City of San Antonio



AGENDA PACKET

Animal Care Services Advisory Board Meeting

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 ACS Advisory Board Meeting Minutes for January 17, 2024
- 2. Approval of ACS Advisory Board Statistical Reports for January and February 2024
- 3. Approval of ACS Advisory Board Contracts Performance Report
- 4. Approval of ACS Advisory Board Facility Inspections for March 2024

Briefing and Possible Action on the following items

- 5. Public Safety Committee Brief
- 6. Briefing on the Customer Service Division

Determination of Next Meeting Date

Adjournment

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

City of San Antonio



Animal Care Services Advisory Board Meeting Minutes

Wednesday, January 17, 2024 5:55 PM 4710 State Hwy 151, San Antonio, TX 78227

I. Call to Order:

Board Chair Braeutigam called the meeting to order at 6:00 p.m.

II. Roll Call:

Present: Amin Tohmaz (Mayor), Charlene Ducote (Dist. 1), George Garcia (Dist. 3), Rita Braeutigam - Chair (Dist. 4), Karen Speer - Secretary (Dist. 5), Kathleen Davis (Dist. 6), Valerie Moore (Dist. 7), Katie Jarl (Dist. 8), Susan Beldon – Vice Chair (Dist. 9), Sallie Scott (Dist. 10) Ex-Officio Member: Shannon Sims

Absent:Lorena Havill (Dist. 2),Ex-Officio Members: Dr. Marilyn Gotbeter, David McCary

Ex-Officio Member McCary arrived at 6:01pm 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 response to the winter storm. He mentioned that ACS supported Resiliency Centers for residents that brought their pets with them to escape the winter storm. He noted that ACS implemented a zero-tolerance mandate for owners that leave their animals in the elements while temperatures were below 32 degrees Fahrenheit. As a result, Animal Care Officers covered double-shifts and came in on scheduled days off to ensure ACS was able to maximize response times. As many as 19 first responders were in the field at a given time.

Sims provided an overview of important ACS projects. He stated the new ACS clinic hospital bond project is in the Design/Development stage which includes room-by-room planning and layout. It is anticipated that it will go out to bid in August. Sims also discussed that planning for new community spay and neuter clinics is underway. GIS analysis was used to determine equity, trafficability, and veterinary deserts within San

Antonio. ACS is working with real estate professionals within the City of San Antonio to identify available locations.

Sims mentioned that the Live-Release division of ACS has implemented a change in nomenclature to better address individual positions from a Human Resource naming convention. The Live-Release division has been reclassified as the Placement division.

Sims briefly discussed a recent puppy sale sting conducted by the Field division in collaboration with SAPD. He indicated more details would be given during the ACS Field Operations Brief.

He concluded the Director's Report by mentioning that the new ACS Strategic Plan is posted on the ACS website under the About ACS section.

V. Public Comment

- a. Robert Ramos discussed animal welfare issues in his district. Ramos mentioned the gap between what ACS is trying to accomplish and what community animal advocates want accomplished. Ramos suggested sharing ideas to bridge the gap.
- b. Eliza Guerra expressed concerns about the lack of spay/neuter services, and the lack of information about available services.
- c. Lea Kucik gave her time to Mike Kucik.
- d. Mary Anne Rivas gave her time to Mike Kucik.
- e. Mike Kucik discussed the importance of setting goals. Kucik expressed disatisfaction with ACS' new Strategic Plan. Kucik discussed concerns about separate "camps" created in this work and how that becomes an issue.
- f. John Atwood discussed contracted spay/neuter and rescue partners. Atwood expressed frustrations that the Mayor and City Council deem dogs dangerous to cover up underlying issues.
- g. Laura Linam discussed working together to help prevent animal cruelty/neglect and the cycle of unwanted cats and dogs.
- h. Jacqueline Fonseca discussed the misconception within the community that San Antonio has reached "no-kill" status, and that San Antonio was never actually at "nokill" status. Fonseca said that the community needs help and that the new ACS Strategic Plan should be revised.
- i. Vanessa Acosta talked about helping over 1,000 residents with their cats and dogs on her own. She expressed frustrations about never having seen such a level of animal cruelty and neglect like she has in San Antonio. She stated that ACS needs to do more.
- j. Richard Bryan discussed how acts of animal cruelty are often tied to other severe crimes. He stated that dogs in ACS' care are not being accurately assessed. Bryan expressed concerns that San Antonio is the seventh largest city in the nation, but Animal Care Officers are not Peace Officers like in other major cities.

VI. Consent Agenda:

- 1. Approval of the Minutes from the ACS Advisory Board Meeting on November 15, 2023
- 2. Approval of ACS Advisory Board Statistical Reports for October, November, and

December 2023

- 3. Approval of the ACS Advisory Board Contracts Performance Report
- 4. Approval of ACS FY 2024 Quarter 1 Report
- 5. Approval of the ACS Advisory Board Facility Inspections for September and December 2023

Board Chair Braeutigam pulled Item 3, ACS Advisory Board Contracts Performance Report.

- Motion:Board Member Moore moved to approve the Consent Agenda.Board Member Tohmaz seconded the motion.
- Vote: Ayes: Tohmaz, Ducote, Garcia, Braeutigam, Speer, Davis, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Havill

Action: MOTION PASSED WITH 10 AYES, 0 NAY, 0 ABSTAIN, AND 1 ABSENT.

VII. Items for Individual Consideration

6. ACS Advisory Board Contracts Performance Report.

Board Chair Braeutigam noted an error in the Plan Amount on Page 2 under the SNAP Brooks Clinic section. The listed Plan Amount shows a Total of 3,000 when it should show a Total of 6,500. Board Chair Braeutigam requested this miscalculation be corrected.

- Motion:Board Member Tohmaz moved to have the ACS Advisory Board
Contracts Performance report corrected.
Board Secretary Speer seconded the motion.
- Vote: Ayes: Tohmaz, Ducote, Garcia, Braeutigam, Speer, Davis, Moore, Jarl, Beldon, Scott

Nays: None

Abstain: None

Absent: Havill

Action: MOTION PASSED WITH 10 AYES, 0 NAY, 0 ABSTAIN, AND 1 ABSENT.

