

**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](http://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.





# 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.



The initiative highlighted the significant role of fostering in providing a nurturing environment for pets to acclimate, reveal their unique personalities, and prepare for adoption. Each successful foster placement enabled the shelter to accommodate another animal in need, amplifying the impact of



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 Adöption 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



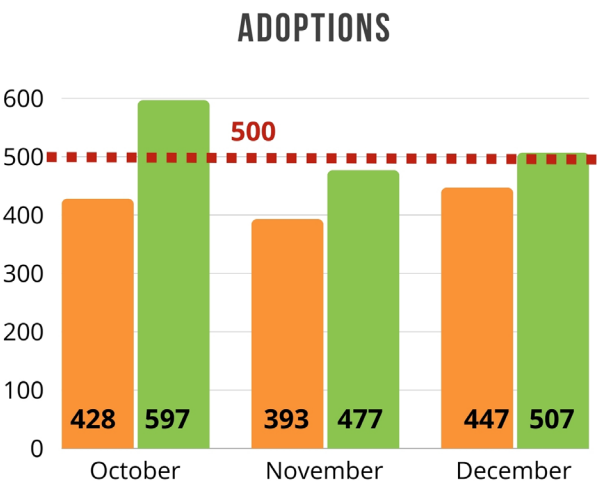
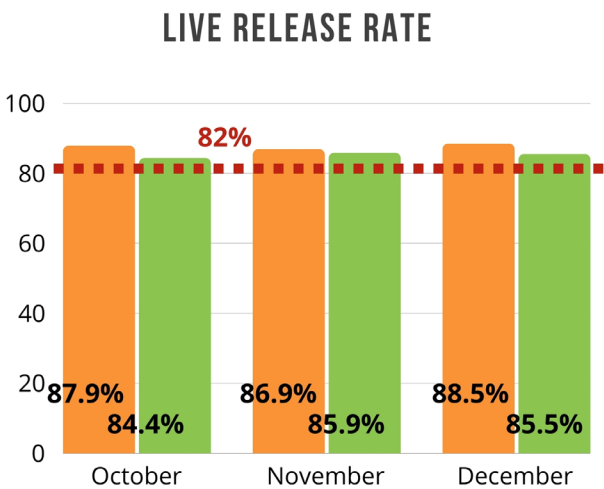


