Select one from drop-down list</i> Passed <input type="button" value="v"/>	
Dog waste stations stocked	Not Verif <input type="button" value="v"/>	Did not verify if stocked.
Trash receptacles not overflowing	Passed <input type="button" value="v"/>	
Landscape (to include grass and plants) well maintained	Passed <input type="button" value="v"/>	Very professional appearance. Well groomed and pleasant.
Description of Concerns, Actions Needed, or Praise		

SPAY NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Pass/Fail/Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	Passed <input type="button" value="v"/>	
Clean floors, windows, and doors	Passed <input type="button" value="v"/>	
Proper signage in place	Passed <input type="button" value="v"/>	
Reception area neat & orderly	Passed <input type="button" value="v"/>	Outstanding!!! Courteous, organized and professional staff. All customers seated and satisfied with services. Clean and orderly also. A welcome change.
Men's restroom clean and stocked	Passed <input type="button" value="v"/>	This is now the "Employees Restroom".
Women's restroom clean and stocked	Passed <input type="button" value="v"/>	This is now the "Customers Restroom - male or female.
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>My guide for the inspection was Clinic Manager Angie Marzee. What a positive, professional experience. Angie answered all questions and showed me all areas for the inspection. Staff were courteous, professional and helpful throughout. Surgery had just completed so staff were busy cleaning up and caring for post-surgery pets. Very organized and compassionate staff.</p>		

Cat Holding Area	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Passed <input type="checkbox"/>	
All cages are cleaned & sanitized between occupants	Passed <input type="checkbox"/>	Seen and verbally verified.
Fresh newspaper in each cage	Not Veri <input type="checkbox"/>	Cats are held now in cat carriers. Each carrier has the cats name/ID and a blanket (not newspaper). The metal cages are used on occasion to separate multiple cats into seprate cat carriers before surgery.
There are no offensive odors	Passed <input type="checkbox"/>	Some urine smell due to post-operative stress on the recovering cats. Some of the male cats were not happy and sprayed.
Each cage with cat has correct kennel card	Passed <input type="checkbox"/>	Cats are held now in cat carriers. Each carrier has the cats name/ID.
Stainless steel shelving is cleaned	Passed <input type="checkbox"/>	
Description of Concerns, Actions Needed, or Praise This used to be the dog holding area right. This is now that cat holding area. Less cluttered than in the past (other tenant) when cats clogged up an entire hallway making it tough on staff.		

Dog Holding Area (Right)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean		
All cages are cleaned & sanitized between occupants		
Fresh newspaper in each cage		
There are no offensive odors		
Each cage with dog has correct kennel card		
<p style="text-align: center;">Description of Concerns, Actions Needed, or Praise</p> <p>This is now the Cat holding area (see above).</p>		

Surgical Prep Area	Pass/Fail/ Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	Passed <input data-bbox="721 275 756 317" type="button" value="v"/>	Just post-surgery, staff were cleaning the surgical area when I was there.
Medical equipment are in working order and clean	Passed <input data-bbox="721 457 756 499" type="button" value="v"/>	
Controlled Medical Drugs are properly secured	Passed <input data-bbox="721 640 756 682" type="button" value="v"/>	Also verbally confirmed.
Clean floors and tables	Passed <input data-bbox="721 823 756 865" type="button" value="v"/>	
There are no offensive odors	Passed <input data-bbox="721 1005 756 1047" type="button" value="v"/>	Some urine smell due to post-operative stress on the recovering cats and dogs.
Comments/Actions Needed		

Surgery Suite	Pass/Fail/ Not Verified	COMMENTS
Medical equipment is in working order and clean	Passed <input type="checkbox"/>	There was a technician there to fix one of the surgical suite items (anesthesia machine) after surgery was complete.
Fresh surgery packs are used for each pet	Passed <input type="checkbox"/>	
Pets are properly sedated, and secured to surgery table	Passed <input type="checkbox"/>	
Clean floors and tables	Passed <input type="checkbox"/>	Just post-surgery, staff were cleaning the surgical area when I was there.
Comments/Actions Needed		



City of San Antonio

Agenda Memorandum

File Number:
24-197634

Agenda Item Number: 6

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Animal Care Services Director Recruitment Briefing

SUMMARY:

Animal Care Services Director Recruitment Briefing

BACKGROUND INFORMATION:

N/A

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This is for briefing purposes only.

