



CITY OF SAN ANTONIO



# ANIMAL CARE SERVICES

FY 2023 | SECOND QUARTER REPORT





**SHANNON SIMS**  
ACS DIRECTOR

### DIRECTOR'S DESK

Animal Care Services is set to see a substantial increase in resources and reach thanks to a potential mid-year budget adjustment. That's good news for pets in San Antonio. A trio of additional spay-neuter contracts is moving forward to include a brand-new vendor moving into the Brooks spay-neuter clinic. Those affordable veterinary resources will be augmented by a new initiative we're working on with the Animal Defense League and San Antonio Humane Society. For the first time ever, ACS will partner with San Antonio's largest shelters to host a large-scale community vaccination clinic in early summer. As it gets warmer, ACS will also be expanding operating hours. This service expansion will not only increase the shelter's hours of operation but encourage more foot traffic in the morning before the heat of the day settles in. The innovative Field apprentice program is also growing, with an additional fifteen positions opening for would-be Animal Care Officers.

Field apprentices get on-the-job training as they progress on their new career path, and ACS gets a much-needed boost to the department's enforcement team. Finally, reviewing some key initiatives from this year—I am proud to report that ACS has hired a new staff veterinarian (with a third coming on board soon!) as well as a number of vet techs to support increased medical needs. Additionally, the community vaccination clinic project with the Animal Defense League has been very successful, with more than 1 thousand pets vaccinated halfway through the year's scheduled events. The future is looking better and better as we continue to engage staff, our partners, and the community in lifesaving solutions.

### CHAIR'S CORNER

Over the course of the last year, the Advisory Board has discussed the need for an easier way for the community to interact with Animal Care Services—whether it be to check on the status of their calls for service or get information on programs and resources. I am happy to announce the ACS Customer Service team has not only been hired, but they are also already answering calls! In fact, since onboarding last month, the new team of four customer service specialists and their supervisor have answered more than a thousand calls from residents. Calls have ranged from residents asking questions about the City's animal laws to would be adopters looking for directions to helping pet owners identify affordable veterinary services. The Advisory Board has learned the Customer Service team is expected to assist with more than 20 thousand enquiries via phone and online every fiscal year—what a great way to dispel miscommunication and expand education in the community!



**RITA BRAEUTIGAM**  
ADVISORY BOARD CHAIR





## MIRACLE ON THE TRACKS!

In late March, Animal Care Officer received an urgent call for service. A dog was seemingly tied or stuck on an active railroad track in Northeast San Antonio. The Labrador, who we named Lucky, needed help and he needed it now!

Knowing there wasn't a moment to waste; Officer Edwards rushed to the scene and spotted the dog lying on the tracks. A police officer who responded indicated the railroad had been notified, so Officer Edwards got to work gaining the scared dog's trust.

Unfortunately, Lucky had a leash tied directly around his neck, which appeared tangled on a protruding nail. As the frightened dog struggled, the restraint got tighter and tighter.

Working slowly and carefully, Officer Edwards was able to use a humane pole to urge Lucky off the tracks. As he did, he could hear a train in the distance. Before they could make it back to the animal transport vehicle, a train zoomed past rattling both Lucky and Officer Edwards.



It took him a little time, but Lucky was able to settle down from his close call and the ACS team back at the shelter started working on placement options for him. He even caught the eye of popular TikTok creator “We Rate Dogs” coming in at #2 on a recent top ten dogs list! As you can imagine, we received an incredible response from potential adopters looking to add Lucky to their family, and soon after his railway adventure, Mr. C came to meet Lucky!

“As soon as I met him, I could tell he was exactly the kind of dog that would fit in with my family. He was so chill and unbothered,” said Mr. C. It was a great match and after Lucky was neutered and microchipped, he got a new home and new name! Lucky now goes by Duke and he is loving his happily ever after thanks to the C Family!



*Officer Edwards and Lucky*





*Photos courtesy of Spay Neuter Network*

## MORE RESOURCES FOR SA AS SPAY NEUTER NETWORK OPENS

We are thrilled to announce a new partner in promoting humane pet care! The Spay Neuter Network had their official grand opening in February, celebrating with a weekend of free resources for local pets!

