



CITY OF SAN ANTONIO 

ANIMAL CARE SERVICES

FY 2023 | THIRD QUARTER REPORT





SHANNON SIMS
ACS DIRECTOR

DIRECTOR'S REPORT

With the summer heat blazing, it's been tough to focus on anything but staying cool. However, ACS hasn't slowed down in pushing out new resources and improvements in existing programming. As I mentioned in our last report, ACS recently partnered with San Antonio's largest shelters to host a large-scale community vaccination clinic. The event at Camargo Park was billed as a canine-only clinic with the aim to combat the growing disease we are seeing in San Antonio's pets. More than 5 hundred dogs received free vaccinations and microchips as a result of the effort, and there's discussion of making the event a bi-annual affair. Two free vaccination clinics would be a boon for local pet owners, but having one every weekend would be even better! That's why I'm proud to announce ACS is now supporting just that. Beginning in August, free vaccination opportunities for San Antonio pet owners will be held every Saturday of the month throughout the community. The Animal Defense League

has been a long-term partner in our mission to expand veterinary resources throughout the Alamo City, and throughout the fiscal year, they have been providing two monthly clinics in at-risk areas of town. The clinics have been wildly popular and attracted the attention of a local veterinary service provider, Protect Your Pet. That group's principal, Dr. Raymond Esparza, came to me with the same interest and dedication to helping local pet owners provide wellness care for their pets. In May, Dr. Esparza and PYP held their first free clinic on the ACS campus, providing free vaccinations and microchips for 100 dogs and cats. After participating in the Camargo Park event, Esparza told me he was ready to do more, and in the next month, we'll be doing just that. Staff is working on an expanded clinic schedule, including a new free vaccine event at the Petco Pavilion in the Brackenridge Facility. Our Live Release team is also working in concert with Education to boost adoption events with additional offerings for would-be adopters, such as pet tags and more humane pet care information. The recent Pride Bigger than Texas adoption event saw their efforts culminate with a number of vendors and resource offerings on campus. More than 30 pets found homes the day of the event and foot traffic increased on the campus, an effort that was as inspiring as much as it was hard-fought. As Animal Care Services continues to build back our positive placement rates, now, more than ever, I am asking residents to consider adopting a pet, becoming a temporary foster for a pet in need or even just advocating on behalf of humane pet care. San Antonio's pets need us.

CHAIR'S CORNER

Last month, I had the privilege of joining Animal Care Services, the Animal Defense League, San Antonio Humane Society, and new SAACS partner, Protect Your Pet, for a community-wide vaccination event that turned out to be San Antonio's largest dog wellness clinic ever held. The single-day event took place at Camargo Park near Mission Stadium, which was graciously loaned to our joint effort by SA Parks and Recreation. When staff and volunteers from each of the partners arrived before sunrise, it wasn't immediately clear if the mission would be successful. The hope was to focus on vaccinating the community's dogs from the diseases we see all too often in our shelters—distemper and parvo. Still, as the morning turned into the afternoon, we saw more and more dogs come in with their grateful guardians, and it quickly became apparent not only was this event going to help hundreds of animals, but we also needed to do more. I am proud of the ACS staff who helped organize and run this massive undertaking, and I'm hopeful we will be able to do it again when the summer heat fades into cooler fall temps. I'll be there lending a helping hand. I'll hope you'll join me.



RITA BRAEUTIGAM
ADVISORY BOARD CHAIR

A NEW PAWTFNERSHIP WITH DOG GUIDE SA!



Recently Animal Care Services received an amazing donation from our new friends at the Dog Guide San Antonio that helped so many pets in need. More than 2 hundred new and gently used dog items were brought into the shelter following the Dog Guide's regularly held Pet Supply Swap. Our ACS team members and all our pups needing homes appreciate the generosity and we hope their example inspires others in the community to the same! Monetary and supply donations can be dropped off inside our Welcome Center anytime during regular hours of operation and the current wish list can be found at: www.saacs.info/wishlist

STUDENTS GIVE BACK TO PETS IN NEED

What do you get when you combine Global Youth Service Day with dozens of local students who want to make a difference? An amazing volunteer effort to lend a paw to furry friends at ACS and beyond!

During National Volunteer Week in April, the International School of the Americas (ISA), sent 500 students across San Antonio to volunteer at various organizations for Global Youth Service Day. A magnet high school in North East ISD, ISA had students head to a number of animal shelters, including ACS! While volunteering at our shelter, the students helped assemble and organize enrichment and animal care supplies for the pets in our shelter. At each volunteer station, students put together plastic medical cones of varying sizes, organized newspapers for our puppy and medical kennels, folded litter boxes for our cat kennels, and made cat and dog enrichment toys from cardboard paper towel tubes and old t-shirts. Of course, all these items are used daily and in high volumes here at ACS so the help from these volunteers helped make pets more comfortable, more adoptable and supported the shelter's lifesaving mission!



