



City of San Antonio

Agenda Memorandum

File Number:
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Agenda Item Number: 8

Agenda Date: November 16, 2022

In Control: Animal Care Services Advisory Board

DEPARTMENT: Animal Care Services

DEPARTMENT HEAD: Shannon Sims

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Briefing on the Partner Focus Group

SUMMARY:

A briefing on the Partner Focus Group held as part of the Strategic Plan development.

BACKGROUND INFORMATION:

The Animal Care Services Department (ACS) has been working on the development of a new Strategic Plan since January 2022. The development process was split into three phases. Phase 1, or the Discovery Phase, lasted from January through May and included collecting input from ACS staff and the Advisory Board, starting best practice research, and conducting an initial public input survey. Phase 2, or the Engagement Phase, included five community input meetings, an Advisory Board retreat, continued best practice research, and, finally, a partner focus group.

The partner focus group was held on Wednesday, October 19 from 6:00 PM – 8:00 PM, with the

goal to receive direct feedback from ACS partners. For the purposes of this meeting, “partners” were defined as a group, organization, or individual that provides official services impacting ACS pets. Services included, but aren’t limited to, rescues, veterinary services, fosters, and volunteers. A total of 27 partners attended the focus group, which was facilitated by Malii Watts-Witten of EngageBetween, who has been instrumental in facilitating several steps of the Engagement Phase. Participants were presented with and asked to discuss six topics of interest that ACS had identified throughout the strategic plan efforts so far. Topics included: 1) the ongoing misinformation about ACS; 2) the concern regarding stray/roaming animals; 3) the need for increased access to low-cost spay/neuter services; 4) the demand for affordable vet services; 5) the importance of public safety for humans and animals; and 6) the desire to increase life-saving options for shelter pets.

Some key takeaways from the discussion included:
People are misinformed about ACS and its role/services

Communicating with ACS is difficult

Education about keeping pets safely on their property

High demand/need for accessible and affordable vet services for residents and rescue partners, including vaccines and spay/neuter services

Concern with increased disease in the community

ISSUE:

This item is for briefing purposes only.

FISCAL IMPACT:

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ALTERNATIVES:

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RECOMMENDATION:

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