7. A Briefing on ACS Director Recruitment.

Human Resources Deputy Director, Krystal Strong, provided a briefing on the timeline of recruiting for and filling the ACS Director position. The current timeline noted that February through April would see the City of San Antonio doing outreach and vetting of potential candidates. April and May would see interviews being scheduled with a final decision being submitted. The selected candidate would then see onboarding occur during Summer 2024.

Deputy Director Strong noted that current candidate outreach was taking place through multiple platforms. This included the CoSA website and social media platforms as well as industry websites and job boards.

8. A Briefing on ACS Citation Process and Municipal Courts.

Municipal Courts Presiding Judge Obledo provided an overview on the Administrative Hearing process. She went on to distinguish between Criminal Hearing and Civil Hearings.

ACS Assistant Director, Brad Davenport, followed up with provided a comparative analysis of ACS' Field division metrics as it related to Criminal and Civil violations.

9. A Briefing on ACS Field Operations.

ACS Assistant Director, Brad Davenport, discussed Field division personnel and hiring updates. This included the addition of more First Responding Officers as well as more Investigators and another Field Manager.

Assistant Director Davenport continued with a comparative look at Bite incidents as well as Dangerous/Aggressive Investigations.

He noted additional efforts being made to disrupt roadside puppy sales, noting that a recent sting resulted in 76 citations being issued and 25 canines being microchipped.

Davenport concluded the brief with an overview of the neglect, cruelty, and injured/sick Calls for Service that were received as a result of the winter storm.

10. A Briefing on Veterinary Care Deserts.

ACS Assistant to the Director, Shannon Oster-Gabrielson, with reference to the possible locations for new community spay/neuter clinics, discussed the absence of veterinary care in certain areas of San Antonio. She used GIS analysis to show Board Members current deserts, using criteria where there was no veterinary clinic within 1-2 miles, there was an Equity Atlas score of 7 or higher, and there were households that

were likely to have 1 or fewer vehicles.

VIII. Determination of Next Meeting Date

The next ACS Advisory Board meeting was scheduled for March 20, 2024.

IX. Adjournment

The meeting adjourned at 7:55 p.m.

APPROVED

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

SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH JANUARY 2024 -

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	911	3,162	1,610	3,207	592	7,947	4,116	5,508	27,054
Actuals	0	1,089	3,792	1,624	3,725	608	9,644	4,135	8,131	32,748
Variance	0	178	630	14	518	16	1,697	19	2,623	5,694

COMPLIANCE (SLA) RATE

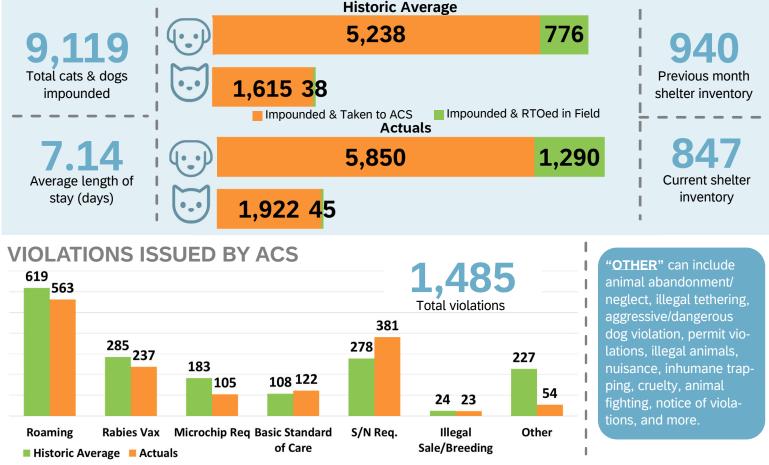
Percent of initial requests from residents that are responded to within established SLA.

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%	79.6%	39.5%	51.9%	97.8%	29.8%	86.4%	99.4%	67.2%
Variance	0.0	0.9	(5.2)	(3.2)	(11.2)	1.1	(23.3)	(4.8)	(0.3)	(9.0)
PRIORITY 1: Calls assigned priority le when reviewed. PRIORITY 2: Sick/ Standby PRIORITY 3: Bites	evel 1 but rea	assigned PD Officer	PRIORITY (Non-Criti	(4: Illegal (5: Aggres cal) (6: Neglec	sive (Critic		PRIOR	ITY 8: Pub	lic Nuisano y/ Roamina	on-Critical) ce, Permits g, Customer olaints