Spay Neuter Network's San Antonio clinic provides affordable and free high-quality spay, neuter, vaccinations, parasite prevention and basic pet care for dogs and cats. Residents can get more information about the clinic, including appointment scheduling information, at <https://spayneuternet.org/san-antonio/>





**BISSELL PET FOUNDATION®**  
Until every pet has a home.



## **BISSELL PET FOUNDATION LEND A HAND...AND A VET!**

Dr. Alana Canupp provided sterilization services to 60 San Antonio dogs and cats over the course of a weekend in January!

Our friends at Bissell Pet Foundation knew SAACS was like so many other shelters throughout the country and had felt the effects of the national veterinary shortage. Cathy Bissell opted to help our community by sending over Dr. Canupp, one of their staff veterinarians who specializes in high volume high quality spay neuter surgery. Thanks to Bissell and Dr. Canupp's help, we provided spay and neuter services to 45 dogs and 15 cats in just two days! Dr. C even provided our medical team with some valuable training while she was here!



## ACS SPOTLIGHT: OFFICER ALEXANDRA KILLEEN

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*"Often, it seems the public has an old-school perception of us being 'dog catchers'.*

*But we are NOT. We are educating day-to-day and following up on investigations and we deeply care about the people and animals we serve."*





In January 2018, Officer Killeen began her journey at Animal Care Services by working as an Animal Care Officer. Following graduation from our Animal Care Officer academy, she started as a first responder before becoming a District Animal Care Officer for council district 3. She spent her time educating the community about humane animal treatment, assisting with in-district microchipping, and providing supplies like safe tethers to pet parents in need. After five years as an ACO, Officer Killeen is currently working in the Bites Investigation Division.

Although no day at ACS is like another, Killeen says her days as a Bite Investigator are often unexpected. "Some days are truly crazy," describes Killeen. A typical day in the life includes following up with owners, victims, and medical institutions and coordinating between multiple parties for each case. Another key responsibility focuses on oversight of the state's mandated ten-day rabies observation period. Some days, she patrols for stray or loose animals involved in a case to ensure they can be placed in quarantine as the law dictates.







Rocco was severely underweight when ACS responders first found him. Now, he's living the life he always deserved, being loved endlessly by his new family.



## FROM STARVATION TO SALVATION

Last fall, our team picked up a pair of paper-thin dogs in desperate need of help. The dogs were severely malnourished and essentially skin and bones. The white one, Rocco, could not even bark without falling over due to how weak he was.

After speaking with nearby neighbors, Officer Chapa discovered the dogs had been left alone for over a week. After contact with their previous family, we moved forward with the surrendering process and transferred them immediately into our veterinary clinic. Little did we know, Ms. P had just seen Rocco's photo online and felt drawn to him.

Her previous senior pup had passed away in August, and she didn't feel ready to add another dog to her family until... she saw Rocco.

The P family fell in love before the ink could dry on their adoption application. Now double the weight he was when he was first brought in, Rocco is living the life of a spoiled house pup! The P family quickly discovered that Rocco is deaf and communicates with him using sign language. Thank you, P family, for opening your heart and home to give Rocco, a special needs shelter pup, a loving family to grow old with.





## HEARTBREAKING DISCOVERY

### **Cold, wet, covered in ticks, and found in a ditch.**

That's how a pair of puppies were found by our CASA Team during the harsh winter weather earlier this year. CASA coordinators were assisting residents when they spotted a pair of puppies near a drainpipe in a ditch. Fearing the pups would not survive out alone, they quickly worked to collect the pups. After safely containing the two pups, a third was spotted hiding nearby, so CASA Coordinators Trujillo and Anderson rescued that pup as well! After a final sweep to make sure no puppy was left behind, they bundled them up and transported them back to ACS for care.

Other than being host to tons of ticks, the puppies, named Dylan, Alex, and Natalie, all seemed to be in good health and just needed a safe and warm place to stay.

