



CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**

ACS Community Survey Results

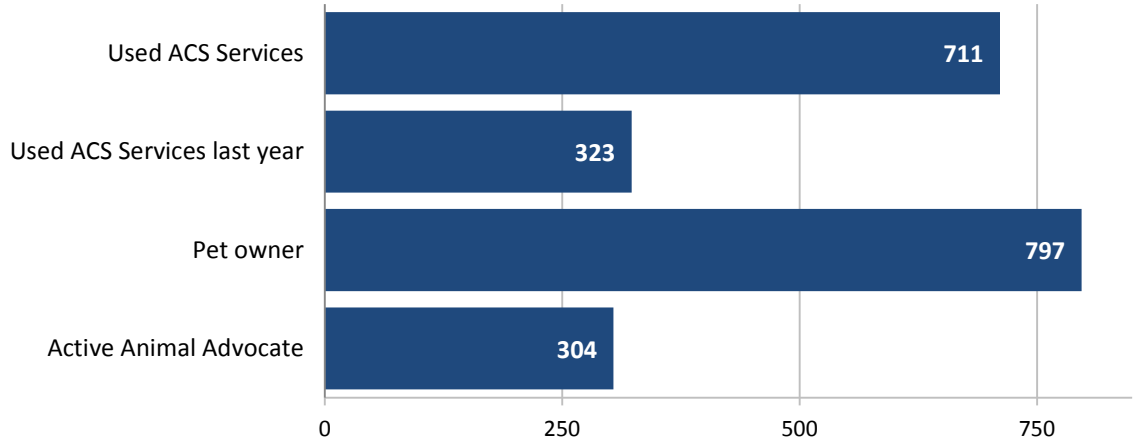
June 21, 2017

TABLE OF CONTENTS

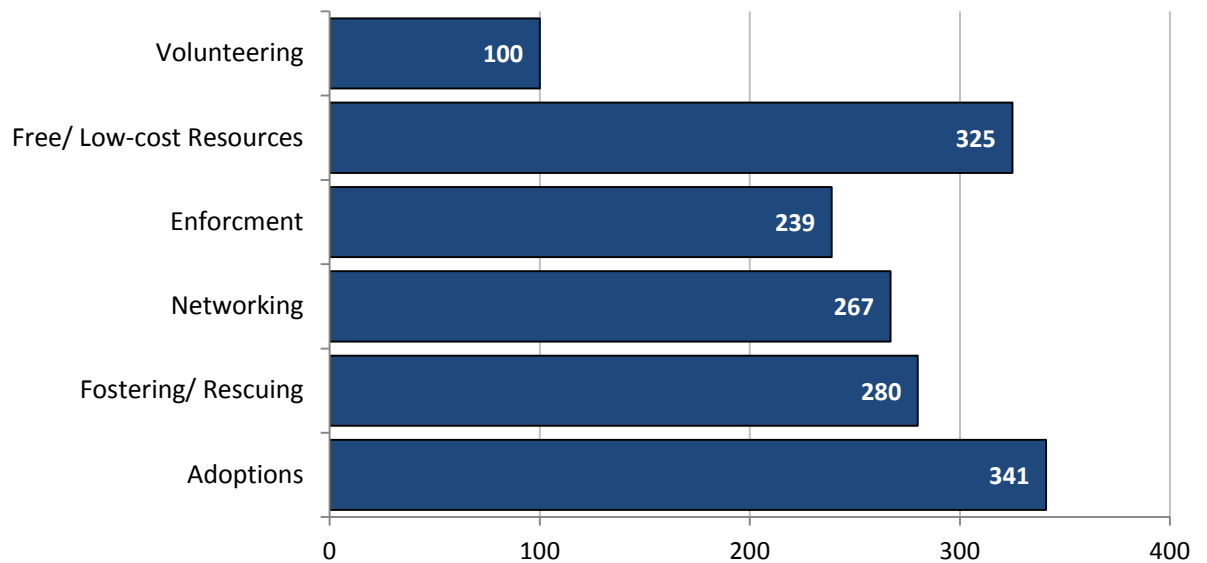
Table of Contents	i
ACS Community Survey Results	1
Individual Respondent’s Comments <i>(By Council District)</i>	6
City Council District 1	6
City Council District 2	12
City Council District 3	17
City Council District 4	23
City Council District 5	27
City Council District 6	29
City Council District 7	39
City Council District 8	43
City Council District 9	49
City Council District 10	52

ACS COMMUNITY SURVEY RESULTS

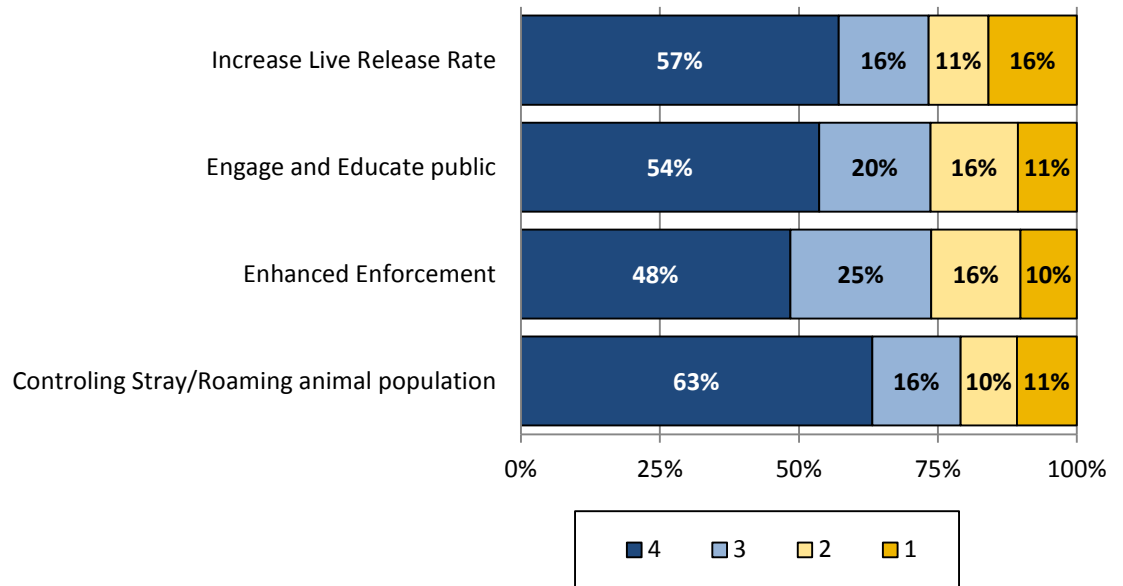
Question 1: Please indicate which best describes you