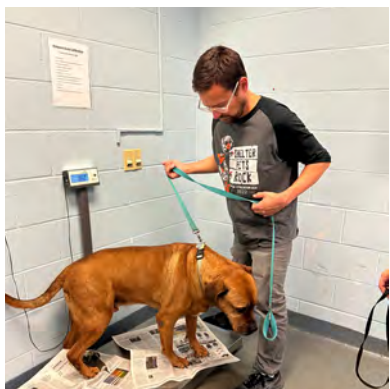
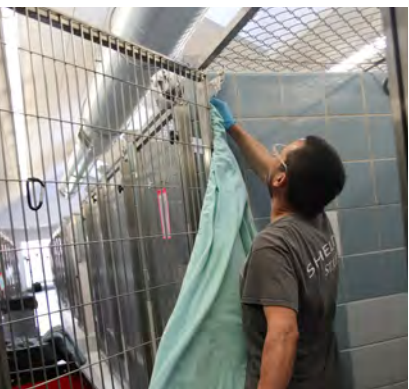


“AN INCREDIBLE TEAM PLAYER” — SPOTLIGHT ON ACA BRIAN

A fairly new ACS staffer is stepping into the staff spotlight and his colleagues say he’s “...an incredible team player [who] truly cares.”

Brian joined our ACS team in the summer of last year as an animal care attendant who’s proven to be a valuable member of our Animal Care Team! His supervisory team says “every day, Brian shows up maintaining a positive and energized attitude and is always willing to jump in and help anyone in need.”

A typical day for this superstar includes cleaning enclosures, socializing with the pets in our care, and helping ensure the health and safety of the animals as well as the people who visit them. “I really love working with animals and have a pretty great team that I work with here at ACS,” says Brian. When Brian isn’t helping pets in need, he spends his time playing basketball and playing guitar while singing in a local rock band! Rock on Brian...keep up the good work!



VOLUNTEERS SHINE BRIGHT AT ACS!

Volunteer Appreciation Week may have passed a couple of months ago but we don't want to miss this opportunity to tell everyone what incredible volunteers we have at Animal Care Services!

Some of our best and brightest? Kalena, Gil, Amy, James, and Shirley! They're just a small sample of our amazing volunteers.

In the 140 hours Kalena has spent volunteering with us, she's hung out with over 400 dogs! Her efforts assist in getting to know the pets in our care a bit better to help find them the perfect families.

Gil has been volunteering with us for more than a decade so he's done it all! From walking dogs to prepping medical supplies, Gil is definitely a seasoned volunteer we can always depend on!

Assisting our team with handing off adopted and fostered pets to their new temporary or furever homes, Volunteer Amy states that "nothing compares with the joy [she] feels when [she] sees a family united with their special pet."

James and Shirley are a fantastic couple who volunteer together. They spend their free time giving back to the community by assisting with our community cat program. With their help, our feral cat surgery drop-offs and pick-ups are much more efficient and give our staff more time to help additional people and pets!

We are truly grateful for all the help that ALL of our volunteers provide in aiding our team in serving the people and pets of San Antonio.

I volunteer at ACS for the dogs! Endless doggy cuddles are my favorite!
-Kalena



We volunteer because we care about the over population of cats in our community. We want to do whatever we can to assist ACS to help get San Antonio to become a more humane community for both people and pets.
- James & Shirley



“

I volunteer with ACS because they are mandated to take in every single animal, no matter their condition, breed, temperament or age. They work so hard to find each and every one a loving home. I've seen their employees cry with people when their lost dog is found. I have seen them get so excited when a dog who has been there a while finds a home! And I have seen them come running from every direction when a stray dog ends up in their parking lot. They provide comfort and compassion to millions of animals and every volunteer gets to be a part of that!

- Amy





LITTLE PAWS, BIG HERO!

A canine hero saves her friend...with a little help from a local leader!

It happened at Old Spanish Trails Park just as the heat started rolling into town. Aria and Khaleesi were wandering around the area when Khaleesi got her head stuck underneath a security fence! She struggled and pulled and tried desperately to free herself; all the while, the ends of the fence began digging into her neck. Clearly worried for her friend, Aria jolted off to find help! She ran over 100 yards to the first person she could find... who just happened to be former Mayor Garza!

She barked frantically to get his attention and led him to her trapped friend! Once The former Mayor spotted the trapped dog, he contacted 3-1-1 and went to work to free her until help could arrive. Khaleesi seemed to have been losing consciousness from the pressure



of the fence on her neck, mixed with the overwhelming amount of ant bites she received while stuck. So, the priority was to help relieve the pressure to Khaleesi's throat so she could breathe! After two hours of working and cutting the fence, Khaleesi was finally free!

The pair were transported back to ACS for love and care by Animal Care Officer Diaz and Cadet Andino. Former Mayor Garza stated, "We went through a lot of effort to save the poor dog, but her companion was the true hero!"