Thankfully, a few hours after arriving at ACS, SNIPSA saw the pups and transferred them into their care to help them find furever homes. We are told the pups are now tick-free, healthy, and ready for homes!





## TO THE RESCUE! OFFICERS SAVE DOG FROM HOUSE FIRE

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Max's life and home are now safe, thanks to the heroic efforts of Animal Care Officers McCallister and Colon and the quick response of the San Antonio Fire Department.

Earlier this Spring, Animal Care Officers McCallister and Colon were driving through a local neighborhood when they spotted heavy black smoke rising towards the sky nearby. Wanting to ensure everyone was alright, they followed the smoke to find a detached garage on fire.

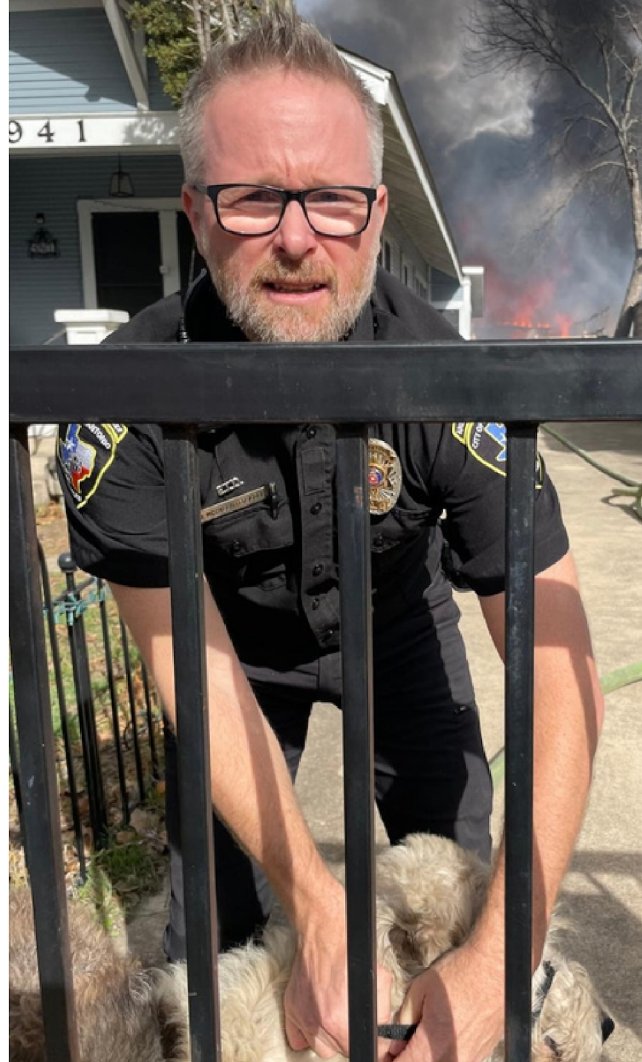
Without a moment to waste, they radioed dispatch to contact [San Antonio Fire Department](#) and examined the property to see if there were any people or pets in need. It was then that they spotted a sheepdog cowering against a gate in the backyard, which was padlocked shut. Flames engulfed the entirety of the nearby doghouse and we're creeping closer to the scared pup. As the officers circled the perimeter to find a way in, a neighbor arrived home and unlocked one of the surrounding gates.



Without hesitation, Animal Care Officer McCallister raced into the yard to rescue the large, terrified dog. He carried the pup, who we later discovered was named Max, out of the yard and safely loaded him into the front of their transport vehicle for a health and safety check. Just then, San Antonio Fire Department and San Antonio Police Department arrived to extinguish the fire and keep nearby residents safe.

Thankfully, our team was able to get in contact with Max's family and they were reunited. Mr. Q repeatedly thanked our officers for saving Max and for contacting 9-1-1 before the fire spread to the house. Before parting ways, we made sure to register Max's microchip with Mr. Q's contact information so that they would always be able to be reunited.