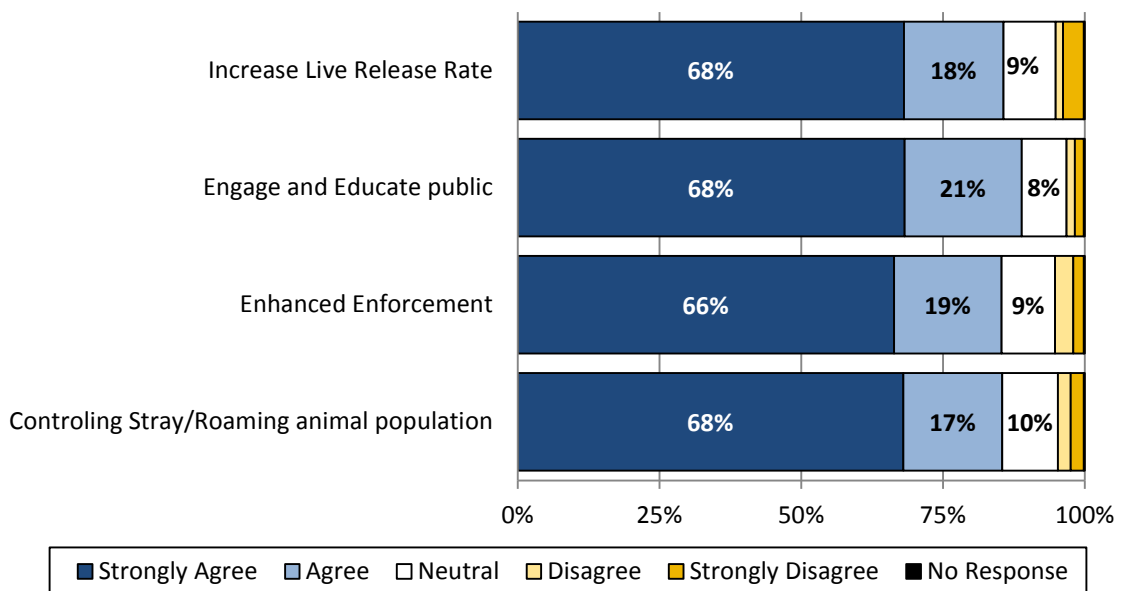
Question 2: Please indicate which ACS services you have utilized/requested or been involved in:



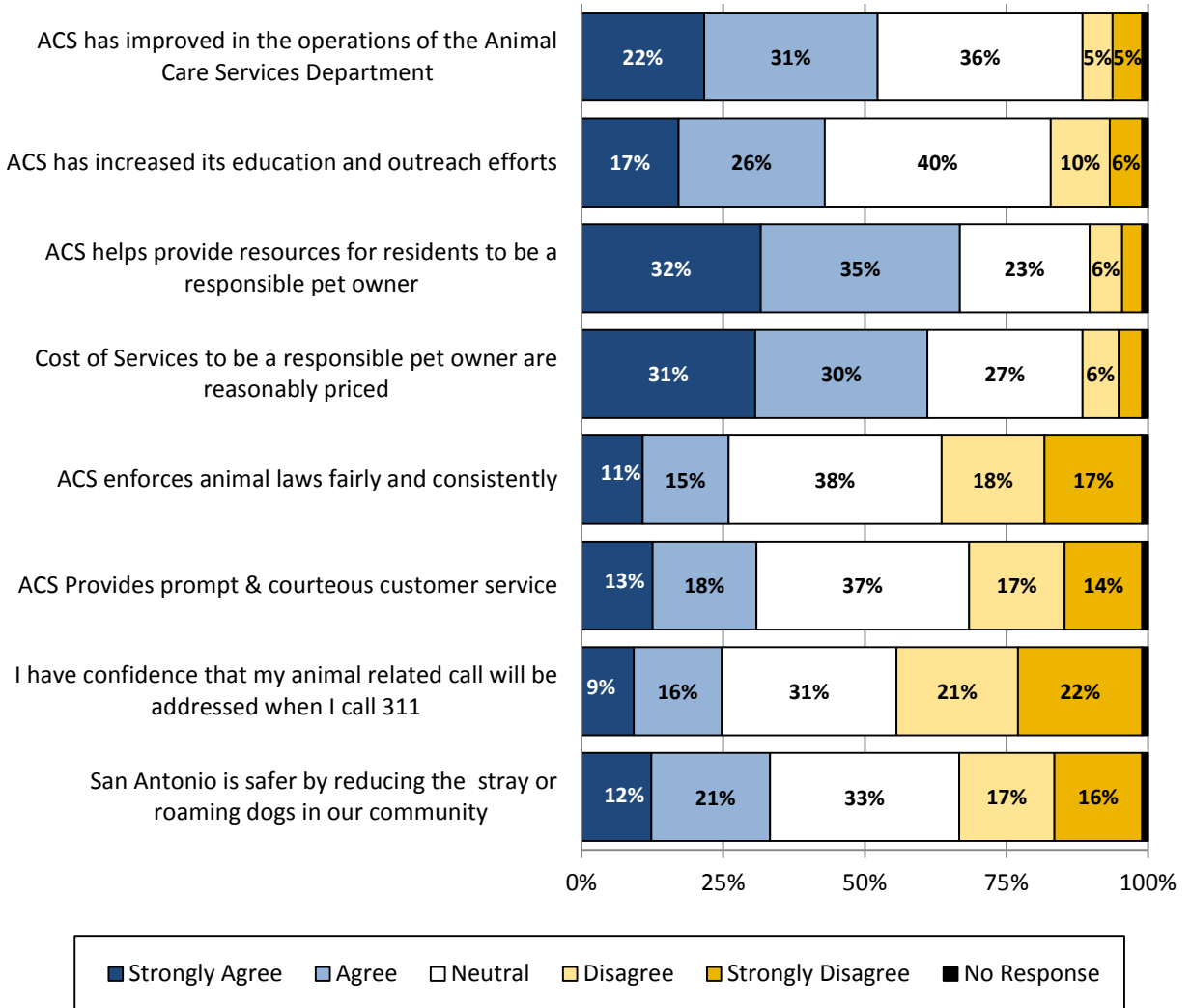
Question 3: Please rank the existing strategic priorities in order of importance to you (where 1 is least important and 4 is the most important):