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

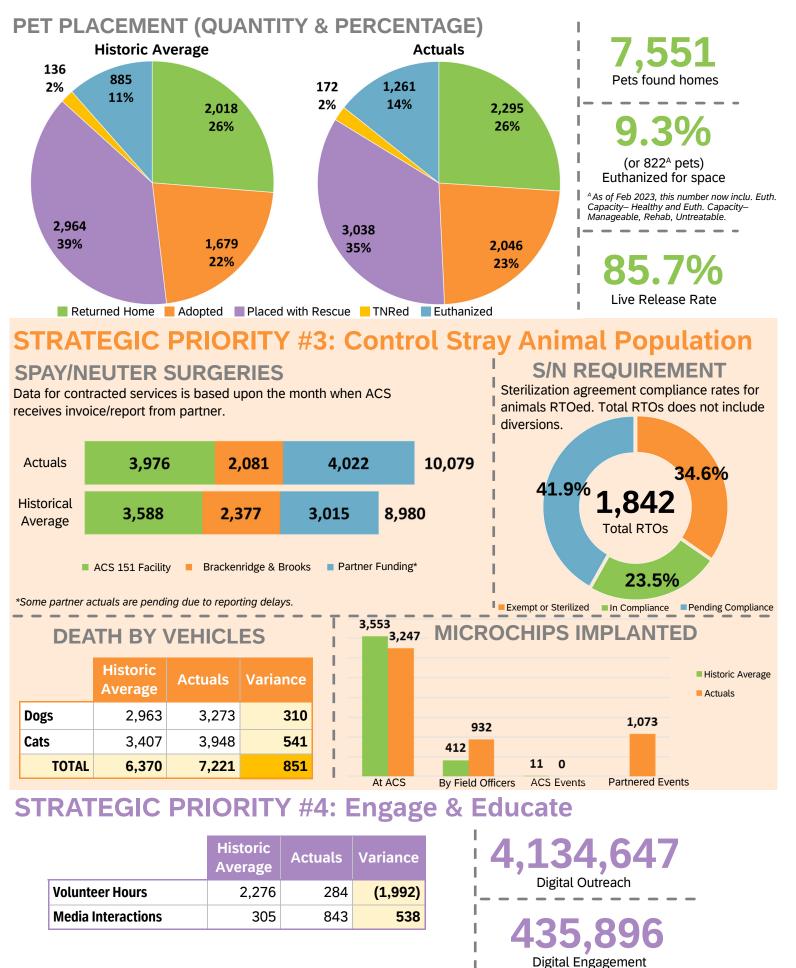
SHELTER INTAKE

"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.



* Numbers include only civil citations and notices of violation

STRATEGIC PRIORITY #2: Increase Live Release Rate



SAACS Advisory Board Monthly Statistical Update

- FY 2024 YTD THROUGH FEBRUARY 2024 -

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	1,107	4,348	1,978	4,356	745	9,763	5,092	6,849	34,238
Actuals	0	1,418	4,713	1,991	4,459	742	11,925	5,179	9,857	40,284
Variance	0	311	365	13	103	(3)	2,162	87	3,008	6,046

COMPLIANCE (SLA) RATE

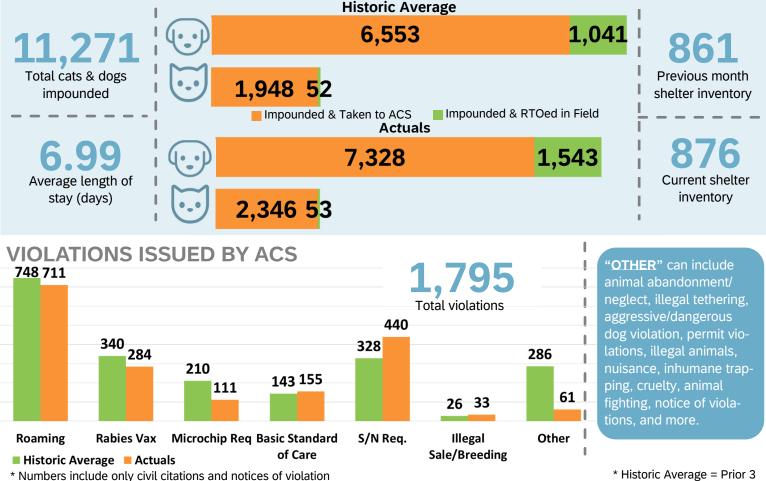
Percent of initial requests from residents that are responded to within established SLA.

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%	98.3%	79.3%	41.3%	51.5%	98.1%	30.5%	88.6%	99.1%	68.0%
Variance	0.0	0.8	(5.5) (1.4) (11.6)				(22.6)	(2.6)	(0.6)	(8.2)
PRIORITY 1: Calls assigned priority le when reviewed. PRIORITY 2: Sick/ Standby PRIORITY 3: Bites	evel 1 but rea	assigned PD Officer	PRIORITY (Non-Criti	(4: Illegal (5: Aggres cal) (6: Neglec	sive (Critic		PRIOR	I TY 8: Pub	lic Nuisano y/ Roamin	on-Critical) ce, Permits g, Customer plaints

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

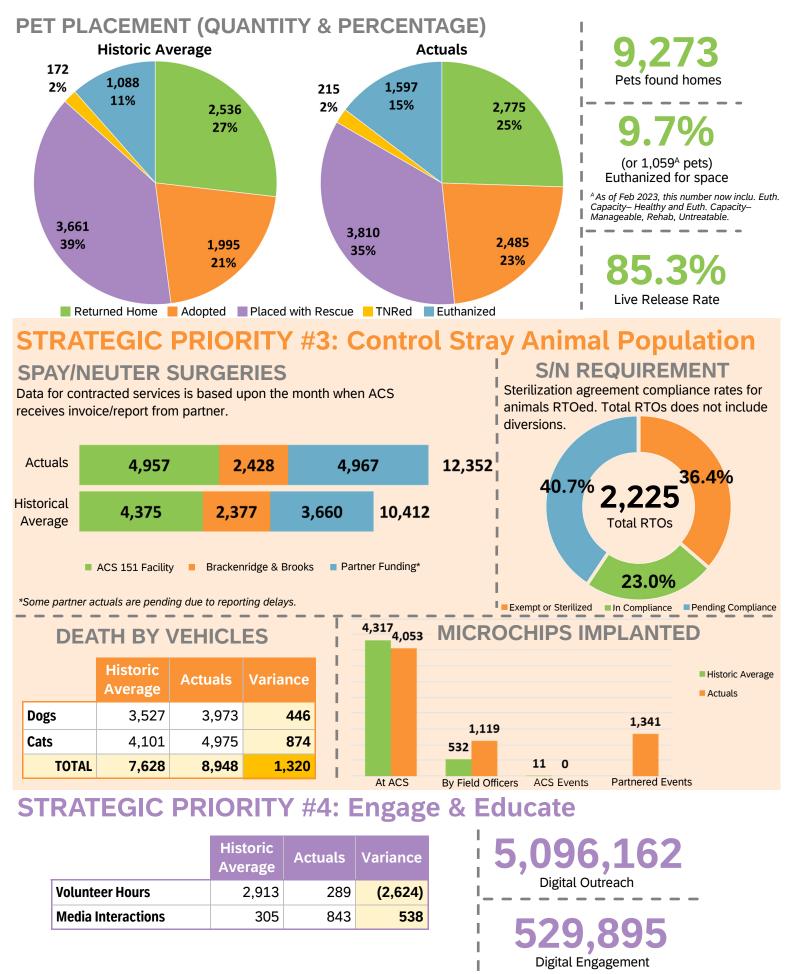
SHELTER INTAKE

"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.