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## FY 2022 4TH QUARTER PERFORMANCE

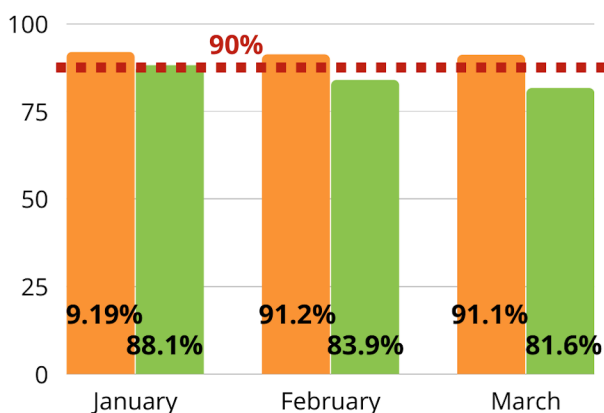
Analysis of the annual metrics for Fiscal Year 2023 will be a comparison of the results for Fiscal Year 2023 and the average of respective metric totals for the previous three years (Fiscal Year 2020, Fiscal Year 2021, and Fiscal Year 2022). Annual Fiscal Year 2023 targets are displayed to gauge the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

### INCREASING THE LIVE RELEASE RATE

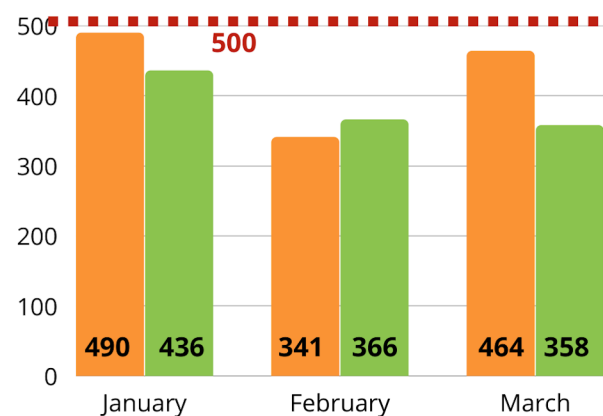
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs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