Animal Care Services Director Recruitment Briefing

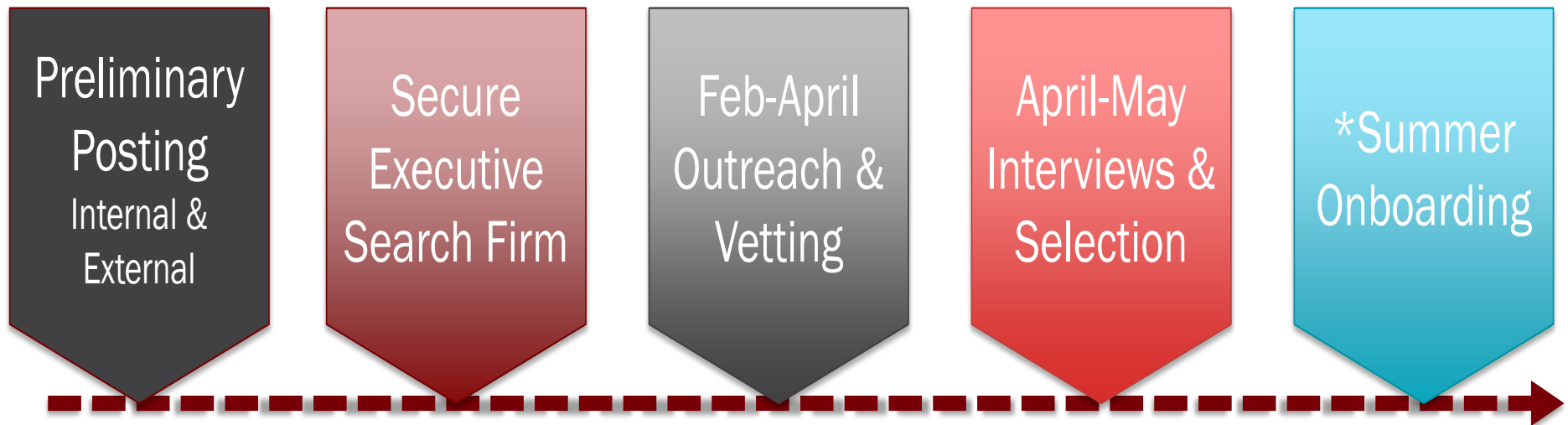


January 17, 2024

RECRUITMENT PROCESS



Draft Timeline

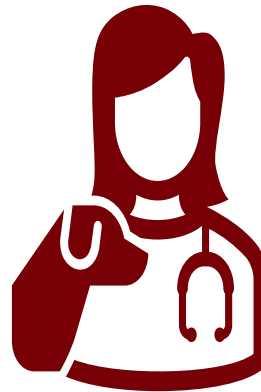


*Based on candidate availability

OUTREACH



COSA Website
and Social
Media



Industry Websites
and Job Boards



Personal Outreach to
Qualified Candidates

Animal Care Services Director Recruitment Briefing



January 17, 2024



City of San Antonio

Agenda Memorandum

File Number:
24-197635

Agenda Item Number: 7

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on Animal Care Services Field Operations

SUMMARY:

Briefing on Animal Care Services Field Operations

BACKGROUND INFORMATION:

Briefing on Animal Care Services Field Operations

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

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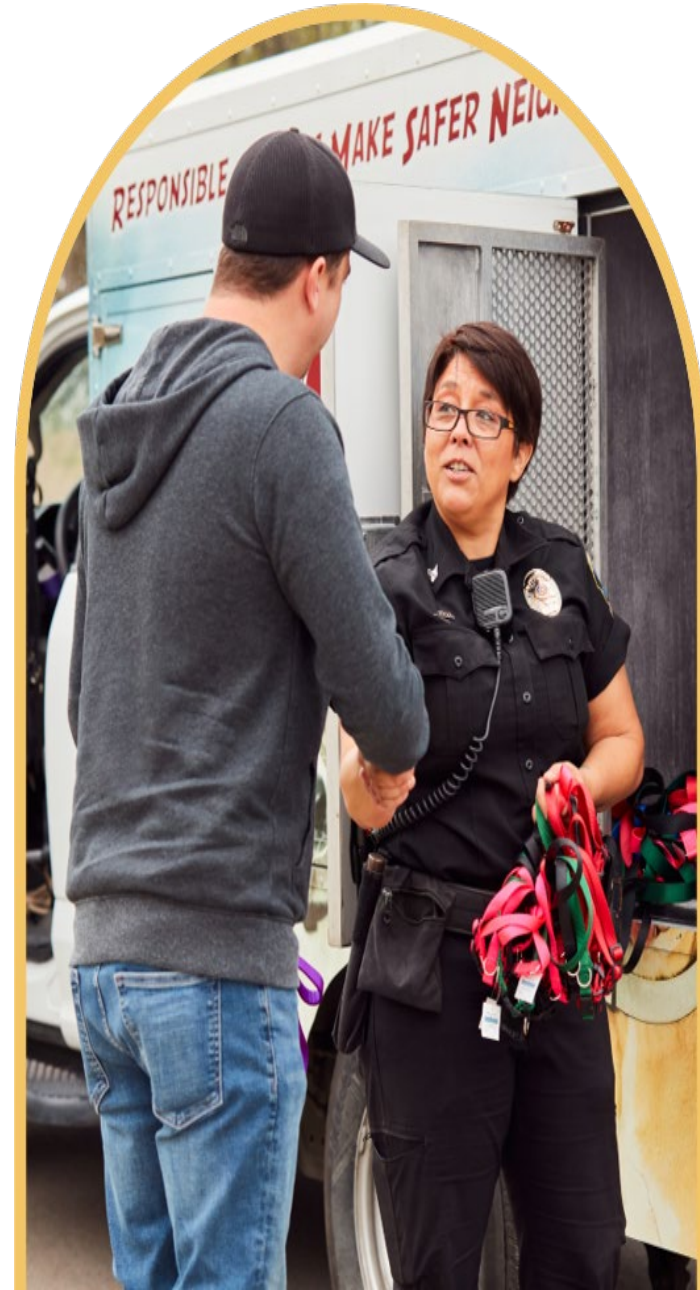
Briefing on ACS Field Operations



**ANIMAL CARE
SERVICES**

Personnel and Hiring Updates

- Increased First Responding Officers
- Investigation Officers (*Bites and Dangerous*) Hiring
- Animal Care Officer Academy – February
- Field Manager Hiring



First Response Statistics

	FY 2023 Oct - Dec	FY 2024 Oct - Dec	% Change
Return to Owners (RTOs) in Field	449	1,020	127%
Impounds	5,677	6,833	20%
Microchips	2,725	3,992	46%
Citations (Civil and Criminal)	210	577	175%
Calls for Service	31,359	30,258	-4%

Bites

Total Bite Cases		Bite Severity				
	Total Bite Cases	Mild	Moderate	Severe	Unfounded	Unknown*
FY 22 (Oct – Dec)	742	492	198	25	0	27
FY 23 (Oct – Dec)	910	536	257	62	2	53
FY 24 (Oct – Dec)	875	544	215	61	2	53

*Unresponsive victims, high vector species

Dangerous and Aggressive

Offense	Regulated by	Definition	Outcome	Penalty
Aggressive Designation	CoSA City ordinance	Owned animal attacking animal while free of restraint	Compliance with restrictions or surrender of animal and citations	Class C Misdemeanor
Dangerous Designation	Tx Health and Safety Code	Owned animal attacking a human while free of restraint	Compliance with restrictions or surrender of animal and citations	Class C Misdemeanor
Serious Bodily Injury (SBI)	Tx Health and Safety Code	Owned animal attacking human with serious injuries	Surrender of animal for euthanasia and citations	Class C Misdemeanor
Attack by Dog	Tx Health and Safety Code	Owned animal attacking human with serious injuries or death due to criminal negligence	Surrender of animal for euthanasia and 3 rd degree felony charges	3 rd Degree Felony (Injury) 2 nd Degree Felony (Death)