We agree! This tiny 4-month-old pup's love for her friend may have saved Khaleesi's life! Thank you, former Mayor Garza, for listening to this little hero's cries and helping rescue her friend! Both Khaleesi and her pal Arya are resting easy in their new homes thanks to the quick work of another hero who's still helping his community.

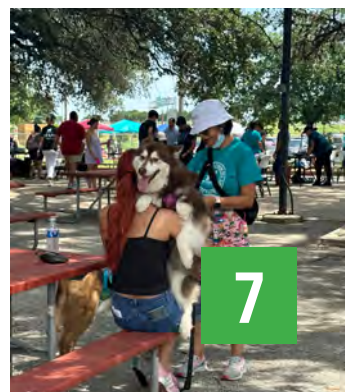
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Pets Served!

ACS & LOCAL PARTNERS HELP LOCAL DOGS IN A BIG WAY

In early June, ACS and a number of partners successfully completed what turned out to be the largest community vaccination clinic in San Antonio history! The first-ever MEGA vaccination and microchip clinic saw Animal Care join forces with teams from the Animal Defense League of Texas, San Antonio Humane Society, and Protect Your Pet for the event at Camargo Park.

We had an incredible turnout where 530 pets received FREE vaccination and microchipping services! Thank you to all who attended to provide their pets with life-saving protection from disease and being lost. Of course, Animal Care Services offers FREE vaccination and microchip clinics every month! The complete list of upcoming clinics is listed at saacs.info/events.



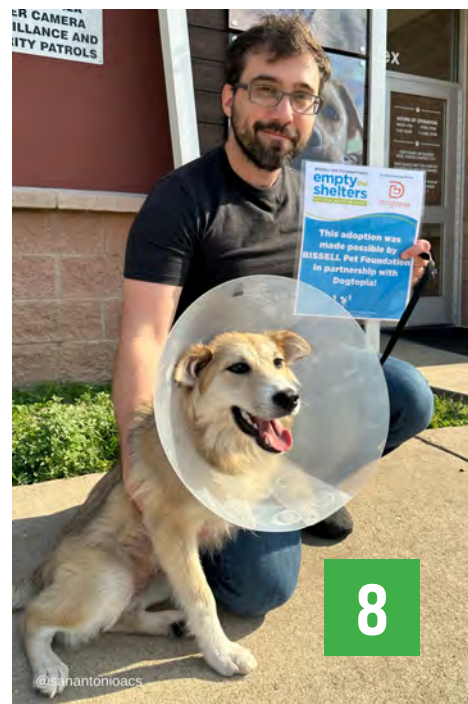
PURRS, PAWS & PRIDE

The first ever Paws, Purrs, and Pride, Bigger than Texas Adoption event saw 33 pets find homes. Pride Bigger Than Texas joined us for the event several weeks ago and we couldn't be more pleased with the turnout. Animal Care Services also participated in this year's Pride parade and look forward to our continued partnership to save more lives!



BISSELL ADOPTION EVENT A LIFESAVING SUCCESS

The BISSELL Pet Foundation lends a lifesaving hand yet again! Thanks to the foundation and the efforts of Cathy Bissell herself, close to 2 hundred shelter pets are now in their furever homes! Last month, Animal Care Services participated in the latest #EmptyTheShelters adoption event. 155 dogs and 32 cats (187 total!) found families during the reduced adoption fee event.



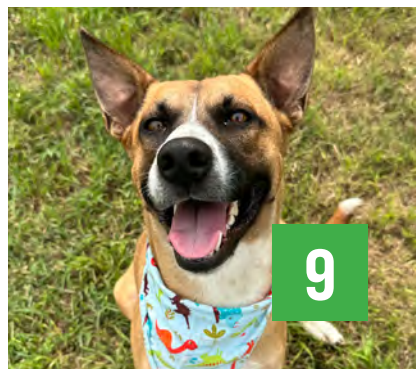


NEVER GIVING UP ON LOVE — MARMIE GETS A SECOND CHANCE

Abandoned by those she trusted most; a sweet dog learns to love again thanks to longtime Animal Care Services partners at the Animal Defense League!

Recently, Marmie was dumped right outside of ACS by someone she knew. They cruelly abandoned her after deciding they no longer wanted her; but despite her loving disposition, she didn't get any interest from adoptive families. Her friendly personality and adorable "teeth chatter" (that she does when she's excited) won over our team's hearts, so when her kennel was required for another pet in need, we moved her into one of our administrative offices.

It didn't take long for her to become a staff favorite; she was calm and easy-going when inside and fun and playful when in the yard. After the ADL Team noticed what a gem of a dog she is, they couldn't resist her charms. Now, she's one step closer to finding her furever home and learning what family really is.





A SPARKLING GEM — MEET MICKY, ACS JILL OF ALL TRADES!

Meet our Live Release Team's Jack-of-all-trades – Micky!