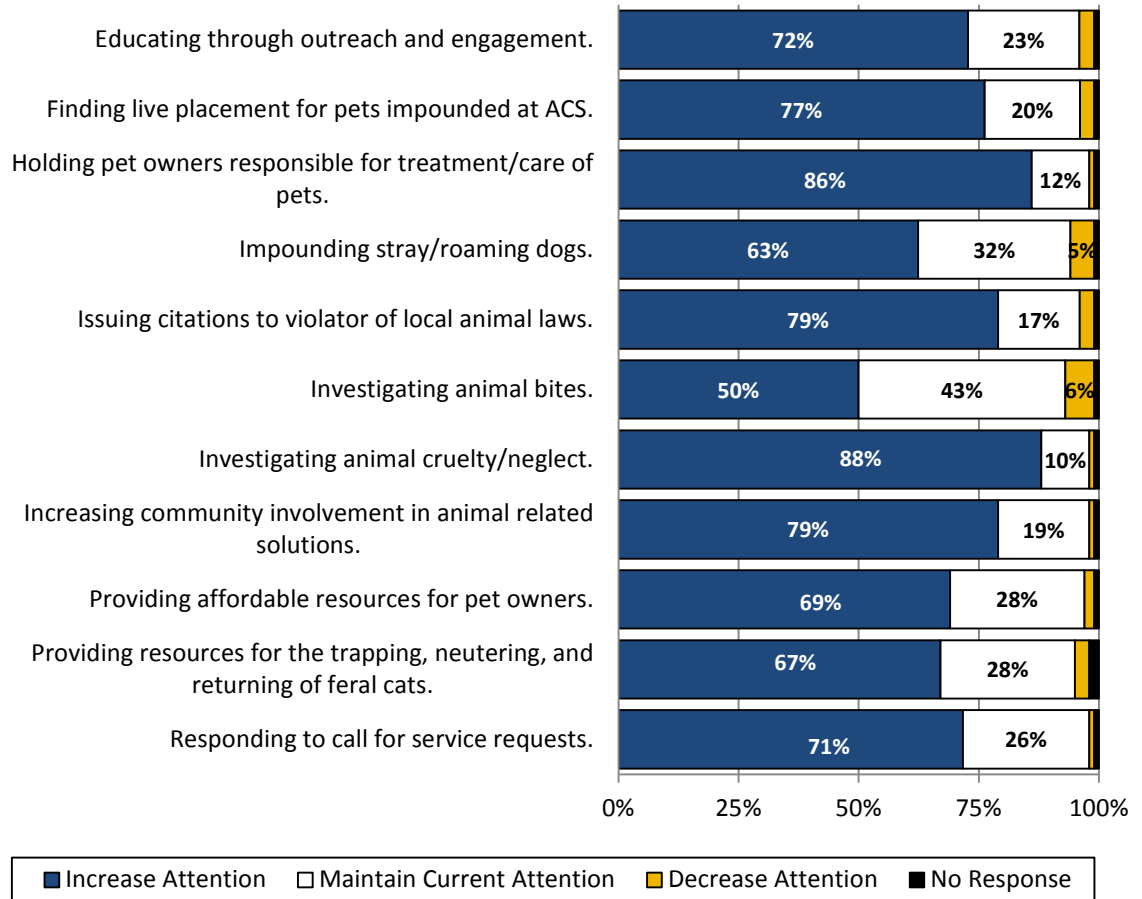
Question 4: On a Scale of 1 to 5 (1 is strongly disagree, and 5 is strongly agree), please indicate your agreement regarding the direction ACS should take in the future:



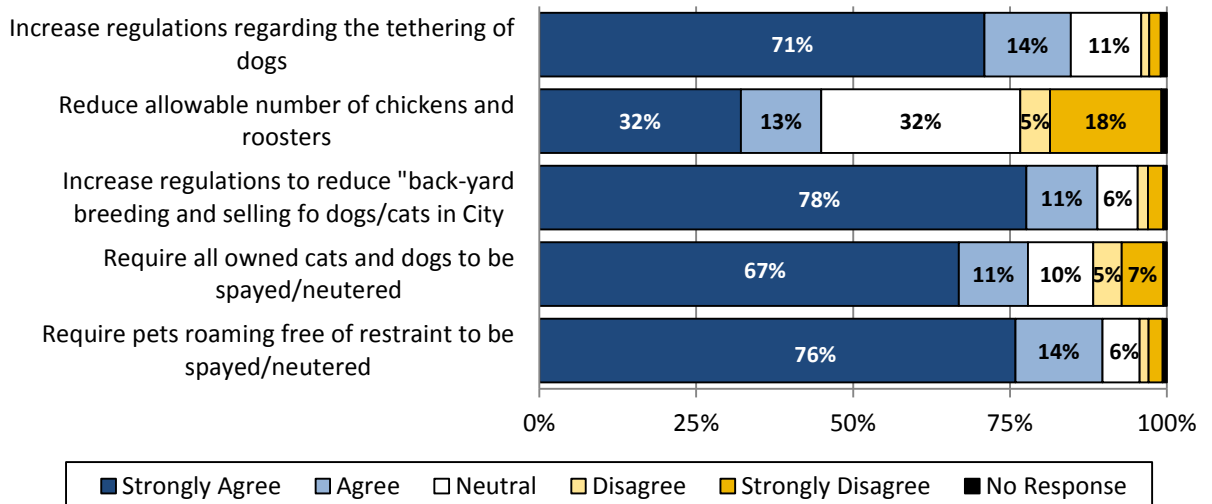
Question 5: On a Scale of 1 to 5 (1 is strongly disagree, and 5 is strongly agree), please indicate your views regarding the operations of ACS over the past 5 years:



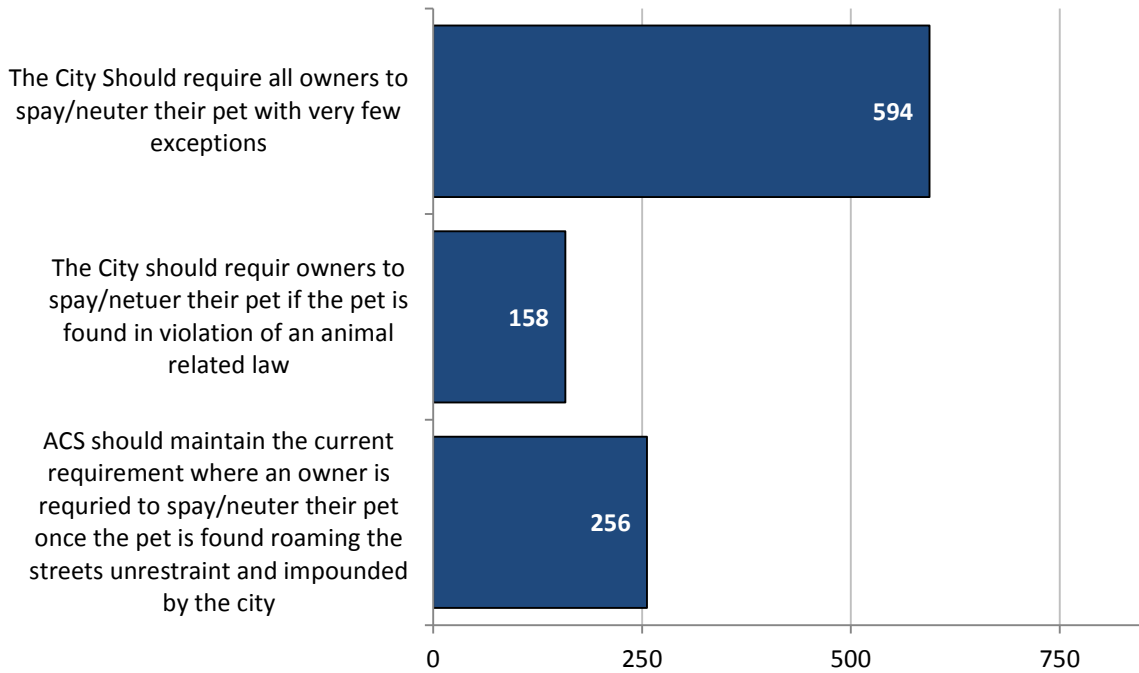
Question 6: What areas of emphasis should ACS place its attention?



Question 7: On a Scale of 1 to 5 (1 is strongly disagree and 5 is strongly agree), please indicate your agreement regarding the following proposed changes to animal laws of the City Code:



Question 8: How do you feel the City should regulate the spaying/neutering of pets?