Dangerous and Aggressive

Period	Total Cases	Dangerous Designations	Aggressive Designations	Serious Bodily Injury Case	Unfounded	Pending
FY 23 (Oct – Dec)	77	23	22	2	30	0
FY 24 (Oct – Dec)	80	25	30	3	16	6

Field Updates

Roadside Puppy Sales

Puppy Sales Enforcement: Event Month	Individuals Cited	Citations Issued	Steril- ization Agreement	Micro- chipped	Total Pets
September	15	44	38	33	57
December	10	76	20	25	36
Total	25	120	58	58	93



Field Updates

Arctic Blast Weather Event

Calls for Service Type	FY 2023 1/14 – 1/17	FY 2024 1/14 – 1/17	% Change
Neglect	90	748	731%
Cruelty Critical	8	92	1,050%
Injury/Sick	111	100	-10%
Total	209	940	350%



Briefing on ACS Field Operations



**ANIMAL CARE
SERVICES**



City of San Antonio

Agenda Memorandum

File Number:
24-197636

Agenda Item Number: 8

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on Animal Care Services Citation Process and Municipal Courts

SUMMARY:

Briefing on Animal Care Services Citation Process and Municipal Courts

BACKGROUND INFORMATION:

Briefing on Animal Care Services Citation Process and Municipal Courts

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This is for briefing purposes only.

Briefing on ACS Citation Process and Municipal Courts



**ANIMAL CARE
SERVICES**

Administrative Hearings

- Conducted by Administrative Hearing Officers
- Jurisdiction is limited to animal code violations
- Civil cases are filed directly with the court
- Discretion to pursue civil charges lies with the ACS officer
- Administrative Hearing Officers lack the authority to enforce their orders through a warrant or capias.



Criminal Hearings

- Presided over by Municipal Court Judges
- Class C fine-only offenses
- Citations can be issued by an SAPD or ACS officer
- Rights of the accused
- Court order and failure to appear can be enforced by warrant or capias