Micky began her ACS journey as an Animal Care Attendant fresh out of high school in the summer of 2019. Every day since then, she's come to work with a smile on her face and the friendliest of dispositions. Her can-do attitude, compassionate nature, and bubbly personality made it an easy decision when she applied to move up as a Live Release Program Coordinator in 2021.

She quickly excelled in learning and performing in this team's different roles, from helping process adoptions to helping process incoming pets; she's done it all! Micky has taken on multiple special programs on such as assisting

with our volunteer program, working in our dog training and enrichment program, rescue-foster program, adoptions, and so much more! Always eager to learn, grow, and help others, Micky truly is a gem!

Micky says, "My favorite part of my job is receiving updates and seeing how pets have progressed from the shelter environment into their new homes!"

When she isn't brightening all our days while at work, Micky enjoys exploring nature and hanging out with her bearded dragon and her 3 rescue dogs. Thank you, Micky, for being an incredible team player we can always rely on!





LITTLE JOHNNY'S HAD A HELPING HAND... NOW HE NEEDS A LOVING HOME

Rescued after being found scared, injured, and trapped in a storm drain, Johnny Knoxville is ready to find his furever family!

Miss H made a 3-1-1 call regarding a kitten that was stranded in a storm drain. She informed ACS that the kitten had been crying all night, and she attempted to free him by crafting a makeshift ramp. When this didn't work, she called 3-1-1 to request help.

Animal Care Officer Edwards arrived shortly after and heard the scared "meows" echoing from under the street. After removing the utility hole cover, Officer Edwards discovered that he needed additional equipment and assistance to rescue this kitten safely. So, Animal Care Officers McCallister and Alvarado arrived shortly later with a ladder and extra pairs of

hands to help out!

A few minutes later, the young, injured kitten was safely lifted to street level! A bit dehydrated and suffering from an injury to his mouth, the kitten, now named Johnny Knoxville, was then transported to ACS for medical care. While our veterinary team is treating Johnny, he is still healing but is ready to find a furever home of his own!

Thanks to Miss H for reporting to 3-1-1 and our trio of Officers that helped rescue him, this cute 10-week-old kitten has a lifetime of love to give. Consider visiting us today between 11 am and 5 pm to add Johnny to your family!



FIVE MONTHS GONE...NOW MOO MOO'S REUNITED AND IT FEELS SO GOOD!

Against all odds and after nearly 5 months of searching, The R Family is whole again!

Last week, Animal Care Officer Griggs responded to a 3-1-1 call regarding a large dog frightening nearby residents. When he arrived, he found a rather 'friendly and welcoming' blocky-headed pup roaming around. Hoping to find her family, Officer Griggs leashed her up and scanned her for a microchip. Sadly, there was no microchip to be found, so he transported her to ACS in the hope that her family would come looking for her.

The next day, our team welcomed familiar faces: The R Family. The R Family has been visiting ACS regularly since they lost their beloved Moo Moo at the beginning of the year. They came nearly every day in January and at least once a week since then. When our team saw them this time, something was different. There was a sparkle in their eyes and a pep in their step! Miss R approached our front desk and showed her phone screen, "This is our Moo Moo!" she exclaimed.

Excited that we could finally help bring peace to this family, we directed her to the kennel that contained the pup she believed to be Moo Moo. Upon meeting, there was no denying that this was, in fact, The R Family's lost pet. With bright smiles, warm embraces, and tears of joy, their reunion was one for the books!

"We've been missing her since New Year's. We kept kicking ourselves for not getting her microchipped beforehand; we'd been planning on it but never got around to it. I'm so grateful to finally have her back... we weren't sure if we'd ever see her again!" said Miss R.

Before going home, we gave Moo Moo a microchip registered with the R Family's contact information. We are ecstatic that Moo Moo was finally reunited with her family, which is a rarity for pets without registered microchips. If you have a pet and need microchip and vaccination services, please visit saacs.info/events to view our upcoming free clinics around SA.

FY 2023 3RD QUARTER PERFORMANCE

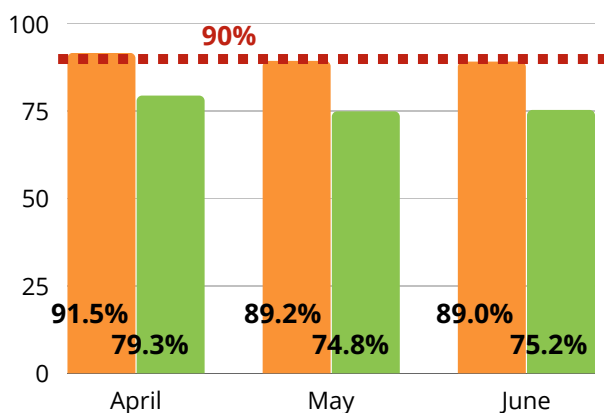
Analysis of the annual metrics for Fiscal Year 2023 will be a comparison of the results for Fiscal Year 2023 and the average of respective metric totals for the previous three years (Fiscal Year 2020, Fiscal Year 2021, and Fiscal Year 2022). Annual Fiscal Year 2023 targets are displayed to gauge the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