# FIRST QUARTER PERFORMANCE

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

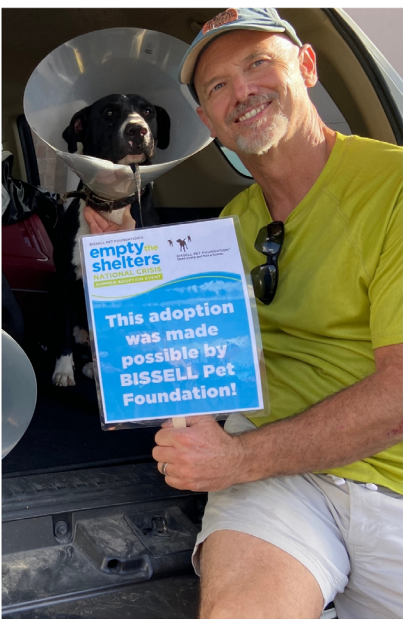
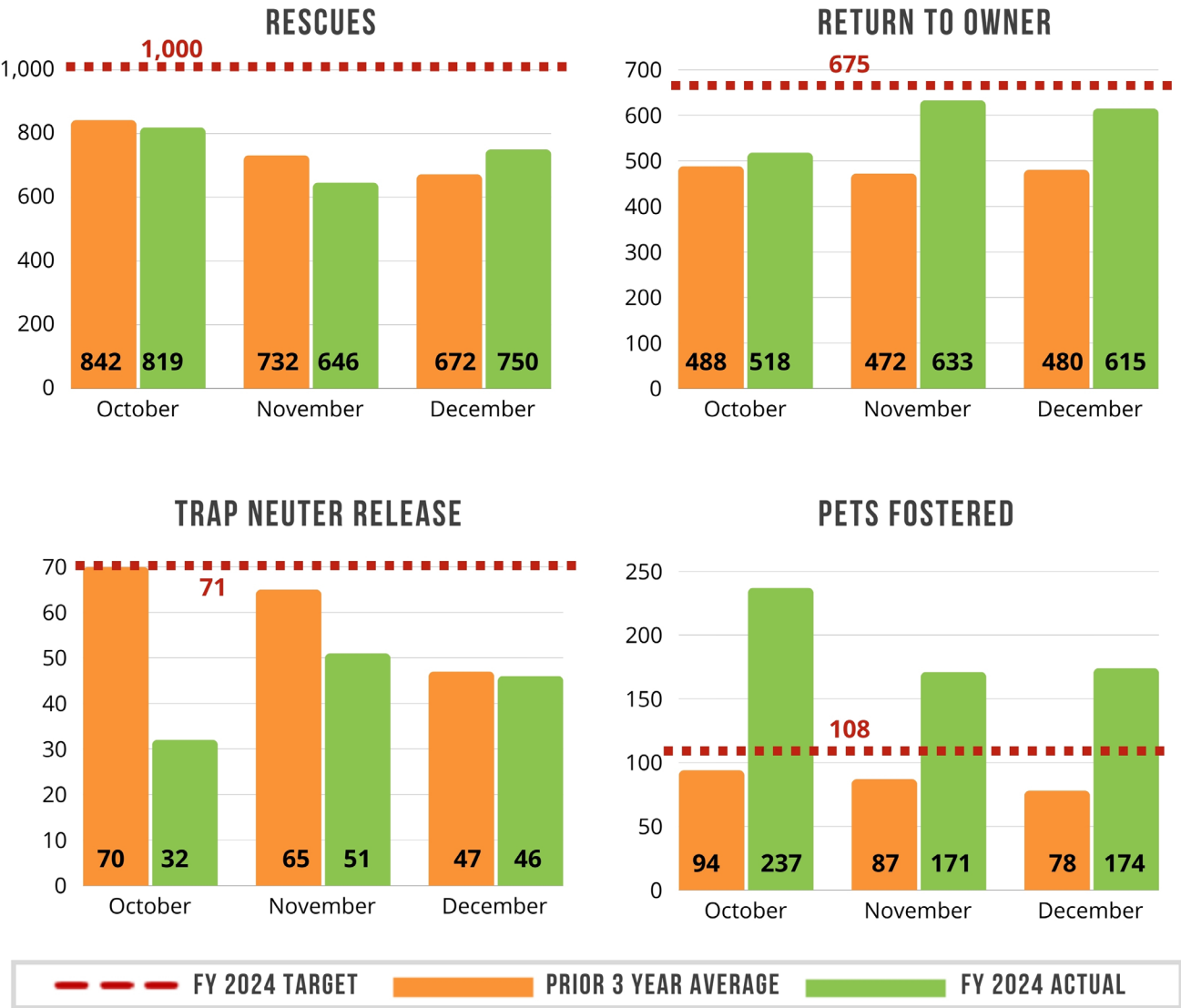
In FY 2017, Animal Care Services (ACS) hit and maintained an annual Live-Release rate of 90+% for several years. While this is a monumental achievement, ACS - like open-admission shelters across the country - has faced severe challenges over the past couple years. This is why the Placement Division is 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.



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



INCREASING THE LIVE RELEASE RATE (CONT'D)



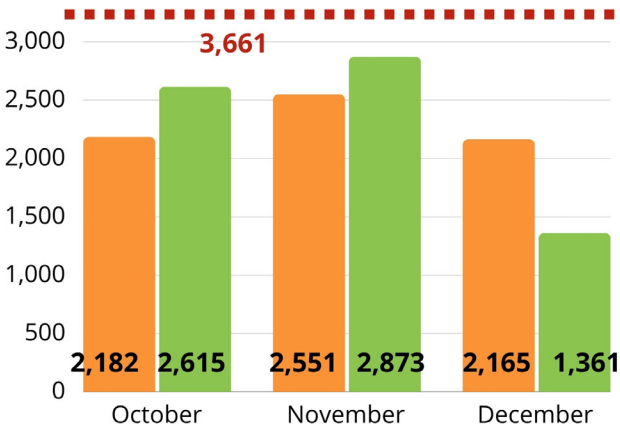




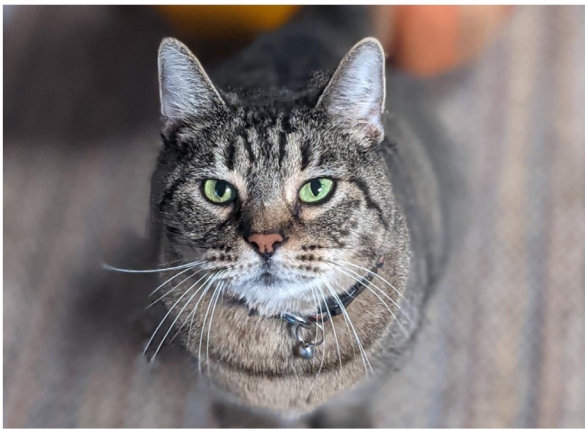
# CONTROLLING THE ROAMING ANIMAL POPULATION

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.