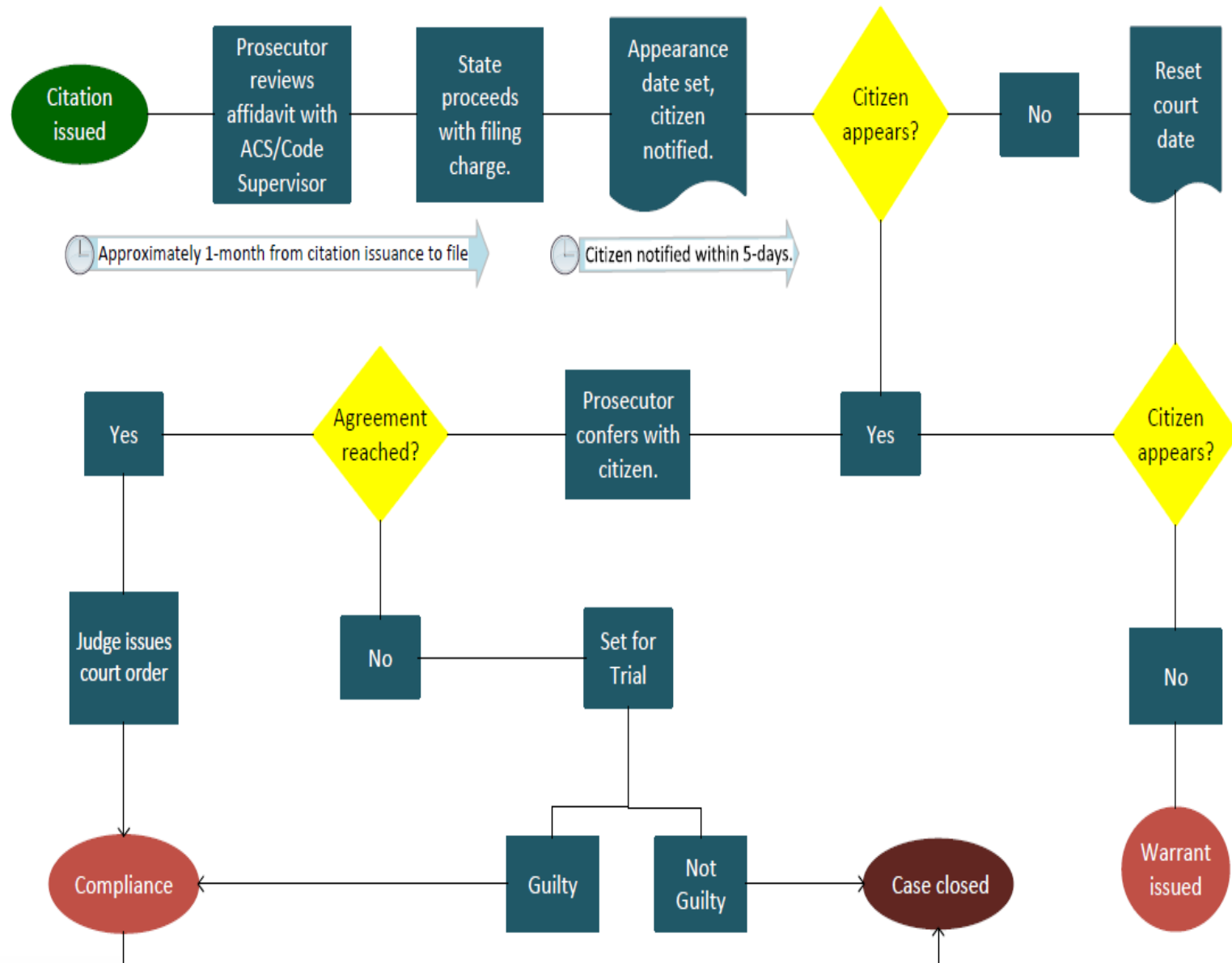


Civil Hearings

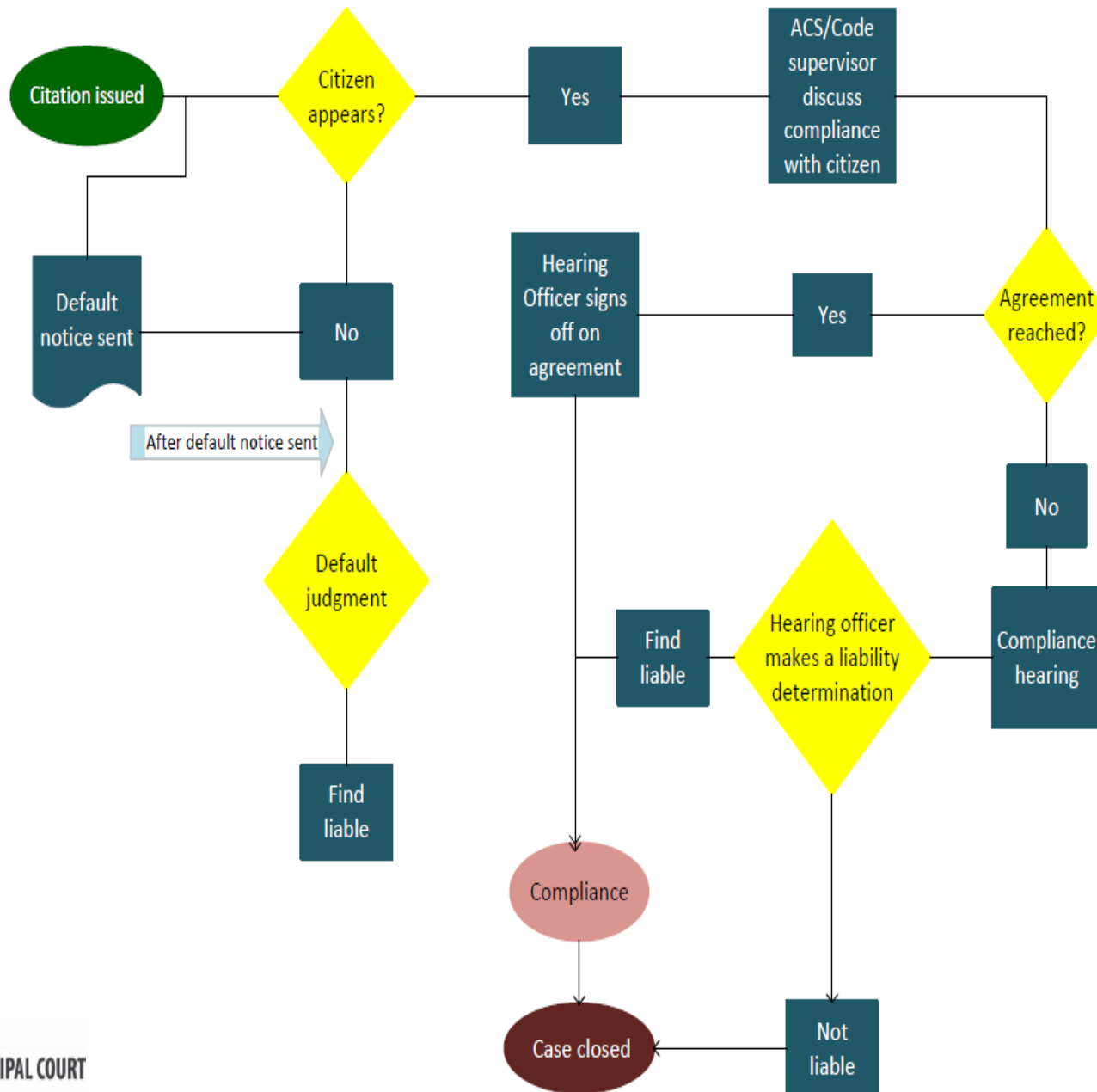
- Aggressive/Dangerous Dog Appeals
- Failure to Comply with Aggressive/Dangerous Dog Owner Requirement Hearings
- Serious Bodily Injury Hearings
- Cruelty Hearings



Criminal Process Flow For Code Compliance & Animal Care Services



Civil Process Flow For Code Compliance & Animal Care Services



Animal Violations Summary

Case Type	FY 2023 thru Dec.	FY 2024 thru Dec.
Criminal Violations	100	373
Civil Violations	328	624
Total	428	997



Pending & Final Outcomes

		Pending Outcome			Final Outcome					
	Case Type	Reset	Appear-ances	Trial Setting	Plea Bargain	Probation	Guilty/Liable	Warrant Issued	Dismissed /Not Liable	Total
2023 thru Dec.	Criminal	2	0		36	5	9	48	0	100
	Civil	0	1		N/A	N/A	302	N/A	25	328
2024 thru Dec.	Criminal	162	75	20	73	23	20	0	0	373
	Civil	53	254	0	N/A	N/A	287	N/A	30	624

Bite Cases

Case Type	FY 2023 thru Dec.	FY 2024 thru Dec.
Criminal Violations – Animal Nuisance (Bite)	15	60

Briefing on ACS Citation Process and Municipal Courts



**ANIMAL CARE
SERVICES**



City of San Antonio

Agenda Memorandum

File Number:
24-197637

Agenda Item Number: 9

Agenda Date: January 17, 2024

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on Veterinary Care Deserts

SUMMARY:

Briefing on Veterinary Care Deserts

BACKGROUND INFORMATION:

Briefing on Veterinary Care Deserts

ISSUE:

N/A

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

This is for briefing purposes only.