INDIVIDUAL RESPONDENT'S COMMENTS¹

(By Council District)

CITY COUNCIL DISTRICT 1

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) Focusing on pet illegal dumping in public parks/places.
- 2) Enforce spay/neuter for pet owners.
- 3) Better communication & cooperation with rescues groups.
- 4) Increase the amount of fines.
- 5) Funding to private shelters.
- 6) Making the diversion program better known.
- 7) Pet owners not keeping their pets contained in their yards.
- 8) Increase penalties for irresponsible pet ownership, including people who let their dogs run loose. Work to make San Antonio a mandatory spay/neuter city with stiff penalties for noncompliance or litter permits.
- 9) Placing more dogs into foster/adoption and more hygienic, cleaner
- 10) Stop euthanizing. Start harsher penalties. Stop the breeding. Enforce spay neuter. Follow up on cruelty reports. Remove malnourished pets from owner and require a large fine and never let the owner be allowed to own another pet. Make a better effort in catching strays.
- 11) San Antonio should be a no-kill city.
- 12) To increase the hold time before euthanasia is the option, especially when there are empty kennels.
- 13) Better Spay and neuter programs.
- 14) Reducing costs of maintaining animals particularly with vaccinations and dental cleanings.
- 15) Reduce the stray animal population.
- 16) Ensure that roaming cats are spay/neutered.
- 17) Promote strategy to help keep strays inside owner yard by mending fences and creating safe shelters. Promote no tethering.
- 18) Terminate euthanization of animals.
- 19) Fewer regulations on chickens.
- 20) Strict enforcement of service dog status.
- 21) Educate children about responsible pet ownership by going into schools and use Spurs players who they idolize to help spread the message.
- 22) Providing resources for elderly pet owners.

¹ Some minor edits to comments were made due to inappropriate content, relevancy, or for grammatical purpose.

- 23) Better control aggressive dogs roaming streets.
- 24) Networking with out of state shelter in the north to get animals into loving homes. More education of kids.
- 25) Expend resources to enforce breeding laws.
- 26) ACS should enforce laws against backyard breeders.
- 27) Increase the number of officers handling cruelty complaints.
- 28) Controlling breeding in our city.
- 29) Increase response time for animal abuse reports. Discourage owner surrenders.
- 30) ACS should do away with the feral cats in urban San Antonio.
- 31) Increase fine and aggressively prosecute offenders.
- 32) ACS should not turn away pets brought in to the public. ACS should put up tents if needed
- 33) To truly become a no kill shelter and go after animal abusers.
- 34) Actually achieving 100% no kill status.
- 35) Increase free/low-cost spay/neuter services and expand hours of operations.
- 36) Get free roaming dogs off streets. More actively fine/prosecute their owners.
- 37) Responding to 311 calls faster.
- 38) Mandatory spay/neuter
- 39) Puppy mills, & abusers need to be addressed.
- 40) ACS needs to hire more people in the kennels and more vet techs. Community engagement.
- 41) Enforcement of animal sales online: craigslist or Facebook.
- 42) Focus on being a no kill like other cities by enforcing laws and creating stronger penalties to stop abusers.
- 43) Increase the free resources and reduce the prices.
- 44) To enforce the laws more.

Question 6: What areas of emphasis should ACS place its attention? (Other):

- 1) Educate kids in the schools and they won't abuse and neglect their animals.
- 2) Better train ACS officers to be respectful and increase response time.
- 3) Have more information about diversion services on the website.
- 4) San Antonio Pets Alive needs more attention and needs to provide health services.
- 5) San Antonio should adopt a no-kill policy.
- 6) Require spay or neuter of all pets.
- 7) Introduce legislation to get pets deemed as "dependents" on income taxes.
- 8) Reduce stray dogs.
- 9) Neglect and cruelty need to take precedence.
- 10) Reduce the roaming dog population.
- 11) Provide more information on spay/neuter for stray and feral cats.
- 12) Please allow more than 3 chickens.
- 13) Find more responsible fosters.

- 14) Keep strays and dogs off streets.
- 15) We need ACS to improve response time and staff need to be accessible to residents.
- 16) Increase response time for a sick or injured animal seems too long.
- 17) Educate the youth on the responsibility of having a pet and the laws for Animal Cruelty.
- 18) Make adoption center attractive to adopter prospects. Partner more with big Companies to promote adoptions.
- 19) You must shut-down urban neighborhood feral cat colonies. We have one on Schreiner Place.
- 20) We need to be 100% no kill and animal abusers need to be held accountable for their actions.
- 21) Do better scanning for chips and accurately identifying dogs in data systems of impounded pets.
- 22) Better control free roaming dogs. Some dogs are violent to other animals and people.
- 23) Mandatory spay/neuter.
- 24) Create a hot line for fraud or abuse.
- 25) It should be illegal to have dogs loose or chained in a pickup truck.
- 26) Hire more staff for kennels and clinic.
- 27) Shut down back yard breeders.
- 28) Hold abusers accountable.
- 29) Enforce a no chain law!

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) Focus on protecting children and elderly and finding ways to help pet owners be more responsible in not letting pets roam free.
- 2) Pet owners should not get a pet if they cannot afford to spay/neuter or give them proper care.
- 3) Owners should be required to follow animal laws.
- 4) Enforcement! Make the negligent pet owner pay, and enforce payment.
- 5) Mandatory spay/neuter. We need stiffer enforcement of the current laws, including steeper fines.
- 6) Better customer service at ACS and officers need to be able to catch pets.
- 7) San Antonio should adopt a no-kill policy.
- 8) Outlaw puppy mills.
- 9) Perhaps you should permit pet owners to keep pets not spayed/neutered only with a permit and small annual fee. This would increase vaccination/registration take up rates.
- 10) Education on laws about barking dogs left outside all night long; and pets left outside in freezing temperatures.
- 11) Individuals who are caught abusing a pet should never be allowed to have another.
- 12) Just need to enforce the laws.
- 13) Reduce the setback for chicken coops. Also, allow chickens to free roam and only enforce cooping at night.
- 14) Implement current laws.

- 15) Allow pet owners to have as many pets as they would like as long as they can provide and care for them.
- 16) Reduce backyard chicken regulations.
- 17) All dogs found roaming need to be spayed and the owners should be required to pay for it and to chip their dogs. If caught roaming again they should be fined.
- 18) Service dogs and "Emotional Support Animals" should have to pass a regulated test with the City to be allowed in public places.
- 19) Removing the ability to tether a dog in a yard would be a nice improvement. Continue to registered or chipped dogs.
- 20) Protections of feral cats
- 21) Citizens who surrender should not be able to adopt again. Make it difficult to surrender. Increase community network; more people would help if there were networking resources.
- 22) Get rid of feral cat colony license in urban San Antonio neighborhoods.
- 23) Stricter laws against animal cruelty and animal neglect.
- 24) Greater emphasis on prosecuting individuals who abuse or tether animals. More focus on hoarding situations.
- 25) Mandatory spay and neuter.
- 26) Strays and feral cats should not be allowed in the city.
- 27) We need to tackle the issue of trap/neuter/release that leaves way too many cats on the streets.
- 28) Increase the number of allowable chickens. Allow 2 roosters per 10 hens.
- 29) Increase the number of allowable chickens to 6. Rosters should not be allowed in the city.
- 30) Better support animal cruelty laws.
- 31) Integrate mandatory educational programs for offenders.
- 32) Strict consequences to those violating and abusing and neglecting
- 33) Mandate community service at ACS for animal violations.
- 34) Better enforce the laws.
- 35) Do not decrease the number of hens allowed to residents of the city.