* Historic Average = Prior 3

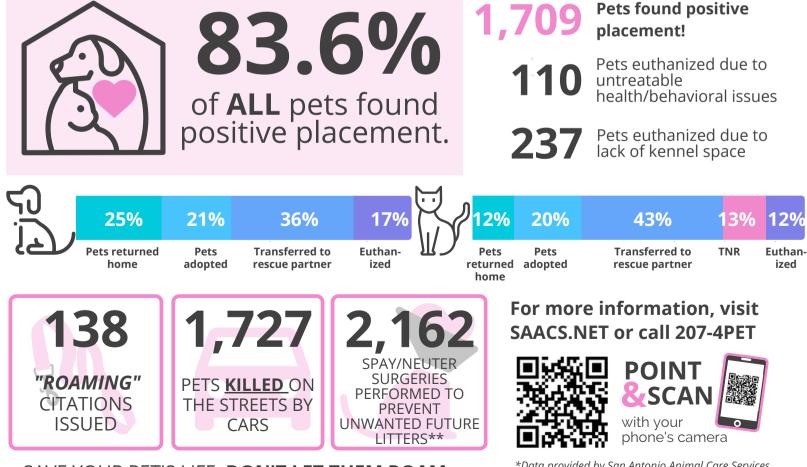
STRATEGIC PRIORITY #2: Increase Live Release Rate



SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD

FEBRUARY 2024 SUMMARY REPORT

SERVICE REQUESTS SHELTER INTAKE Shelter Intake</li



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

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

JUNTA ASESORA DE SERVICIOS DE FEBRERO 2024 CUIDADO ANIMAL DE SAN ANTONIO INFORME RESUMIDO

solicitudes de servicio 前7,536

Solicitudes recibidas durante el período del informe.



260 Solicitudes atendidas diariamente.

Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE



426 Gatos traídos al cuidado de ACS.

1./0/

Perros traídos al

cuidado de ACS.

COLOCACIÓN DE MASCOTAS

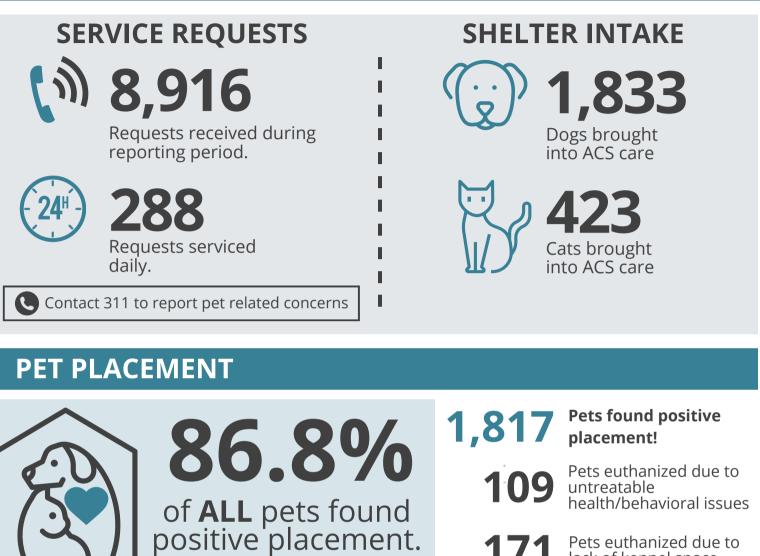


SALVA LA VIDA DE TU MASCOTA, **NO LOS DEJES AFUERA.**

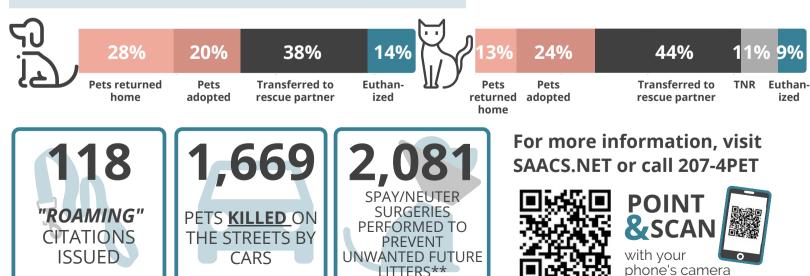
* Datos proporcionados por San Antonio Animal Care Services ** Los totales representan los datos disponibles en el momento de la publicación.

SAN ANTONIO ANIMAL CARE **SERVICES ADVISORY BOARD**

JANUARY 2024 SUMMARY REPORT



Pets euthanized due to 171 lack of kennel space



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

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

JUNTA ASESORA DE SERVICIOS DE ENERO 2024 CUIDADO ANIMAL DE SAN ANTONIO INFORME RESUMIDO

solicitudes de servicio (前 8,916

Solicitudes recibidas durante el período del informe.



288 Solicitudes atendidas diariamente.

Comuníquese con el 311 para casos relacionados de mascotas.

ENTRADA DE ALBERGUE





Perros traídos al cuidado de ACS.





COLOCACIÓN DE MASCOTAS



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.

FY 2024 ACS Contract Plan Performance

Through February 2024

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	Plan	0	0	0	0	230	231	257	257	257	257	257	254	2,000
Center	Actual	2	3	1										6

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
ADL - Kennels	Actual	4	3	7	1	48	252	278	326	304				1,223

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
SAPA!	Actual	228	199	282	228	171								1,108

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
Dizzy Dogs	13	5	2	11	11								42
Footbridge Foundation	3	0	10	6	7								26
God's Dogs Rescue	11	7	9	34	14								75
SA Feral Cat Coalition	1	0	1	3	0								5
SA Humane	13	2	12	17	6								50
SNIPSA	0	33	42	28	61								164
Texas Chihuahua Rescue	1	2	0	2	0								5
They Have the Right to Live	3	18	9	6	17								53
Vermont English Bulldog	17	15	8	12	5								57

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
K95 FOI Walliors	Actual	0	0	1	0	3	1	0	1	1	3	0	1	11