Briefing on Veterinary Care Deserts



**ANIMAL CARE
SERVICES**

Veterinary Care Deserts

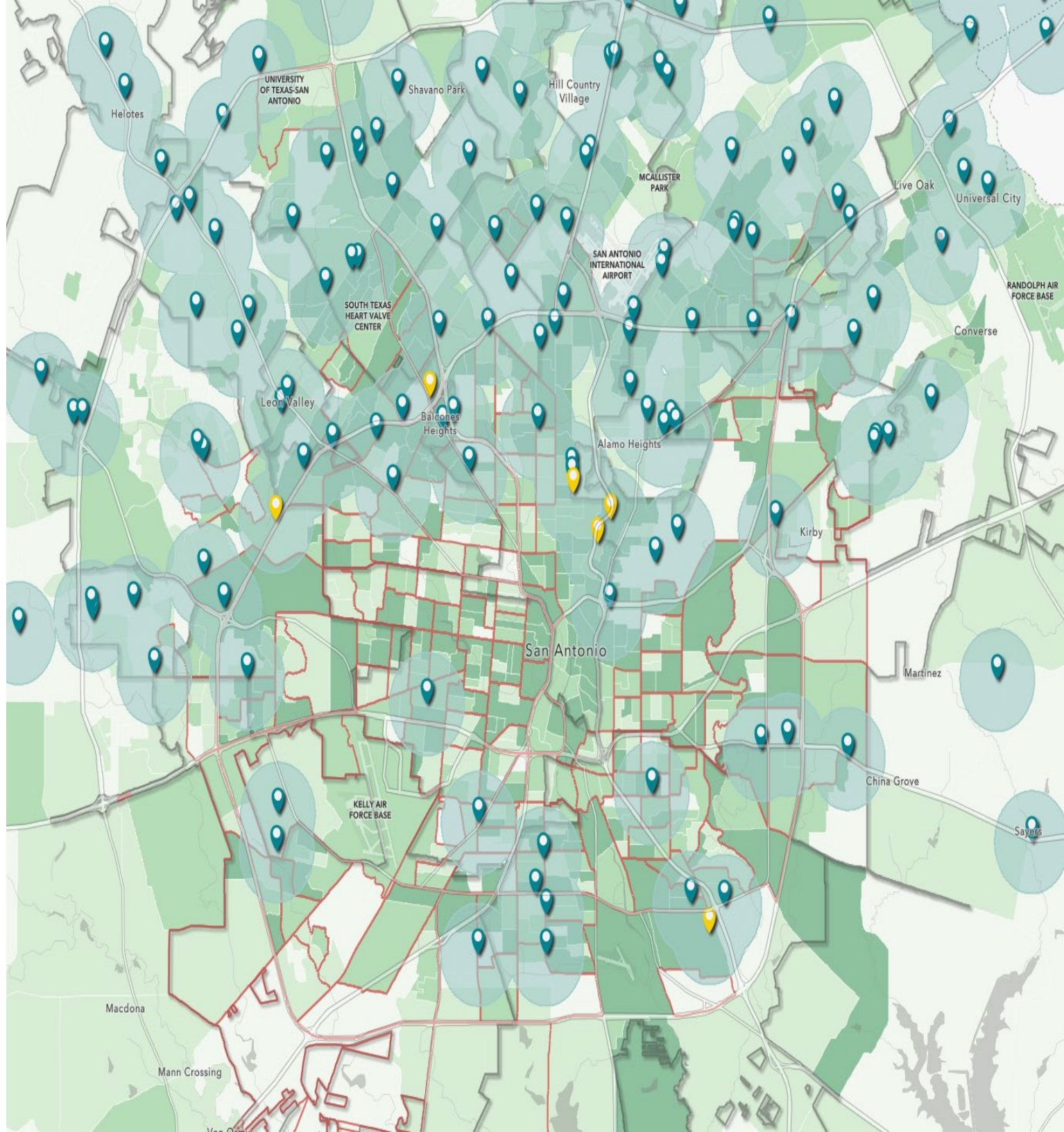
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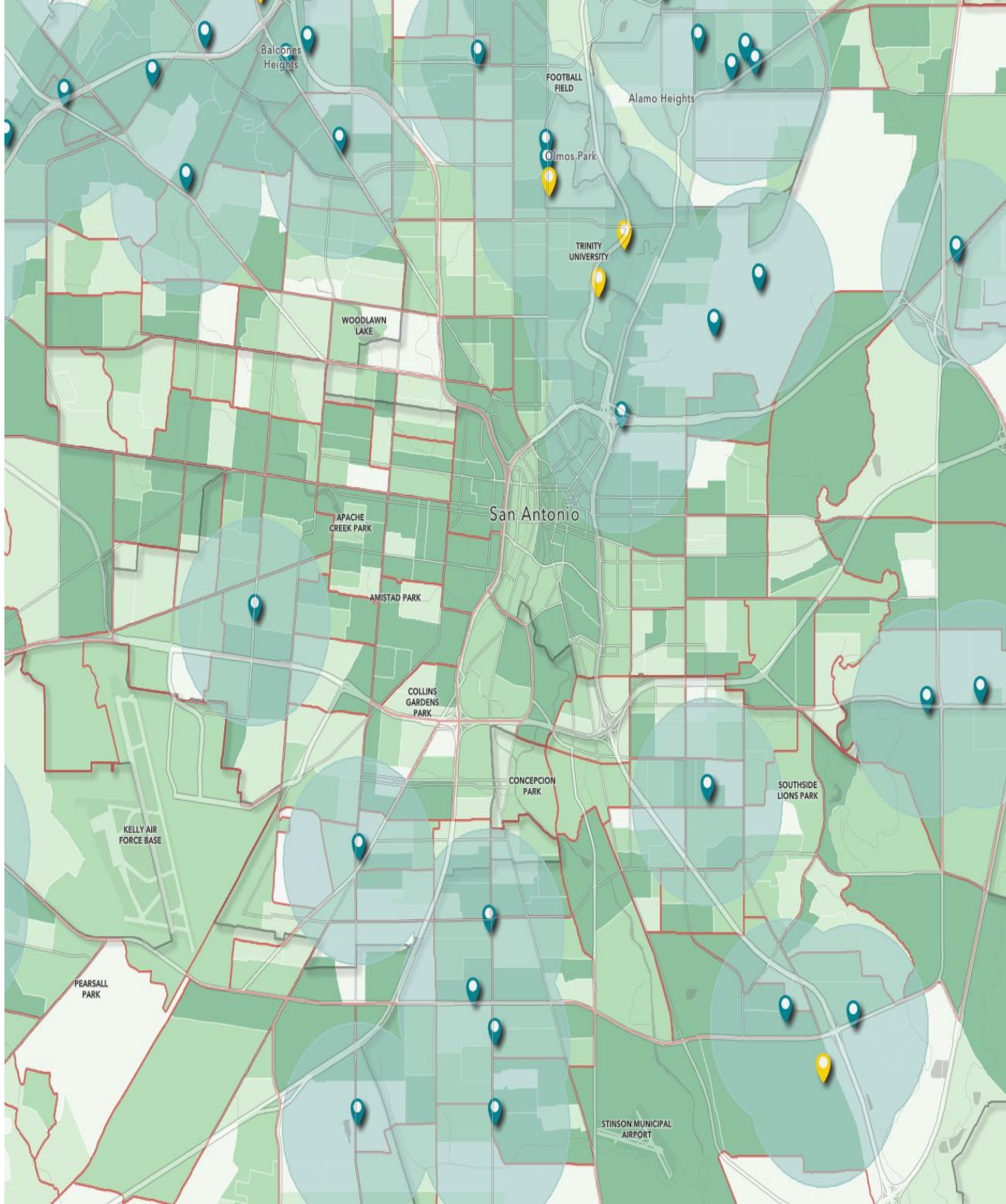
- Veterinary Clinic within 1-2 miles
- Equity Atlas score of 7 or higher
- More likely to have 1 or less vehicles per household

- Link:

<https://cosagis.maps.arcgis.com/apps/instant/lookup/index.html?appid=42d15a10ad3743fd8cfc08674e931ce2>







Briefing on Veterinary Care Deserts



**ANIMAL CARE
SERVICES**