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) ACS does an amazing job. I just wish we did not have to euthanize so many dogs due to careless ownership.
- 2) I have put several animals through diversion - and the intake officers have been very nice to work with!
- 3) We need better enforcement at Woodlawn Lake. There are dangerous dogs that have been dumped or worse, pet owners let them roam. Enforce illegal breeding and selling of puppies.

- 4) Please include more information on your website about alternatives to dropping dogs at ACS for people who find strays. Thank you for helping as many animals as you do. The public is with you to make SA a no-kill city. Please try to get stricter laws on spaying/ neutering.
- 5) More time for dogs prior to euthanasia.
- 6) Adopting the no-kill policy should have been an option on this survey.
- 7) I would encourage ACS to employ/use someone with some knowledge of animal breeds at the time when the animals that are caught are brought in to ACS.
- 8) Stop killing adoptable pets.
- 9) Please continue to respond to animal bite calls in a timely fashion.
- 10) Add more dog parks; but do not allow dogs who are not spayed or neutered.
- 11) Not safe to walk my dogs in the neighborhood because of strays.
- 12) I'm in favor of the Animal Ordinance changes recommended to ACS by the Food Policy Council of San Antonio (FPCSA) – including a proposed revision of the Livestock portion that would increase the basic number of allowed fowl (from 3 to 8) and sheep and goats (from 2 to 4), with potential for more based on lot size. I also agree with the recommendation to reduce the setbacks from 50' to 25' and make it clear that fowl can free range as long as they're kept on the property. I also agree with the FPCSA recommendation to reduce the fees for excess animal permits for fowl.
- 13) Maybe add building(s) to house more animals
- 14) Eliminate back yard breeders.
- 15) Communicate and share information with cities incorporated within SA like Balcones Heights
- 16) Start saving lives and stop killing. Have more adoption events i.e. Petsmart, Petco etc..
- 17) Work with veterans as trainers/handlers and with PTSD veterans.
- 18) Everyone I've dealt with is doing a great job in a city full of uneducated people. Keep up the hard work. I hope additional funding can be secured for education. The source of the problem must be fixed.
- 19) Strays should be picked up when calls are made. When only sweeps are done you are saying strays are ok on our streets.
- 20) Increase responsiveness by staff.
- 21) Thank you so much for this increase effort. I moved here in 2013 and was devastated by all of the uncared for animals. I appreciate so much this effort.
- 22) More attention to issues such as dog attacks/bites/cat attacks.
- 23) Keep up the good work.
- 24) Educating children is key.
- 25) Find better ways and prioritize becoming no kill. Work with rescue organizations to help.
- 26) I believe ACS is working hard to improve services, processes, etc. But please step up to the plate concerning feral cat colony licenses in urban SA neighborhoods.
- 27) Please continue to work with San Antonio Pets Alive, Animal Defense League, San Antonio Humane Society, and the other rescues trying to help the city as well.
- 28) Please do not turn away pets being brought to ACS.

- 29) Start working with the larger animal rescue groups.
- 30) I have a great deal of respect for the employees of ACS as they have a very difficult job, and do not get enough credit for the work they do. It would be helpful if the response time to stray calls would be quicker. As a foster, it would be extremely appreciated if dogs could have a bath before they are spayed or neutered as it is very difficult to pick up an animal that has fleas and ticks and they cannot be bathed because they have been operated on. It definitely makes it harder to recruit fosters.
- 31) Be more active in stopping backyard breeding! When it's reported to 311, respond right away.
- 32) ACS needs to respond to all 311 immediately instead of telling customers to leave dogs and cats on the street.
- 33) Thanks for the great work you do and for the chance to speak out via this survey.
- 34) Hire additional workers. Offer free spay and neuter services by having a mobile truck visit neighborhoods and offer free vaccinations.
- 35) San Antonio ACS has come a long way in improving the stray population; but I don't think they should demand all pets be spayed or neutered.
- 36) Hire more employees.
- 37) Incorporate volunteers from the community work with city/state and even nationwide foundations. Also try and seek grant opportunities when possible.
- 38) Creating laws won't change the behavior. You have to change the culture.
- 39) I've seen improvements over the last 6 years! I thank you for this!
- 40) To change the perception of my family, there had to be a positive experience, education, and a good example. It was after sterilizing my first cat that they realized that this "spay and neuter" thing really works. Finally, what also changes perception is to see more defense and resources in Spanish. Keep up the good work! - A strong supporter of ACS.
- 41) To really help and check out a situation when someone calls in.
- 42) ACS has been doing a fantastic job for the residents of San Antonio. Please don't take away our right to have chickens.
- 43) I think the number of chickens should be increased.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