#### LIVE RELEASE



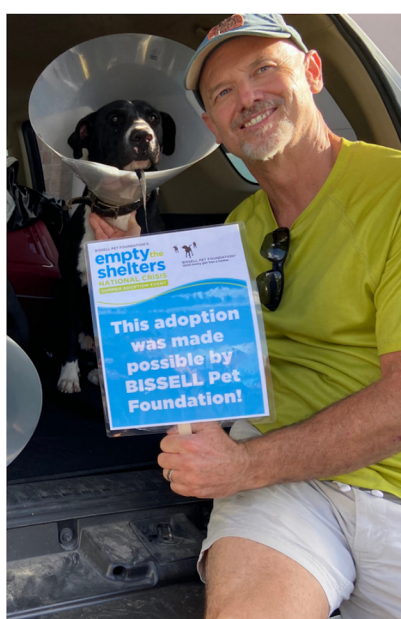
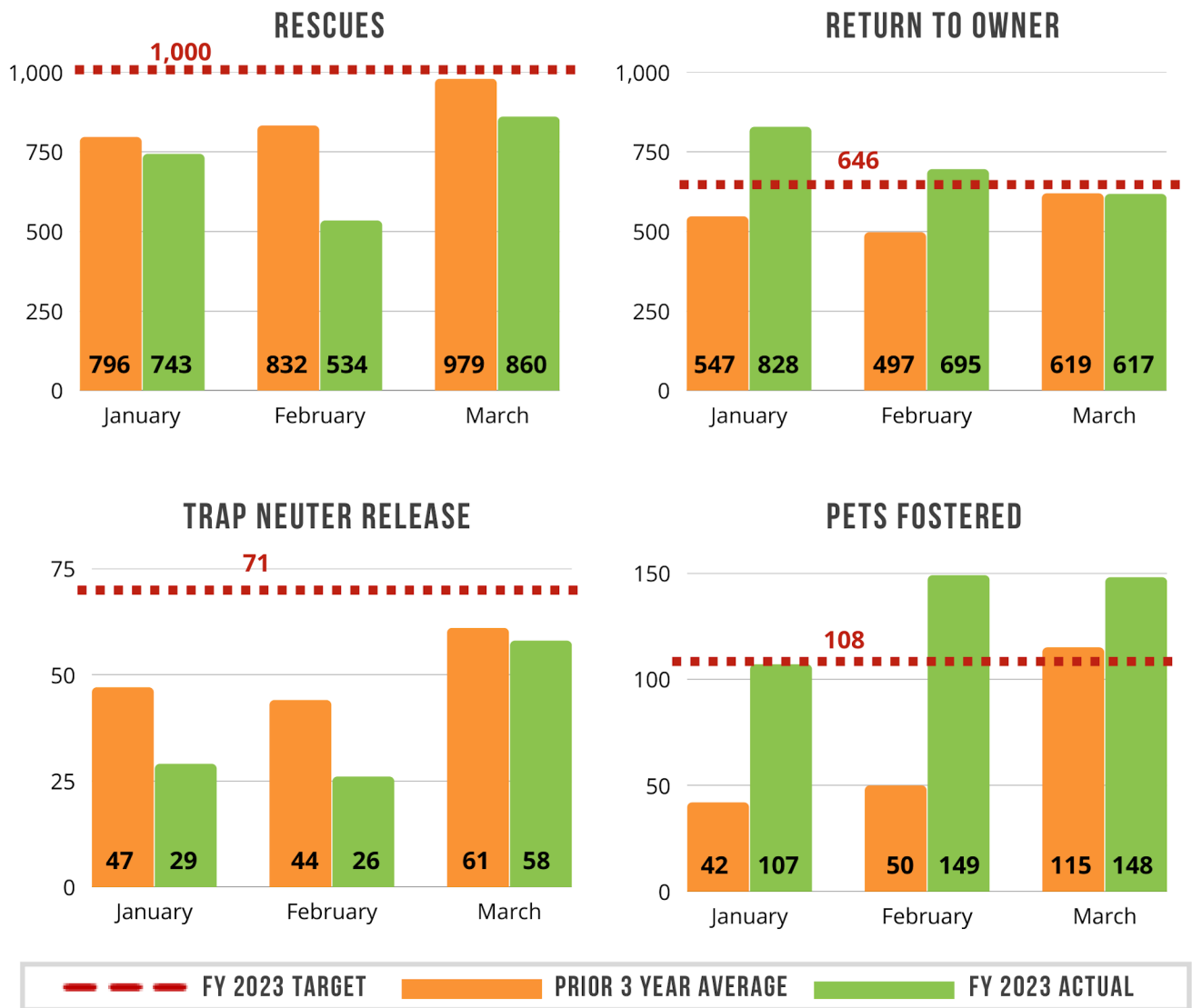
#### ADOPTIONS