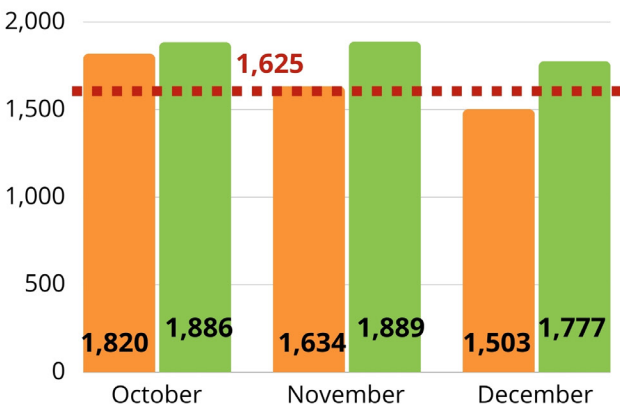
## TOTAL SPAY & NEUTER SURGERIES\*



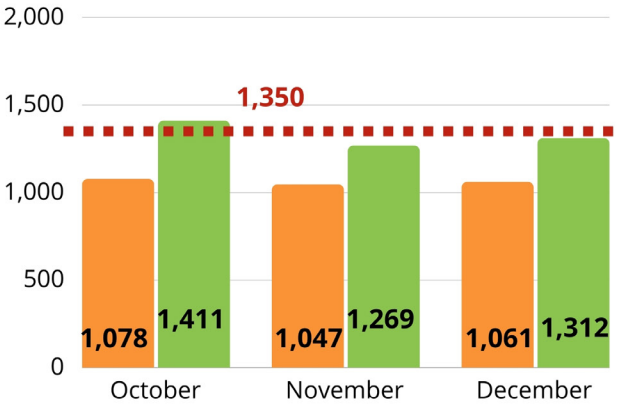
\*Due to reporting delays, Q1 is pending some partner actuals



## DECEASED DOG/CAT PICK-UP



## MICROCHIPS IMPLANTED



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

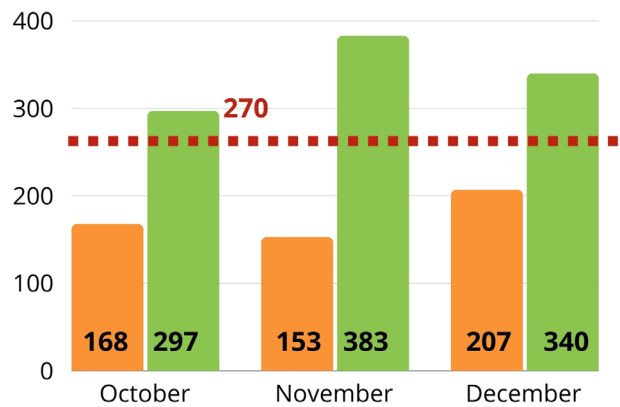


# SUPPORT A SAFE COMMUNITY

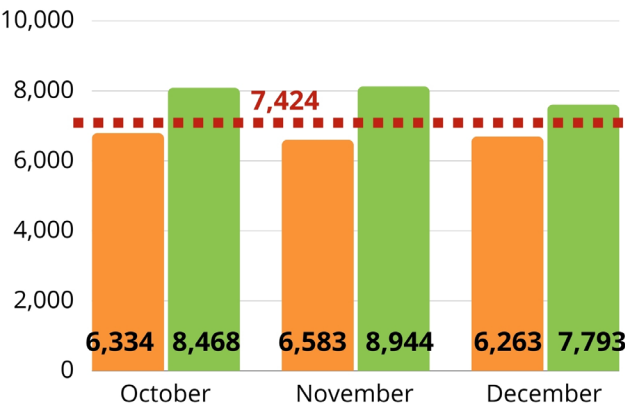
Animal Care Services (ACS) strategic priority to support a safe community includes programs that advance public safety through strong processes and partnerships to boost guardian accountability and promote a sense of security in our communities. These programs are largely measured by the work performed 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.