FY 2024 ACS Contract Plan Performance

Through February 2024

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
Dat Spata	Plan	176	155	195	213	202	255	225	235	223	192	193	236	2,500
Pet Spots	Actual	181	206											387
CA Humana	Plan	335	494	347	438	363	525	321	468	515	363	372	461	5,000
SA Humane	Actual	381	352	269	313	334								1,649
SNIPSA	Plan	84	460	96	89	73	91	263	278	110	85	117	106	1,850
SINIPSA	Actual	116	590	67	108	164								1,045
SNAP	Plan	41	41	43	41	41	43	41	41	43	41	41	43	500
SNAP	Actual	109	149	155	42									455
Spay Neuter	Plan	217	217	217	218	217	217	217	217	217	217	217	217	2,605
Network	Actual	0	210	321	294	340								1,165
													Total:	4,701

Spay Neuter Network Brackenridge Clinic (Oct 1, 2023 - Sep 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
SININ Brack	Actual		1,011			2,266

*Q2 actuals are pending March numbers

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
	Plan	1,625	1,625	1,625	1,625	6,500
SNAP Brooks	Actual	382	256			638

*Q2 actuals are pending February and March numbers

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. Sallie Scott accompanied by Shannon OG

Advisory Board Member Name(s):

Date of Inspection: Monday, March 4, 2024		Time of Inspection:	1:30 pm	
		Pass/ Fail/		

Livestock Areas	Not Verified	Comments		
Corrals are clean and free of feces	Pass 오	There were two horses in the stalls.		
Fresh water is available for any occupants	Pass 오			
Fresh hay/feed is available for any occupants	Pass 오			
Area is free of debris and safety hazards	Pass 오			
No animals present at this inspection		There were also two Roosters present		
Detailed Description of Concerns, Actions Needed, or Praise				

Dog Kennel (Building 4)	Pass/Fai Not Verified		Comments
Staff and volunteers are friendly, informative, and courteous to all	Not Verified	0	Did not see anyone
Kennel and cages are free of feces and urine	Pass	0	
Fresh water in each occupied kennel and cage	Pass	0	
Aisles are free of debris and safety hazards	Pass	0	
Appropriate signage on each occupied kennel and cage	Pass	0	
Intake vaccinations recorded on each kennel card	Pass	0	Sampled a few
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	0	Verified by Shannon OG
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass	0	Verified by Shannon OG

Dog Kennel (Building 4) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Pass C	
Staff work area has a hand washing station with soap, paper towels	Pass C	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass C	Verified by Shannon OG
Stainless steel cages are clean and have fresh newspaper	Pass C	
Clean floors, doors, and windows	Pass C	
There is no offensive odor	Pass 🖸	
Kennel building and equipment are in good repair	Pass C	According to Shannon OG
Detailed Des	cription of Co	ncerns, Actions Needed, or Praise

Dog Kennel (Building 3)	Pass/ Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Not Verified	Did not see anyone
Kennel and cages are free of feces and urine	Pass	0
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 (Verified by looking at several records
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass (Verified by Shannon OG
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass (Verified by Shannon OG

Dog Kennel (Building 3) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Pass 6	According to Shannon OG
Staff work area has a hand washing station with soap, paper towels	Pass C	
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass C	Verified by Shannon OG
Stainless steel cages are clean and have fresh newspaper	Pass C	
Clean floors, doors, and windows	Pass C	
There is no offensive odor	Pass C	
Kennel building and equipment are in good repair	Pass G	Verified by Shannon OG

Outdoor Sally Port Kennels (Behind Building 3)	Pass/ Fail/ Not Verified	Comments
Kennels are free of feces and urine	Pass 오	
Fresh water in each occupied run	Pass 🖸	
Area is free of debris and safety hazards	Pass 오	
Detailed Description of Concer	ns, Actions No	eeded, 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	Not Verified	Didn't see anyone
Kennels and cages are free of feces and urine	Pass C	Saw some feces
Fresh water in each occupied kennel and cage	Pass 🗢	
Aisles are free of debris and safety hazards	Pass C	
Appropriate signage on each occupied kennel and cage	Pass 오	
Intake vaccinations recorded on each kennel card	Pass C	Samples read
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass 오	Verified by Shannon OG
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass C	Verified by Shannon OG

Dog Kennel (Building 2) cont.	Pass/ Fail/ Not Verified	Comments
Drains free of debris and functioning properly	Pass C	Verified by Shannon OG
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 오	Verified by Shannon OG
Stainless steel cages are clean and have fresh newspaper	Pass C	
Clean floors, doors, and windows	Pass 🗢	
There is no offensive odor		Some odor
Kennel building and equipment are in good repair	Fail	Two hoses were dripping into buckets placed under the leaks.
Detailed Dese	cription of Cor	ncerns, Actions Needed, or Praise

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

Live Release Room cont.	Pass/ Fail/ Not Verified	Comments
Cages are clean and have fresh newspaper	Pass 🖸	
Clean floors, doors, and windows	Pass 오	
There is no offensive odor	Pass 🖸	
Kennel building and equipment are in good repair	Pass 오	
Outdoor Sally Port (Behind Building 2)		Comments
Area is free of debris and safety hazards	Pass 오	
		ncerns, 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 오	One gate was being fixed by electrician
Waste stations are stocked	Pass 💿	
Doors to agility area are operational and free of feces	Pass 오	
Detailed Description of Concerns, Actions Needed, or Praise		

EBI Building	Pass/ Fai Not Verified		Comments
Kennels are free of feces or urine	Pass	0	
Incinerator in proper working condition	Pass	0	According to Shannon OG
Enough receptacles for remains in cooler	Not Verified	0	
No remains on cooler floor	Not Verified	0	
Halls and walkways are free of debris and safety hazards	Pass	0	
Appropriate signage on each occupied cage	Not Verified	0	
Every animal scanned for microchip prior to euthanasia	Not Verified	0	
Controlled substances stored in locked cabinet when not in use	Pass	0	

EBI Building cont.	Pass/ Fail/ Not Verified	Comments
EBI room a quiet environment for animals	Pass (
Cats euthanized by IP injection and kept in quiet location pre and post injection	Pass (Verified by Shelby
Dogs are euthanized by intravenous injection (in the vein) and kept in a quiet place post injection.	Pass	Verified by Shelby
EBI room is clean and free of odor	Pass	0
Scrub brushes and all other cleaning tools are disinfected at the end of the day	Pass	Verified by Shannon OG
EBI building and equipment in good repair	Pass	oncerns, Actions Needed, or Praise

I was told that when a board member if doing the inspection that there were to be no euthanasia taking place. Shelby, the employee present, was helpful. According to Shannon OG, Shelby is very good at her job. I didn't see any animals waiting to be euthanized.