INCREASING THE LIVE RELEASE RATE

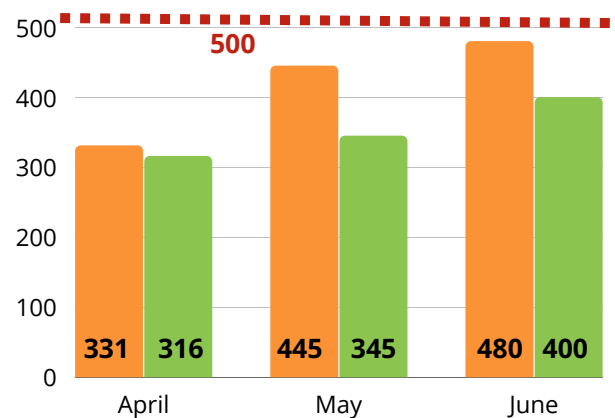
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs 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

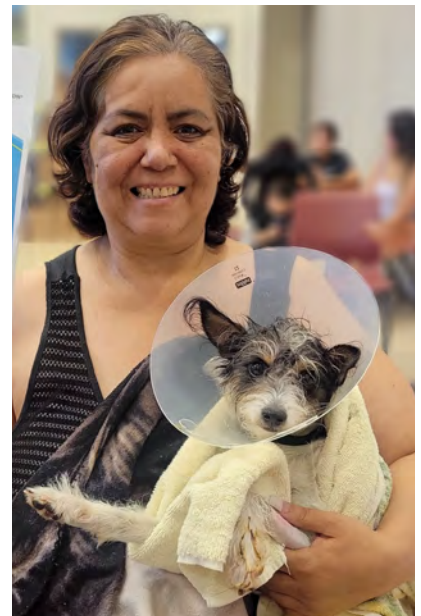
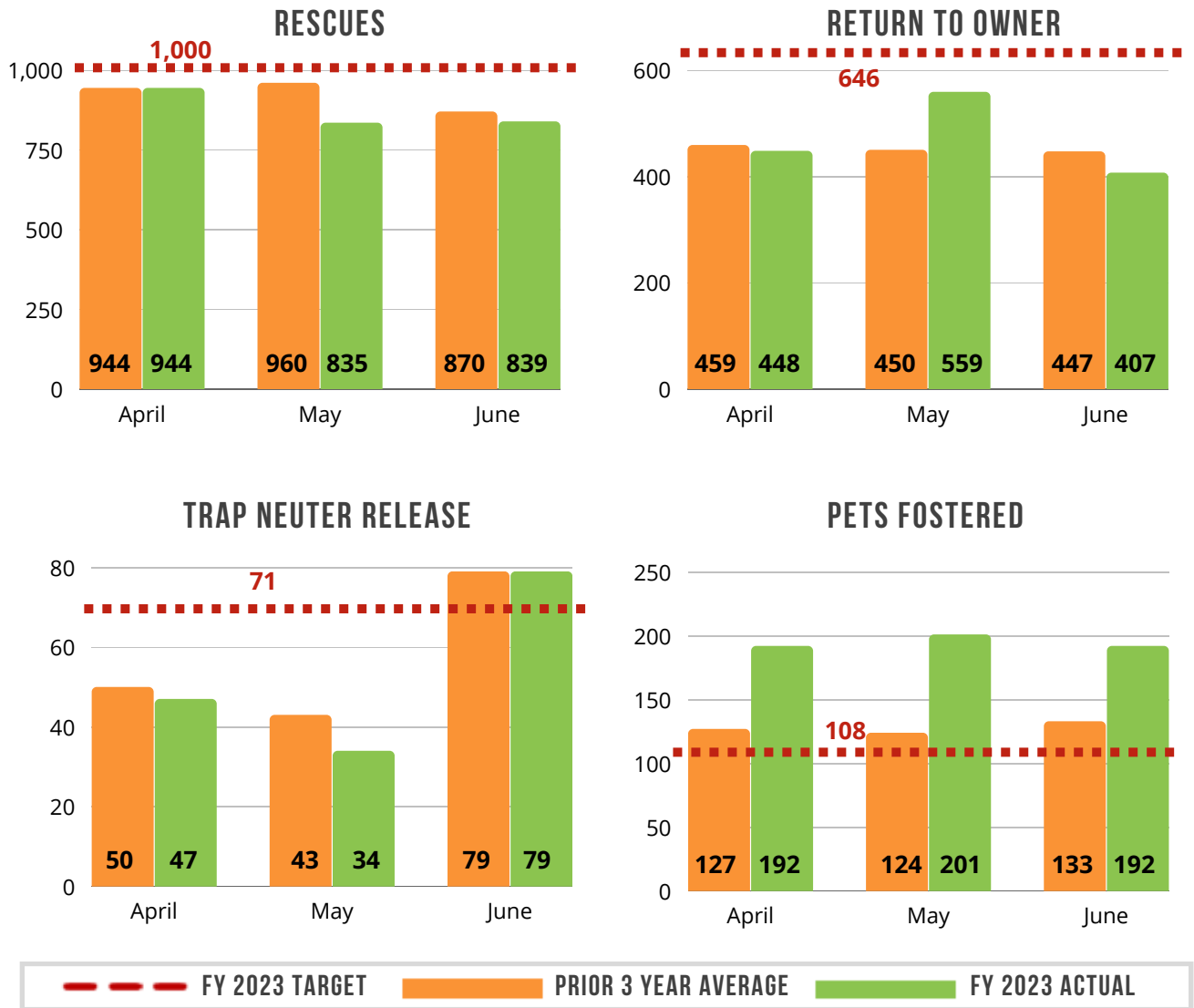