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



## INCREASING THE LIVE RELEASE RATE (CONT'D)



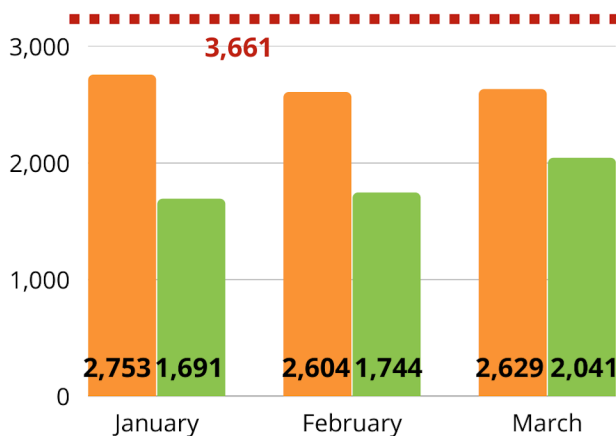




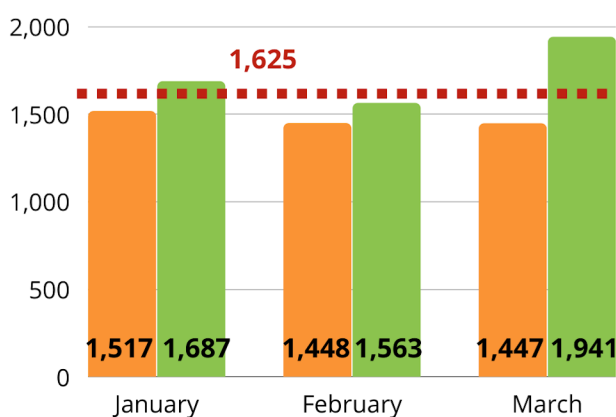
## CONTROLLING THE ROAMING ANIMAL POPULATION

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

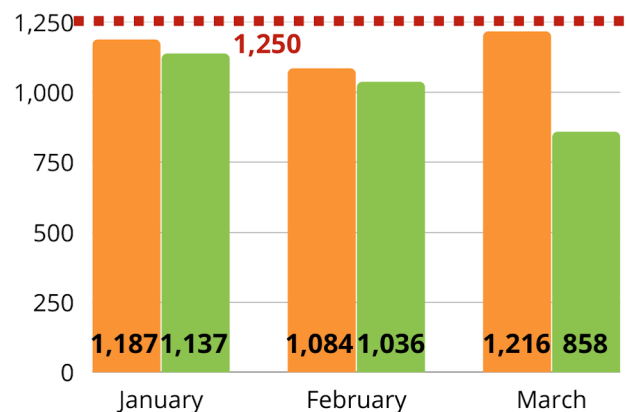
### TOTAL SPAY & NEUTER SURGERIES



### DECEASED DOG/CAT PICK-UP



### MICROCHIPS REGISTERED



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

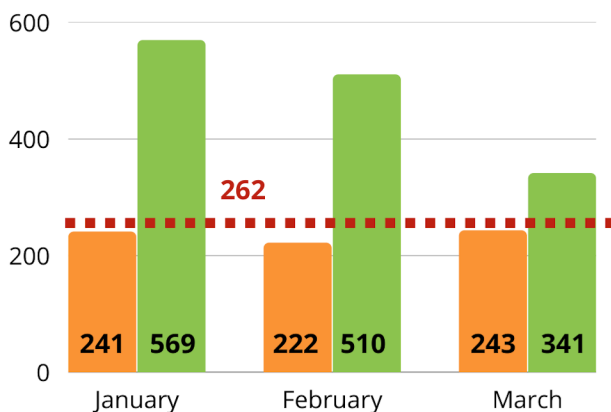


## ENHANCED ENFORCEMENT

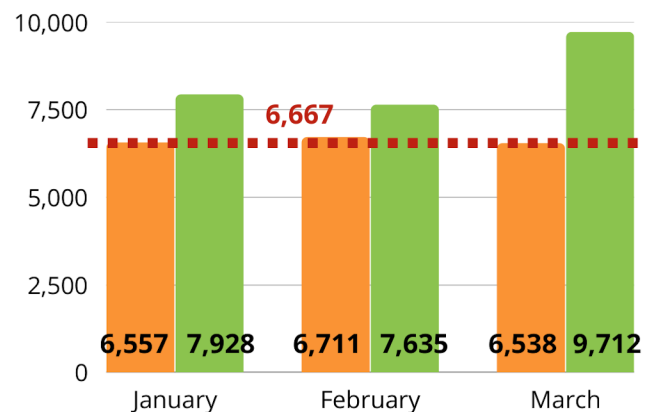
Animal Care Services (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS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