Wash Bay/Laundry	Pass/ Fail/ Not Verified	Comments	
Laundry area orderly and fully stocked	Pass 오		
Laundry equipment is in good working order	Pass C	Verified by Shannon OG	
Clean laundry is separate from dirty laundry	Pass 🖸		
ACO Trucks are washed and sanitized after unloading	Pass 오	Verified by Shannon OG	
Area is free of debris and safety hazards	Pass C		
Detailed Description of Concerns, Actions Needed, or Praise Shannon OG had a meeting, so the inspection was somewhat hurried. She said that on Monday several people have the day off and there was no one else to escort me around. I asked about the trailers to the side of the kennels and was told that was now the breakroom area for employees. I was unable to inspect those due to time restraints for Shannon. This area needs to be added to form.			

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.

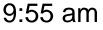
Advisory Board Member Name(s):

Susan Beldon

Date of Inspection:

March 7, 2024

Time of Inspection:



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		
Clean floors, windows, and doors	Pass		
Proper signage in place	Pass		
Reception area neat & orderly	Pass		
Men's restroom clean and stocked	Pass 🔽		
Women's restroom clean and stocked	Pass		
Description of Concerns, Actions Needed, or Praise Alex, the Communications Manager, accompanied me during my inspection and was able to answer questions.			

Cat Holding Area	Pass/Fail/ Not	COMMENTS	
Cages & cage doors are clean	Verified Pass		
All cages are cleaned & sanitized between occupants	Pass	Cages that are empty due to pet being in surgery are cleaned	
Fresh newspaper in each cage	Pass 🔽	Replaced when pet in surgery	
There are no offensive odors	Pass		
Each cage with cat has correct kennel card	Pass 🔽	All cards are pulled prior to surgery so drugs and vaccines can be prepared. Each pet has a paper collar with their name and cage number. Blue collar for male and pink for female. Kennel cards come back with pet after sugery.	
Stainless steel shelving is cleaned	Pass		
Description of Concerns, Actions Needed, or Praise In the Cat Room there were several overflow dogs from dog room.			

	Pass/Fail/	
Dog Holding Area (Right)	Not	COMMENTS
	Verified	
		This Room is currently being used as a Third Exam Room.
Cages & cage doors are clean	i	
All cages are cleaned & sanitized between occupants		
Fresh newspaper in each cage	I	
There are no offensive odors	I	
Each cago with dog bas corroct konnol		
Each cage with dog has correct kennel card	I	
Descript	ion of Conce	rns, Actions Needed, or Praise

Surgical Prep Area	Pass/Fail/ Not Verified		COMMENTS
Prep sinks are in working order, clean, and free of debris	Pass	•	
Medical equipment are in working order and clean	Pass	•	
Controlled Medical Drugs are properly secured	Pass	•	Alex showed me closet where they are stored
Clean floors and tables	Pass	•	
There are no offensive odors	Pass	•	
Comments/Actions Needed 33 surgeries were being performed today			

Surgery Suite	Pass/Fail/ Not Verified	COMMENTS
Medical equipment is in working order and clean	Pass 🔻	See Below Comments*****
Fresh surgery packs are used for each pet	Pass 🔽	Alex explained the process for cleaning and sterilizing the packs and the area where it is conducted
Pets are properly sedated, and secured to surgery table	Pass 🔽	
Clean floors and tables	Pass 🔻	
Comments/Actions Needed Dr. Perregrino was performing surgery at the time of Inspection. Staff and Doctor reported that the vaporizer on the anesthesia machine (gas outlet) for surgical table #2 does not seal properly and they are currently using tape to hold it in place. They just discovered problem and are unaware if it was already reported. Upon completion of the Inspection I notified Assistant to the ACS Director Shannon Oster-Gabrielson of this problem.		

Dog Holding Area (Left)	Pass/Fail/ Not Verified		COMMENTS						
Cages & cage doors are clean	Pass	ea ▼							
All cages are cleaned & sanitized between occupants	Pass	•	Cages that are empty due to pet being in surgery are cleaned						
Fresh newspaper in each cage	Pass	•	Replaced when pet in surgery						
There are no offensive odors	Pass	•							
Each cage with dog has correct kennel card	Pass	•	All cards are pulled prior to surgery so drugs and vaccines can be prepared. Each pet has a paper collar with their name and assigned cage number. Blue collar for male and pink for female. Kennel cards come back with pet after surgery.						
Sink area is clean and free of debris	Pass	•							
Description of Concerns, Actions Needed, or Praise									

RESET FORM

SUBMIT



Public Safety Committee Brief



Support a Safe Community for People in Their Neighborhoods

SAFE COMMUNITIES

1. Improve First Response to Critical Calls

Critical Calls include aggressive dogs, neglect, and cruelty.

Goal: Increase critical response rate from 44% to 64% with the addition of 8 first response officers.

<u>Status:</u>

- 8 positions hired.
- 40,284 calls for service through February, a 14% increase over last year
- 12,558 animals impounded through February (74% of these are impounded by Animal Care Officers)
- 1,641 Criminal Citations issued through February, a 619% increase over last year
- 1,159 Civil Citations issued through February, a 12% increase over last year

2. Conduct an Unrestrained Dog Survey

Unrestrained Dogs includes strays and owned roaming dogs.

Goal: Establish a baseline number of unrestrained dogs in the community to measure efforts to reduce the roaming population.

Status:

• Working with the Office of Innovation's Research & Development team to establish a partnership with an academic research team to conduct the survey. Survey is estimated to take place in May.

SAFE COMMUNITIES

3. Enhance Bites and Dangerous Investigations

Dangerous Dogs require ongoing compliance checks after initial designation.