ADOPTIONS



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

INCREASING THE LIVE RELEASE RATE (CONT'D)

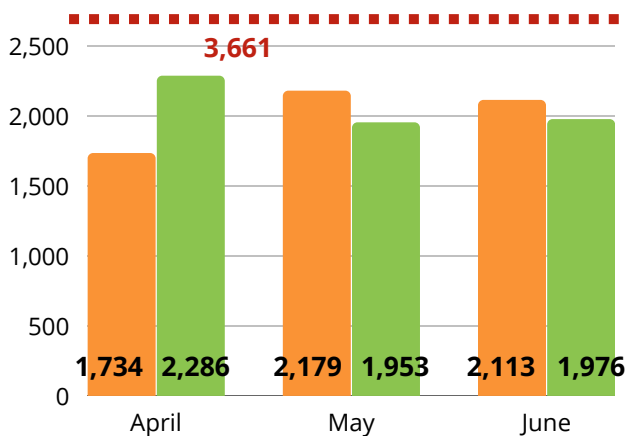




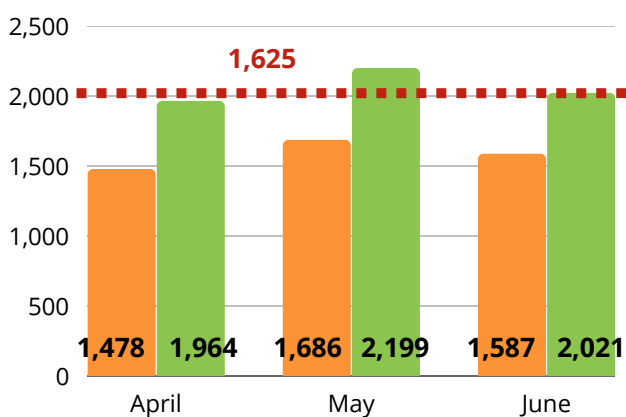
CONTROLLING THE ROAMING ANIMAL POPULATION

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.