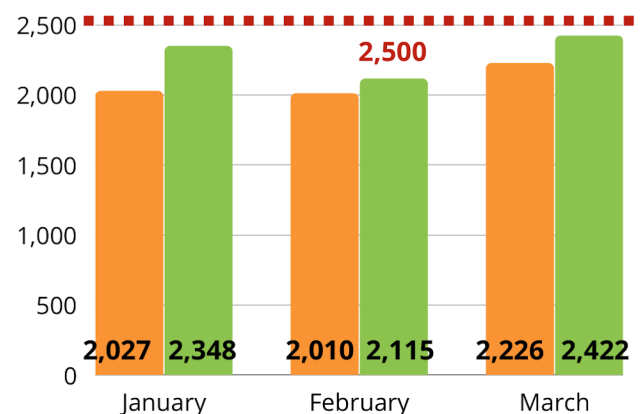
### PETS RETURNED TO OWNER-FIELD



### CALLS FOR SERVICE REQUESTS



### IMPOUNDMENTS



--- FY 2023 TARGET

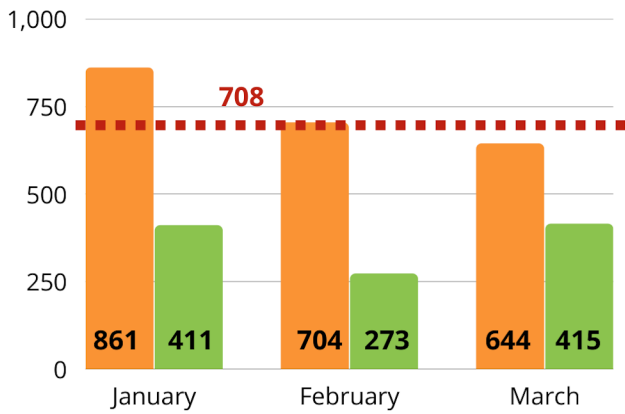
■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