Goal: Investigate all 3,500 bite cases annually, and increase the compliance rate of dangerous dogs from 55% to 80% with the addition of 4 Bites Officers, 2 Dangerous Investigators, and 1 Dangerous Investigations Supervisor.

Status:

- 3 Bites Officers trained, 2 Dangerous Investigators trained, 1 Supervisor hired
- 1,446 bite cases through February
- 76% current Dangerous Dog compliance rate as of March 1

4. Add 2 New Spay/Neuter Clinics

New clinics are targeted for the east and west side to address veterinary care deserts.

Goal: Open two new spay/neuter and wellness clinics to provide an additional 13,000 free and low-cost surgeries for pet owners.

Status:

• Developed a map of veterinary care deserts to help determine the best locations for the new clinics. Currently working to locate properties in identified locations.



Protect the Safety and Humane Treatment of Pets

HUMANE TREATMENT OF PETS

1. Increase Animal Wellness Clinic Events

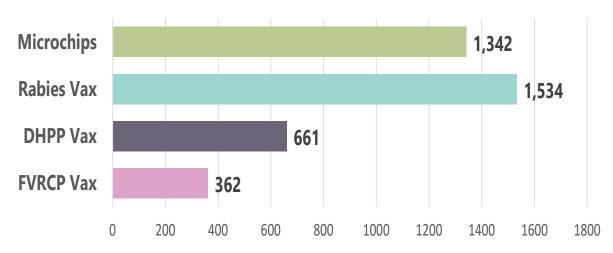
Wellness clinics offer free microchips, rabies vaccines, and DHPP or FVRCP vaccines.

Goal: Increase the number of wellness clinics from 29 to 36 annually and the number of pets served from 2,400 to 4,800.

<u>Status:</u>

- All clinics have been scheduled for the year
- 20 clinics through February completed
- 2,087 pets served
- Partners report 28% of pets served are sterilized





Resources Provided Through February

HUMANE TREATMENT OF PETS

Wellness Clinic Schedule

For the remainder of FY 2024. All Clinics are from 9am to 11am or as supplies last.

Vendor	Date	District	Location	
Protect Your Pet	3/23/2024	6*	SAACS 4710 State Hwy 151	
ADL	4/6/2024	6 Perez Park 8601 Timber Path Park		
Protect Your Pet	4/13/2024	1/2 PJAC Pavilion 210 Tuleta		
ADL	4/20/2024	6 Cuellar Park 5626 San Fernando St		
Protect Your Pet	4/27/2024	6*	SAACS 4710 State Hwy 151	
ADL	5/4/2024	3	Pickwell Park 6911 Pickwell Dr	
Protect Your Pet	5/11/2024	1/2	PJAC Pavilion 210 Tuleta	
ADL	5/18/2024	3 Southside Lions 3100 Hiawatha Pav. 4		
Protect Your Pet	5/25/2024	6* SAACS 4710 State Hwy 151		
ADL	6/1/2024	5 San Juan Brady Park 2307 S. Calaveras		
Protect Your Pet	6/8/2024	1/2	1/2 PJAC Pavilion 210 Tuleta	
ADL	6/15/2024	5 Monterrey Park 5909 W Commerce		
Protect Your Pet	6/22/2024	6*	SAACS 4710 State Hwy 151	

Vendor	Date	District	Location	
ADL	7/6/2024	6	Levi Strauss Park 6100 Old Highway 90	
Protect Your Pet	7/13/2024	1/2 PJAC Pavilion 210 Tuleta		
ADL	7/20/2024	6 Acme Park 534 S Acme		
Protect Your Pet	7/27/2024	6*	SAACS 4710 State Hwy 151	
ADL	8/3/2024	4	Pearsall Park 5102 Old Pearsall	
Protect Your Pet	8/10/2024	1/2	1/2 PJAC Pavilion 210 Tuleta	
ADL	8/17/2024	4	Rainbow Hills Park 528 Rasa Dr.	
Protect Your Pet	8/24/2024	6*	SAACS 4710 State Hwy 151	
ADL	9/7/2024	2	Copernicus Park 5003 Lord Rd.	
Protect Your Pet	9/14/2024	1/2	PJAC Pavilion 210 Tuleta	
ADL	9/21/2024	2	Lockwood Park 801 N. Olive St	
Protect Your Pet	9/28/2024	6*	SAACS 4710 State Hwy 151	

HUMANE TREATMENT OF PETS

2. Develop a Community Standard of Care for Pets

ACS believes a higher level of care should be afforded to pets, beyond only what is legally required.

Goal: Partner with the community to establish a standard of care for San Antonio's pets and promote pet-friendliness within the community.

Status:

- State law and Chapter 5 currently require that pets are provided food, water, shelter, exercise, safety from the elements, and veterinary care.
- ACS is currently developing a community survey to see what residents expect of their neighbors and of ACS when it comes to pet care.
- Public workshops will be scheduled for May and June.
- Community-developed standard of care will inform future outreach, resource development and marketing efforts.



Support the Placement of Pets for Life

PLACEMENT OF PETS

1. Enhance On-Campus Adoptions

Increasing adoptions requires a multi-faceted approach.

Goal: Increase on-campus adoptions from 5,000 to 6,500, complete behavior assessments on at least 43% of animals in ACS care, and provide additional vet exams with the addition of 1 Trainer, 4 Animal Care Attendants, and a 5-member veterinary team.

Status:

- Animal Care Attendants pending in-lieu to Lead position.
- 1 Trainer position has been hired and has begun conducting behavior assessments.
- 4 positions of the veterinary team hired, Veterinarian position is currently posted.
- 2,484 adoptions through February, a 19% increase over last year.
- 2,511 ACS pets have received a behavior assessment and bio.

2. Increase Rescue Incentive

ACS contracts with several groups to provide compensation for pulling pets from ACS.

Goal: Increase the number of animals rescued by increasing the incentive to \$200 per pet

<u>Status:</u>

• 3,797 pets rescued through February, a **10% increase** over last year.

PLACEMENT OF PETS

Placement Outcomes	Oct-Feb 2023	Oct-Feb 2024	% Change
Adoption	2,046	2,484	21%
Rescue	3,447	3,797	10%
Return to Owner	2,745	2,777	1%
Trap Neuter Return	112	215	92%
Euthanasia (minus owner requested)	1,679	1,631	-3%
Live Release Rate	83.4%	85.3%	+1.9%

Foster Positive Connections with Our Community

COMMUNITY CONNECTIONS

Focus for FY 2025

ACS will begin addressing this focus area in FY 2025 with the following areas of interest:

1. Marketing

• Educational campaigns, commercials, and other messaging methods to raise community awareness

2. Placement and Networking

• Enhance evaluation and marketing of placeable animals to increase visibility to potential adopters and rescue partners

3. Spanish Language Accessibility

Increase access to ACS information for Spanish speakers

4. Community Engagement

• Develop a neighborhood-based engagement plan



Champion a Healthy & Thriving Workforce

THRIVING WORKFORCE

1. Enhance Staff Support

An increase in ACS services/programs has led to a need for more administrative support.

Goal: Support expanded services at ACS by providing data analytics to identify operational efficiencies, manage the increased number of contracts, and manage facilities and enhancements of the ACS campus with the addition of 1 Data Analytics Manager, 1 Contract Coordinator, and 1 Facilities Manager.

Status:

- Employee engagement and mental health plans underway.
- Office trailer anticipated arrival in June.
- Data Analytics Manager has been hired.
- Contract Coordinator has been hired.
- Facilities Manager has been selected is currently being processed by HR.





Public Safety Committee Brief

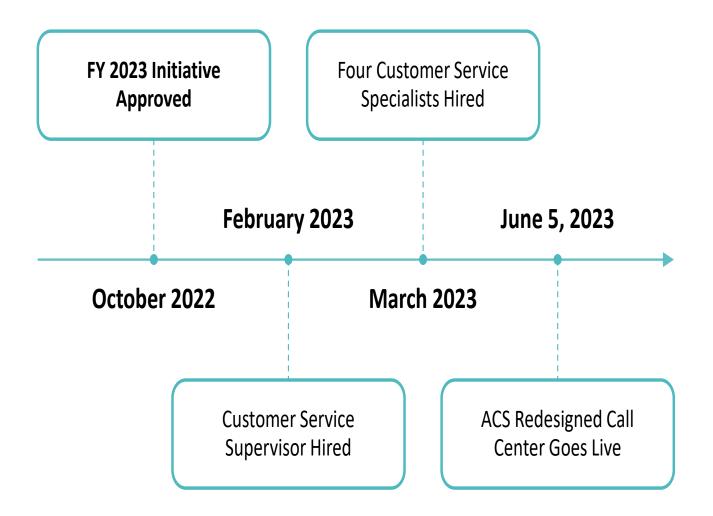


Briefing on the Customer Service Division



Customer Service Updates

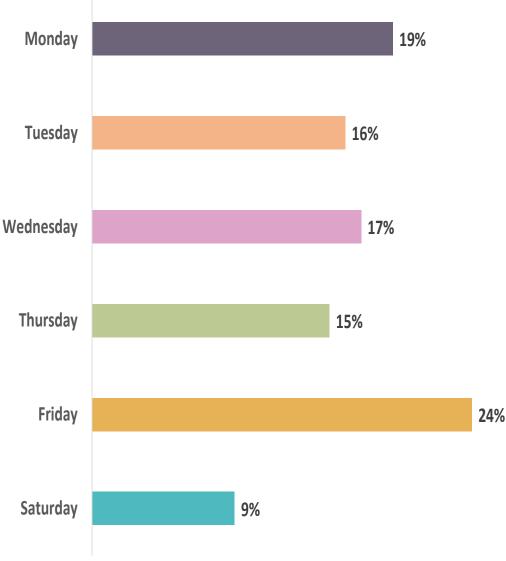
Customer Service Timeline



Customer Service Updates

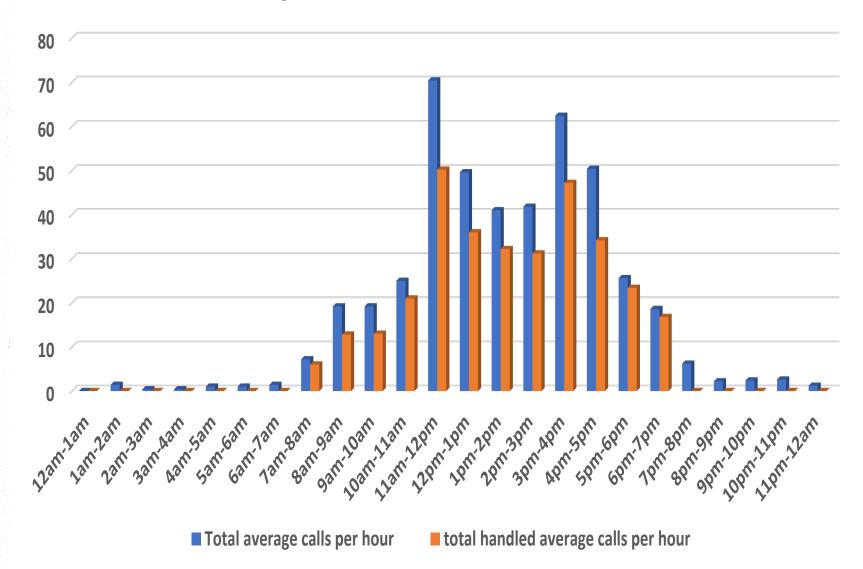
- Total Calls Received: 110,781
 - The total number of calls received to the ACS Call Center
- Total Calls Handled: 83,943
 - The number of calls an ACS Call Center Representative spoke with the caller
- Total Calls Abandoned: 26,661
 - The number of calls the caller hung up before speaking with an ACS Call Center Representative





Customer Service Update

Average Calls Received vs Calls Handled



Customer Service Updates

Why Do Residents Call ACS?

- Check status on a call made to 311
- Adoptions
- Low-Cost Resources
- Owner Surrender (standard, medical, behavioral)
- Lost/Found Pets
- Field Support Calls

Briefing on the Customer Service Division