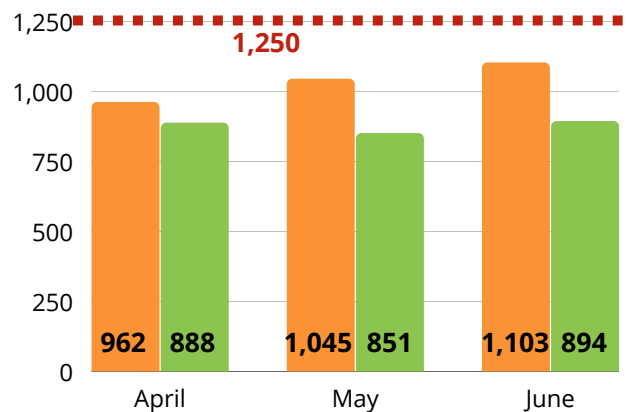
TOTAL SPAY & NEUTER SURGERIES



DECEASED DOG/CAT PICK-UP



MICROCHIPS REGISTERED



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

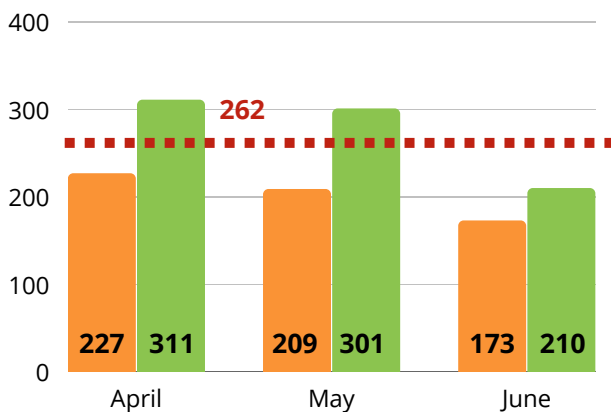
■ FY 2023 ACTUAL

ENHANCED ENFORCEMENT

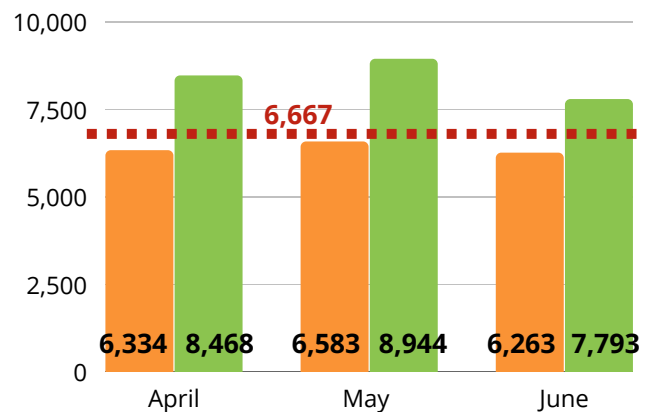
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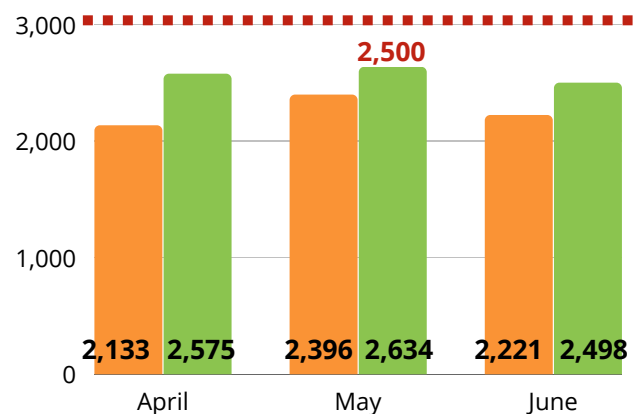
PETS RETURNED TO OWNER-FIELD



CALLS FOR SERVICE REQUESTS



IMPOUNDMENTS

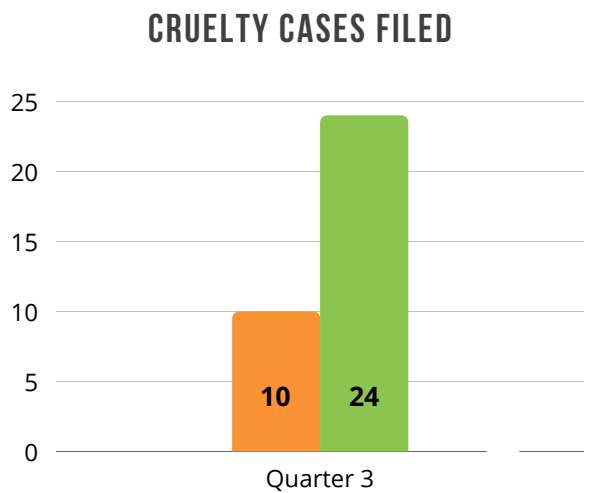
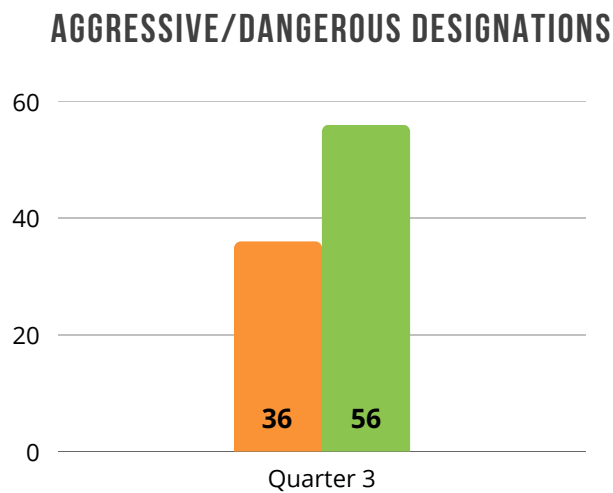
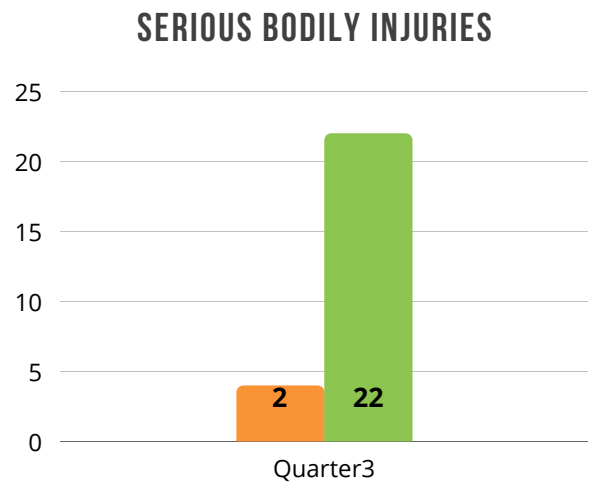
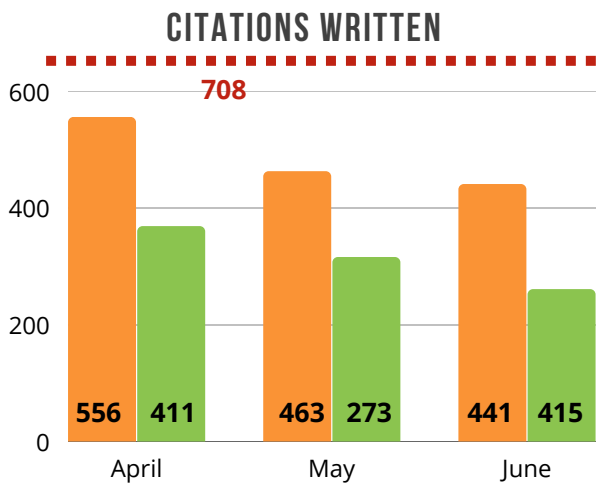


--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

ENHANCED ENFORCEMENT (CONT'D)



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

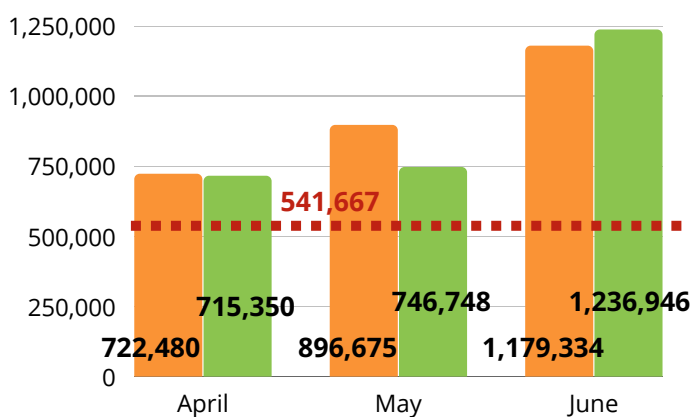




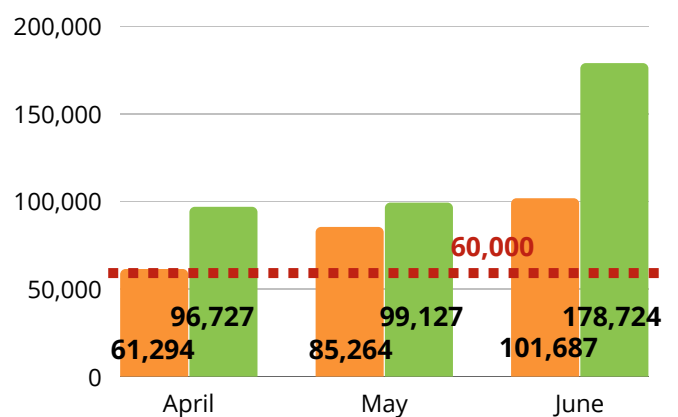
ENGAGE AND EDUCATE THE COMMUNITY

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

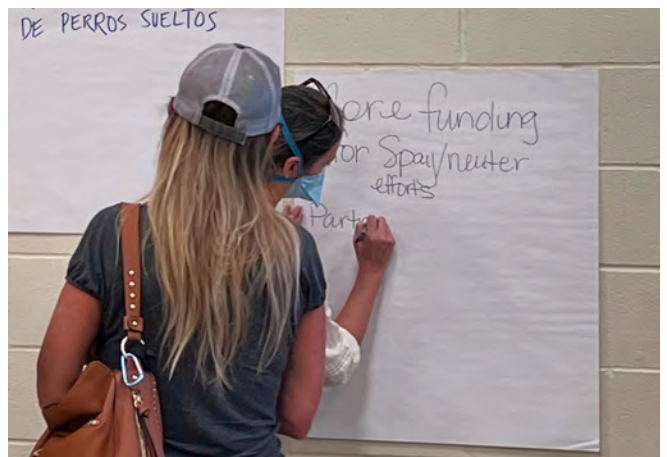
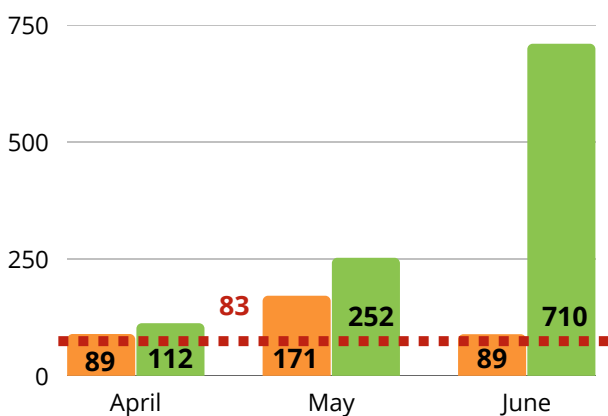


DIGITAL ENGAGEMENT*



*Includes prior 2 year average

MEDIA INTERACTIONS



--- FY 2023 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2023 ACTUAL