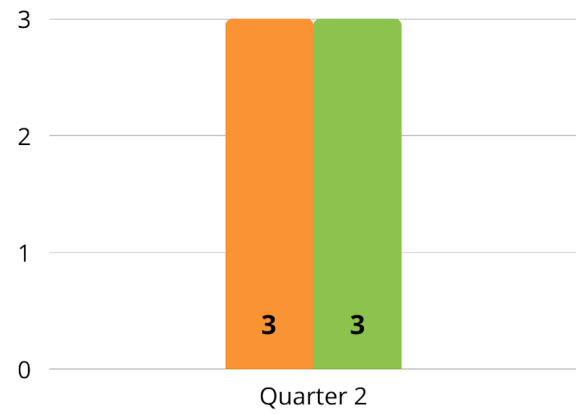


## ENHANCED ENFORCEMENT (CONT'D)

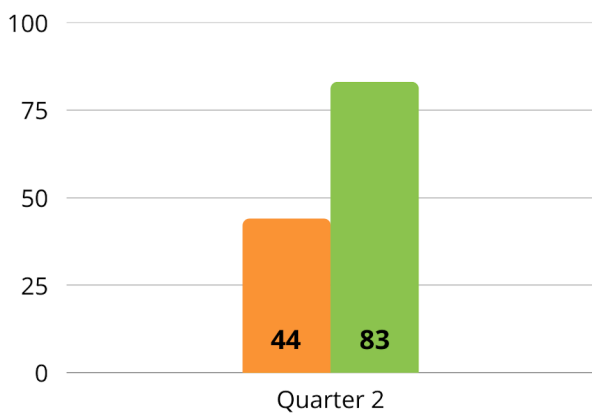
CITATIONS WRITTEN



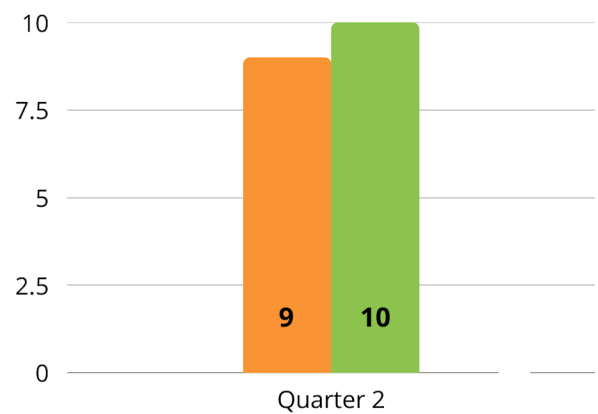
SERIOUS BODILY INJURIES



AGGRESSIVE/DANGEROUS DESIGNATIONS



CRUELTY CASES FILED



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL



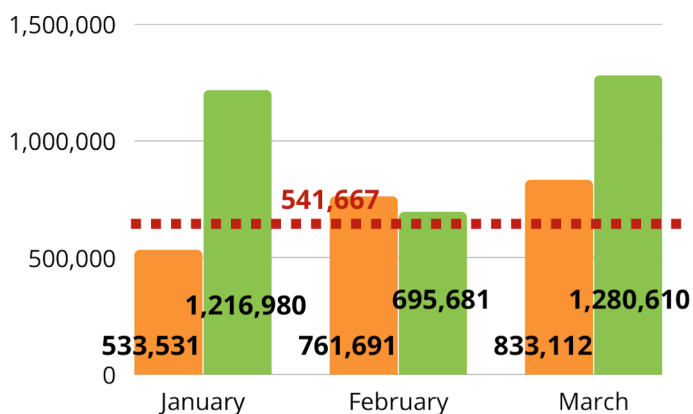




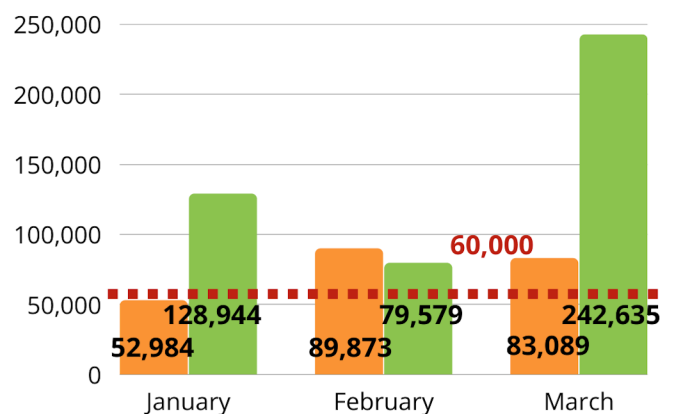
## ENGAGE AND EDUCATE THE COMMUNITY

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

### DIGITAL REACH

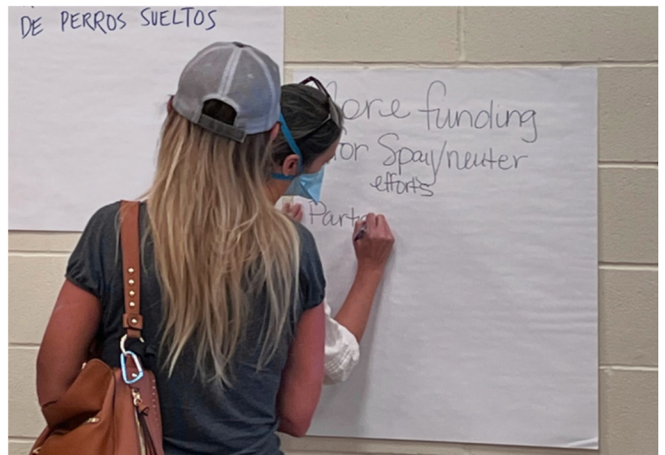
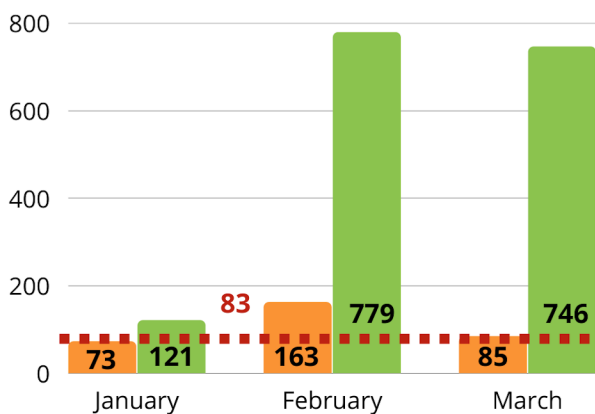


### DIGITAL ENGAGEMENT\*



\*Includes prior 2 year average

### MEDIA INTERACTIONS



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL



