



# City of San Antonio

## Agenda Memorandum

**File Number:**

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**Agenda Item Number:** 1

**Agenda Date:** March 22, 2023

**In Control:** City Council B Session

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**DEPARTMENT:** Animal Care Services

**DEPARTMENT HEAD:** Shannon Sims

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Briefing on the Animal Care Services Strategic Plan

**SUMMARY:**

Animal Care Services will provide the City Council with an update on the Department's development of a new strategic plan as well as a briefing on immediate public safety actions.

**BACKGROUND INFORMATION:**

ACS's first strategic plan was created in 2006, then amended in 2012. A decade has passed and ACS has achieved nearly all of the goals set by the plan and, as a result, ACS is a very different department than 10 years ago.

ACS recognizes the need for a strong, comprehensive vision for the future and proposed the created of a new strategic plan.

In the Fall of 2021, ACS began to conceptualize a strategic plan process and laid out a map to create the new plan. ACS identified three phases to develop the plan: Discovery Phase, Engagement Phase, and Finalization Phase.

The Discovery Phase occurred between January and May 2022 and included internal interviews with ACS leadership, an ACS staff survey, best practice research, a public input survey, and interviews with the ACS Advisory Board.

The Engagement Phase began in Summer 2022 and included an ACS Advisory Board retreat, five community input meetings, and a focus group with ACS partners.

The Finalization Phase began in January 2023, during which staff utilized off the research and feedback collected during Phases 1 and 2 to begin developing the actual plan. The strategic plan includes five focus areas, each of which incorporates strategic goals and objectives, along with action plans on how to accomplish the goals and how to measure success.

The five focus areas identified for the strategic plan include:

- 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 connections with the community
- Empower a healthy and thriving workforce

**ISSUE:**

For briefing purposes only.

**ALTERNATIVES:**

For briefing purposes only.

**FISCAL IMPACT:**

For briefing purposes only.

**RECOMMENDATION:**

For briefing purposes only.