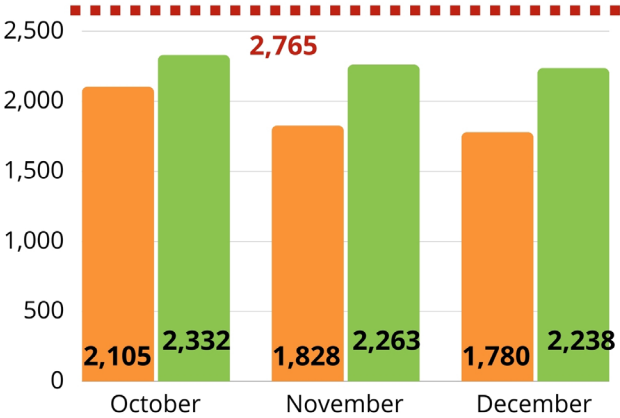
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS



FY 2024 TARGET

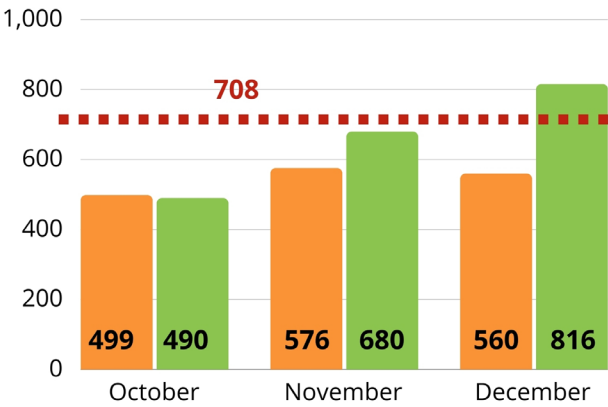
PRIOR 3 YEAR AVERAGE

FY 2024 ACTUAL

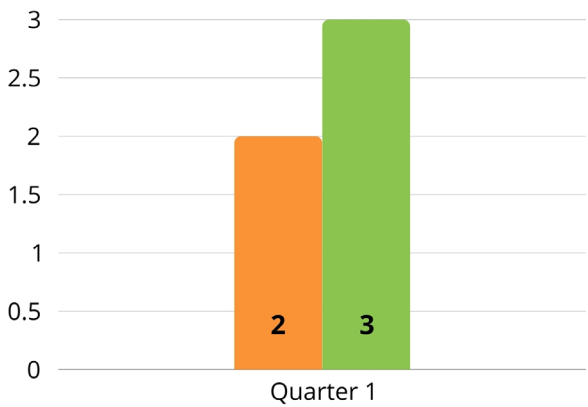


SUPPORT A SAFE COMMUNITY (CONT'D)

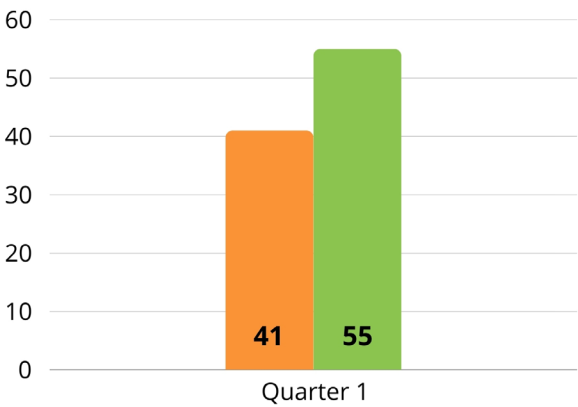
CITATIONS WRITTEN



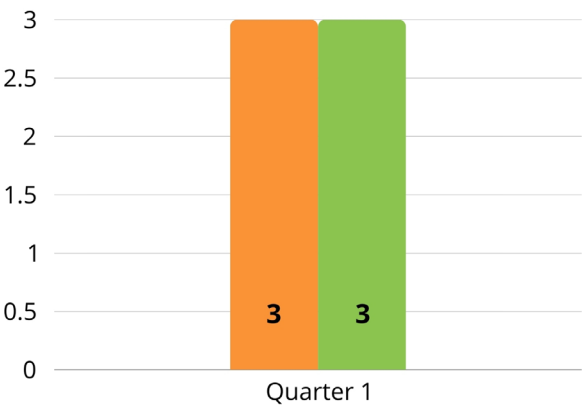
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED



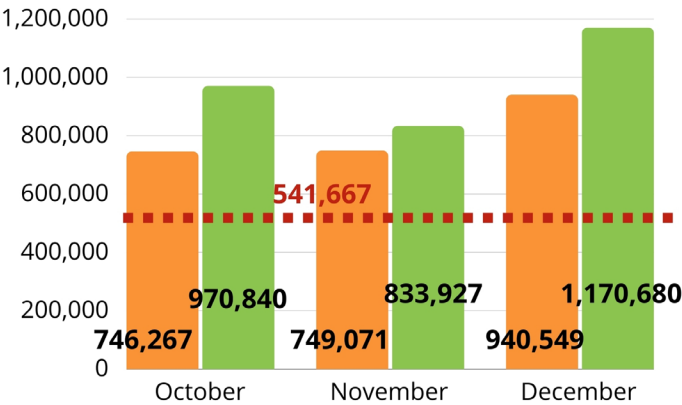




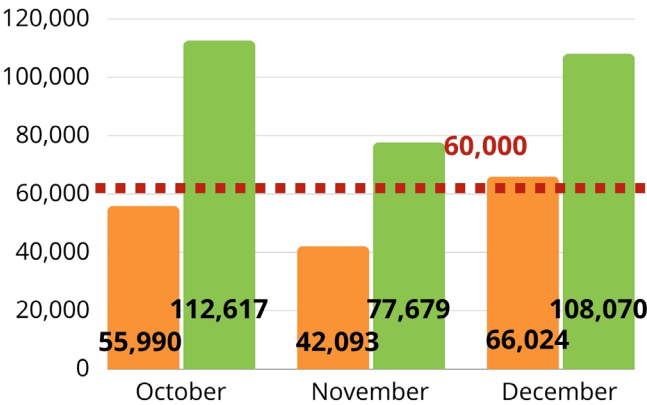
## FOSTER POSITIVE CONNECTIONS WITH OUR COMMUNITY

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).

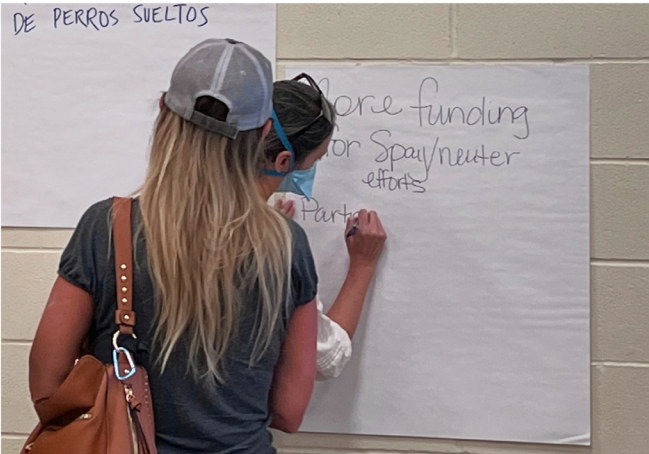
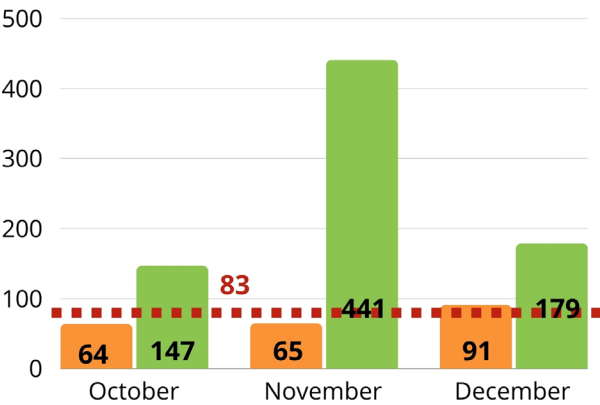
DIGITAL REACH



DIGITAL ENGAGEMENT



MEDIA INTERACTIONS



--- FY 2024 TARGET      Prior 3 Year Average      FY 2024 Actual