CITY COUNCIL DISTRICT 2

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) Community engagement and education primarily through youth will create change now but more so in the next generation.
- 2) Authentic culturally competent, low literacy community engagement.
- 3) Lowering the prices for pet adoption
- 4) Faster response to location and more access to communities.
- 5) Tougher laws for tethering and roaming pets.
- 6) Cooperation and effective partnerships between SAPD and ACS so that enforcement of existing regulations improves drastically.
- 7) ACS needs to do a better job educating on what to do with found strays. They also need to do a better job at responding to dogs that are chained to trees/left outside without shelter.
- 8) More emphasis on educating the public.
- 9) Holding people accountable for their pets and their safety and wellbeing.
- 10) Hiring more ACS workers who can patrol the city.
- 11) Stop backyard breeders.
- 12) Make the chaining of dogs illegal, and increase the availability of free spay/neuter programs.
- 13) Change laws to protect animal welfare (i.e. Ban the tethering of pets in yards.)
- 14) We need services 7 days a week.
- 15) Neutering strays.
- 16) Would like it to be a no kill city.
- 17) Community awareness.
- 18) Get pets spayed/neutered
- 19) Spend some of your money on hiring enforcement officers to follow up on backyard breeders and increase response time on animal cruelty calls.
- 20) Spay and neuter.
- 21) Enforcing anti-cruelty laws. Addressing the issue of people breeding their animals and selling them without a license. Mandatory spay and neuter for all adult animals unless a veterinarian states otherwise due to individual health issues.
- 22) I believe ACS should definitely work with other local Rescues.
- 23) Just keep focusing on accomplishing San Antonio being a no kill city.
- 24) Educating the public on spay & neutering pets.
- 25) Enforce fines.
- 26) Educated more people in the community to be responsible pet owners. More programs to help spay and neuter
- 27) Licensing pets & breeding.
- 28) Response times being slow.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 29) Spay & neuter ordinance.
- 30) More places for those of us who trap feral cats to take them to be fixed. Maybe offer vouchers to vets.
- 31) More funding for ACS.
- 32) Going to flea markets and checking internet postings to selling animals. Finding their names, numbers and addresses. Reduce back-yard breeders.
- 33) Ensuring that all sales and adoption facilities for all animals give printed copies of laws/negations to adopters or purchasers.
- 34) Communication enhancement to lessen time between reporting and gathering strays.
- 35) Rather than focusing on live release rate looking at community especially strays who are not being served.
- 36) Educating the public.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) More community education on ACS servicers and more family focused fund raisers.
- 2) ACS needs more resources.
- 3) Assist community efforts financially.
- 4) Provide free and very cheap spay/neuter services.
- 5) Giving citations to people illegally breeding and selling animals on yard sale sites, social media sites, and on the side of the roads.
- 6) Animals are living and breathing animals people should be taught to take care of them and not throw away
- 7) A feral trapping 'team' for spay and release would be very helpful.
- 8) Licensing breeding pets.
- 9) I suggest proposing a city wide initiative to license breeders and/or individuals attempting to sell animals.
- 10) No intact animals without special license. Make spay & neuter mandatory.
- 11) More Bilingual Educators and Education for the Public. When people bring in their pets to ACS as owner surrenders, they have no idea the animal may be euthanized. People need to be educated on what will happen.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) No chaining of any dog for more than 30 minutes
- 2) Work with animal rescues
- 3) More education on animals.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 4) At this point changes to the City Code won't matter much because the current code is not enforced.
- 5) Tethering of pets should be illegal.
- 6) People shouldn't be able to escape financial penalty.
- 7) They needed to be stricter with more enforcement. Far too much negligent pet ownership
- 8) Enforcement and follow through.
- 9) Disallow the tethering of animals. Increase fees for litter licenses. Impose hefty fines for people violating laws.
- 10) Nuisance barking should be fined.
- 11) Funding is limited and the population increases, the public needs to step up and be responsible.
- 12) Making it so that "illegal litters" of animals do not have a "time limit" that they must be reported in.
- 13) Stricter regulations on animal "flipping" (obtaining animals by "rescuing" or purchasing, then turning around and selling them for a profit.)
- 14) The need for more microchips
- 15) If someone reports unpermitted breeding, the authorities should check up on the situation and cite.
- 16) The need for breeding animals requires license.
- 17) Allow more fowl.
- 18) Allow fowl to be free roaming if contained by fences/gates on private property - remove requirement to have fowl caged at all times.
- 19) Increase the number of allowable chickens to 6. Only one rooster should be allowed in a household which should equate to a maximum of 5 hens and 1 rooster. Codes related to backyard chickens should not be made more restrictive. Distance requirement should be 25 feet from a coop to a neighboring residence and chickens should be permitted to free roam on an enclosed property.
- 20) If the amount of chickens is increased, enforcement need to also increase so that there is not abuse of the new regulations.
- 21) Heavy fines for backyard breeders and flea market sellers. No Animals should be allowed to be sold at Corners, flea markets, or through a residence.
- 22) A copy of the city code to be supplied to every purchaser/adopter with statement that it does apply to them and need to be lived with.
- 23) Stricter fines for animal cruelty.
- 24) If an animal is found to attack a person or bite they should not be allowed to stay in the home. Need for better socialization so they don't attack strangers if they get out of their yard.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) We appreciate your service and want to help you improve it.
- 2) Advisory board members should be residents of the district they represent. Increase outreach and education to change culture and perception related to pet ownership and spay/neutering.
- 3) Please advocate that all advisory board members be residents/advocates for animal welfare from that district verses allowing seats to be taken from districts in order to "fill" board member requirements such as a vet. Please request more funding. Provide more education to high need areas. Engagement should include those not seeking you out.
- 4) Work with animal rescues.
- 5) Staying open later for people to play with as well as adopt animals.
- 6) There are some positive changes of late that indicate a more cooperative relationship with the local rescue community. This is very encouraging. I think the best thing you can do right now is consistently enforce the codes.
- 7) ACS should do a better job about supporting neighborhood efforts at rescuing and spay/neutering of pets.
- 8) I just moved to SA and I'm deeply saddened by all the stray dogs I see roaming in the streets. ACS provides great and affordable services, and I believe one of the main problems is that citizens don't use them. I think there is a lack of responsible dog ownership and misconception in the community. ACS could provide courses to people before they can adopt a dog from the shelter.
- 9) More enforcement officers are needed.
- 10) ACS does a great job. It's a hard job in SA, but we appreciate the work ACS does.
- 11) I would like to see ACS working as partners in the community by helping people who are trying to make a difference and actively pursuing people who are exploiting animals for their own gain.
- 12) Doing good but needs to be so much better. So many areas are still so full of strays.
- 13) Prohibit unaltered pets in city dog parks. More community outreach especially at pet-friendly events.
- 14) To take in strays and respond when a stray is found in the streets.
- 15) I appreciate all of the work that the shelter has done in the last few years to change for the better. Additional training to staff to more accurately conduct behavior evaluations done on the animals.
- 16) You are trying to go in the right direction.
- 17) Work more with the people who are trying to save these dogs on a daily basis. Too many adoptable dogs are euthanized daily.
- 18) Need more spay and neuter programs.

City of San Antonio
Animal Care Services Department
Community Survey Results

- 19) Rescues and fosters are maxed out. The only way to slow the flow of dogs is to enforce the ordinances. Enforce the over breeding of dogs in SA.
- 20) Hire more staff. Each council district should contribute more money based on problems
- 21) There are some un-socialized dogs will never make acceptable pets & for that reason I oppose the "no kill" policy currently in vogue. Humane euthanasia is required however.
- 22) Field officers should be viewed as law enforcement officers
- 23) More resources spent on cheap spay/neuter of all animals over housing strays indefinitely & trying to adopt the out
- 24) ACS should strive to improve community participation. Improve advertisement of events.
- 25) With the influx of animals coming in ACS is doing an awesome job with what they have. Have to start cracking down on the breeders and sellers. Once that is done it should help. Everybody knows somebody in San Antonio that is into Backyard Breeding. It is Tax Free Income at the Animals Expense
- 26) The code (law) should state that animals are living creatures and may not be mistreated for their convenience. All laws need teeth in them to ensure compliance.

CITY COUNCIL DISTRICT 3

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) Reduce stray and roaming population.
- 2) I am not for all pets being spayed/neutered. I am a veterinary technician and a responsible pet owner who has an intact male dog..
- 3) Mini sweeps in needed areas.
- 4) Education regarding spaying/neutering and caring for animals properly.
- 5) Stray and roaming animal population.
- 6) On the "irresponsible" pet owners.
- 7) Roaming/stray dogs. Neutering and spaying.
- 8) Educating the children. Engaging the public to help educate & enforce. Mandatory spay/neuter.
- 9) Need more officers on the streets picking up strays.
- 10) Seek more stringent prosecution on animal cruelty cases.
- 11) Call response time. Communication in call response and adoption/ foster inquiries. Customer service. Accountability on exact kill number of healthy adoptable animals.
- 12) Increase the availability of low cost and no cost spay and neuter. Increase funding and seek matching funds from corporations and organizations in the city.
- 13) Help to the community with access to animal care a low cost and help with food for those in need so they can keep their comparisons.
- 14) Please make the city a no kill.
- 15) Utilization and support of local rescue orgs.
- 16) Finding punishment for all animal cruelty cases & saving more Lives for these poor animals. Rescue more strays.
- 17) When a 311 call or online request for assistance, they should respond sooner than 5 days and follow-up with the caller who reported the need for assistance via a call or email. Increase funding/support for Education in all schools.
- 18) No Kill!
- 19) Free spay neuter for all zip codes in San Antonio.
- 20) Free fixing of all cats & dogs.
- 21) Public education is a must.
- 22) Spay & neuter. Engage and listen to backyard poultry owners before making any changes to laws and rules that affect them.
- 23) Education and outreach to school age children.
- 24) I think the TNR program should be discussed as it is having a huge negative impact on the native bird and reptile population due to the number of feral cats. It is one of the worst programs ever when taking in to consideration the impact it has on natural wildlife.
- 25) Increase the size of ACS to house more pets.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 26) Please help us enforce the laws with chaining, poor treatment of pets, etc. We need more animal control officers!
- 27) Protecting the public.
- 28) Secure additional funding.
- 29) Connect microchips to people's licenses. Too many people adopt from ACS and then dump because they aren't held accountable.
- 30) Controlling the stray population.
- 31) Backyard chickens.
- 32) Animal cruelty dog fighting and breeding.
- 33) Enforce laws and start fining residents for loose pets, no microchip, no spay/ neuter and breeding.
- 34) Better laws to actually protect animals.
- 35) Get people to follow leash laws and make puppy mills illegal.
- 36) Better communication within ACS and animal owners during situations where pets are lost and family is trying to reclaim them. ACS should also ensure they are following all procedures properly in concern to 'stray /lost animal' intakes to better ensure the rightful owners can reclaim their pets before ACS decides to reclaim them before their holds are up.
- 37) Easy access and low cost spay and neuter programs.
- 38) City funding of neighborhood programs that engage in spay/neuter or spay/neuter/release (cats). Neighborhood programs have been extremely effective in my neighborhood. Strays and animal suffering have decreased markedly due to our Cannoli Fund neighborhood program.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Refer people to SAFCC classes and website.
- 2) All around poor customer service response time.
- 3) Increase low cost or no cost spay neuter services. Require spay and neuter.
- 4) Reach people with different languages and make more participation of the social media as the news to inform the public.
- 5) Becoming no-kill, utilizing local and extended rescue and animal care facilities to ensure 100% no-kill rate.
- 6) Responding to all calls if cruelty/abuse/strays within a reasonable time frame more compassion
- 7) Increase attention to chained dogs.
- 8) No kill.
- 9) Engage the people affected before you affect them negatively.
- 10) Improve customer service.
- 11) Stricter animal laws, more enforcement. Stricter penalties for violators.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 12) Stopping events where animals are available for adoption that is not events done solely for that purpose. Not releasing pets to rescuers without them being fixed first. Mandatory microchips and animal tags.
- 13) Backyard chickens and livestock.
- 14) Arrest dog abusers fighters.
- 15) I feel more strongly about tied up dogs and stray cats.
- 16) Start fining pet owners who have loose pets, breed, and no microchip, no spay neuter, up to date with vaccinations. And those who abuse/ neglect animals.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) Eliminate any kind of tethering
- 2) Don't punish responsible pet owners by making us spay/neuter.
- 3) Define unattended in tethering. Define provoked/unprovoked in dangerous dog.
- 4) Work with chicken owners to increase realistic level. Don't restrict roosters that are not kept for cockfighting. Distinguish between large and small ruminants.
- 5) Give citations first offense.
- 6) Need stricter laws that should be read by pet owners, they would know that they will be held accountable for their care of their pets by having to sign a document.
- 7) Prevent 24/7 Tethering as it is animal cruelty.
- 8) Fines and citations should be attached to a utility bill, if able to do that. This way, the pet owner will be required to pay, instead of ignoring it.
- 9) Require the Advisory Board to have a committee for each of the 4 areas of ACS and inspect and report on the operation at every meeting and review complaints, suggestions from citizens and answer and report results at every meeting.
- 10) Educate the community on animal laws and procedures. Most people are not aware and get the wrong image that the ACS is to kill animals without understanding the procedures
- 11) All animals should be chipped and registered with the city by chip number database. All local rescue orgs should be certified city partners so efforts can be maximized. Animal owners should be incentivized when all animals are spayed/neutered, chipped and vaccinated regularly. Pet health insurance should be incentivized as well..
- 12) Stronger punishments for animal cruelty cases and roaming strays to the responsible owner. Pets that are left to stray by their owners should be removed from the irresponsible owners & given proper care & find new caring homes
- 13) Ban tethering completely, like other cities in Texas and around our nation have done. Like Austin.
- 14) Penalties increased for abuse, neglect cases

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 15) Focus on prevention of neglect through ad campaigns rather than enforcement. Increase number of animals spayed/neutered with free programs.
- 16) Investigate multiple flea markets that are selling animals.
- 17) A crack down on code enforcement is needed. Plus, the City should supply ACS with a proper budget to allow for better department follow through.
- 18) Adopt the Food Policy Council's suggestions for the Livestock ordinance. They are reasonable, in line with what other cities are doing, and have been worked out with stakeholders.
- 19) Allow 6 backyard chickens
- 20) I would like to see a more detailed law regarding exotic pets, especially reptiles, and allow for immediate confiscation if these animals are found in someone possession.
- 21) Pet owners should have to pass a test on animal laws or sign an acknowledgement form explaining which laws they will abide by.
- 22) An easier way to report dogs illegally tethered or without proper attention, food, water, shelter, or socialization. Have officers whose sole job is to go out and educate people on the animal laws.
- 23) There should be tougher penalties regarding dogs who attack people or other pets.
- 24) No tethering law. There is no excuse to keep a dog on a chain. Either train your dog or build a dog run.
- 25) More chickens should be allowed in backyards without an excess permit and the housing requirements reduced from 100ft to 50 ft. or less.
- 26) Regulate time dogs can be chained up.
- 27) Start charging fees and enforce fines, this will have owners think twice about letting dogs roam or breeding.
- 28) Protect the animals.

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) Do not support mandatory spay/neuter.
- 2) Very proud of your progress with live release rate!
- 3) Keep up the good work ACS providing good service to the public.
- 4) Thanks for the meeting and work you are able to do.
- 5) Strongly disagree on law making all pet owners spay/neuter
- 6) Hire more personnel to not only answer more phone calls promptly but to help educate pet owners.
- 7) Please increase staff. City budget should include paying for more investigative ACS staff.
- 8) Better screening of adopters. Detailed information at the time of adoption regarding microchip registration. Not enough information is given regarding what steps adopters need to do to get microchip registered.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 9) Stronger and more persistent follow up should be in place. Better call response.
- 10) Overall there has been improvement and the attempt at outreach such as this survey and meetings is good. I would suggest that a community survey of animals and owners in San Antonio be conducted also a survey of the number of stray animals be conducted and the number of stray dogs determined the number of unaltered pets be determined and the number of spay neuters necessary to achieve zero population growth be determined and an effort be initiated to accomplish that. Suggest an inspection by a national shelter organization and national shelter vet hospital be conducted to establish baseline for next revision of the plan.
- 11) Change foster rules to reduce number of dogs being euthanized.
- 12) Education is key. Helping the community at large understand these lives are the same as any life, and deserve to have the best one possible. Their family, not possessions.
- 13) Stronger punishment for cruelty cases! Faster response time for All cases if cruelty/abuse reported
- 14) Fumiko and the Feral Cat Live Release program are a blessing to the community
- 15) Hire more Animal Care Officers, go out to educate on Animal Care in the school
- 16) Night and weekend service available
- 17) I understand that with a city this size it is hard to cover all aspects but start making owners responsible for not taking care of their animals properly
- 18) Improve customer service. Most of the employees are not compassionate or approachable.
- 19) Thanks all.
- 20) Great volunteer opportunities.
- 21) Kinder, caring people!
- 22) I'm very proud of the turnaround over the last 7 years. I applaud the great work you're doing, and the professionalism of the officers I've met.
- 23) Some help and services require you to wait in line during the week; this prohibits working people from obtaining services.
- 24) I think they do a great job with the work force they have. The city should double or triple the number of officer working for ACS to allow for greater coverage and quicker response times.
- 25) We create laws but have to have the human resources (positions/funding) to enforce those laws.
- 26) Provide grief services for owners who have lost a pet.
- 27) Definitely getting better. Also, crack down on selling dogs at flea markets, on craigslist, and on the side of the road.
- 28) I think ACS is doing a good job. I favor the city allocating more money for increased staffing.
- 29) You're improving. Thank you.
- 30) Inform owners the importance of taking pets to vet for checkups, especially if animal is sick.
- 31) No Kill.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 32) We need to continue to work toward no kill with educational outreach, regulation requiring all pet owners to spay/neuter and crack down on illegal dog and rooster fighting. Animal cruelty is rampant in SA.

CITY COUNCIL DISTRICT 4

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) Crack down on breeders and not allow commercial pet sales, do a better job of cruelty investigation and enforcement
- 2) Provide support, funding and a permanent location for SAPA and not monopolize their support for ADL, SAHS or other organizations. We didn't start to move toward no-kill status until SAPA came to town.
- 3) Address short falls in the current animal codes with the city.
- 4) Increase ACS staffing.
- 5) Backyard breeding has to end. Too many people posting on Facebook etc. and no enforcement although volunteers are willing to help stop this.
- 6) Making sure pets do not go back to owners when clearly they have been neglected/abused.
- 7) Huge fines and jail time dumping and/or neglecting animals every time with no leniency.
- 8) Increase Live release.
- 9) Collaboration with rescue community/nonprofits .
- 10) Stop killing animals especially when they are chipped and you don't do your job to check.
- 11) Dangerous dogs roaming neighborhoods.
- 12) Responsible pet owners
- 13) ACS needs to expedite the rate at which the officers answer calls and respond to stray or aggressive animal reports. 311 consistently does not categorize the calls properly.
- 14) Give employees a raise for their hard work.
- 15) Put an end to the selling of animals on the side of roads.
- 16) Double checking microchips on strays that are brought in.
- 17) Helping decrease the number of animals dumped in the county.
- 18) Reaching out to the Spanish speaking population. Maybe reaching out to neighbors via neighborhood networks like Next-door where we can report problem animals and pregnant strays before they become an issue.
- 19) Roosters should be prohibited in the city.
- 20) The workers need to educate especially the officers.
- 21) Spay Neuter enforce law.
- 22) Can't stress enough on educating the public on reproductive cycles and the over population of dogs and cats.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Reinstate unaltered animal prohibition and enforce these laws!

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 2) The customer service support seems to be overwhelmed, and I have not received the best response if any response to questions or concerns.
- 3) Stopping backyard breeding please. People don't listen and needs to be enforced.
- 4) ACS needs to work with 311 to help provide an officer who can answer calls and better understand the urgency of a situation.
- 5) I have used 311 and they were prompt to dispatch someone to pick up a dead cat that was on the street.
- 6) Be available 24/7. 311 should be more responsive and understand urgency of situation. Keep roosters out of the city
- 7) That the agents be more educated in the treatment of the animal and the public. That they are cordial and treat well to the public, since they are the responsible for our animals that have in quarantine.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) Make it a no kill shelter.
- 2) I would personally like to see further protections for livestock and wildlife.
- 3) If a person is responsible for provoking an animal bite, by taunting or ignoring the owner's instructions, that person should be responsible for paying the pickup, boarding and all fees associated with the 10-day quarantine. The owner should not be financially burdened nor the pet penalized for the ignorance of others.
- 4) Chaining or tethering an animal should be illegal. It should be easier for ACS to seize an animal that is being neglected or abused.
- 5) Focus on enforcement. If you focus on that, the other goals will come with it. This is true especially when it concerns spaying and neutering.
- 6) Enforcement of animal cruelty and that it will not be tolerated.
- 7) Neglect & cruelty to be punished no matter if it is first offense or not.
- 8) Homeowners should be allowed as many chickens as they like so long as they are kept in a clean environment and are not a noise nuisance. There also shouldn't be a distance restriction since the coop should be clean and presentable. Roosters should not be allowed.
- 9) held responsible for feeding animals / having animals chained up all day.
- 10) Allow chickens to legally roam free in a backyard.
- 11) Provide incentives for spay and neuter or licensing of unfixed pets.
- 12) Frequent offenders should be banned from owning animals.
- 13) Prohibit roosters in city.
- 14) The people who provoke and torment animals should be held responsible for their actions.
- 15) Punish neglect & cruelty.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 16) Allowance of backyard chickens (no roosters)- particularly reducing the current distance of 50 feet from neighbors dwelling to contained to owners backyard or property.

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) More public education.
- 2) I do very much appreciate the hard work for progress that's been done here. I do not believe that limiting intake to boost live release numbers is helpful to our situation.
- 3) I have experienced good people at ACS. They care about the animals.
- 4) Active foster parents meeting the "excess pet permit limit" should not have to pay the yearly excess per permit fee regardless of which rescue or shelter they are with as long as they are fostering. The ACS advisory board only listens to citizens addressing them during the meetings. However, board members do not seek to acquire the speaker's name or contact information for follow-up on these concerns. Maybe the ACS advisory board should have meetings in various locations around the city as opposed to just ACS.
- 5) Reasonable prices for sprayed or neutered pets, so people will get there animals done.
- 6) I know ACS has great resources for the community; however the community doesn't know that. I think ACS needs to educate the city and let them know all the options they have - like low cost vaccines and free/low cost spaying/neutering. Whether that means going out to events more or a bigger social media presence.
- 7) Better communication with rescue community to reduce pets being euthanized.
- 8) Improvements have been made, but education in regards to handling animals & assignment of breed seems to be an issue.
- 9) Find the right people who have a drive and passion towards animals.
- 10) Allow chickens even with HOA.
- 11) ACS is full of kind, compassionate, caring people who dedicate their lives and hearts to the animals they work for, and for that I am grateful. Communication between divisions of shelter need to be improved.
- 12) I have always appreciated ACS of SA. Unfortunately not all SA pet owners do. You are doing a great job given your resources.
- 13) I think ACS does a great job and I enjoy volunteering.
- 14) Hire more animal cruelty investigators. Start an initiative to involve with community.
- 15) Be available 24/7,
- 16) Recently became aware of the diversion program and I feel that needs to be advertised more.
- 17) Doing a great job! Thank you for all you do!
- 18) More attention to cruelty.
- 19) Improve customer and animal control services

**City of San Antonio
Animal Care Services Department
Community Survey Results**

CITY COUNCIL DISTRICT 5

Question 4: If any, what additional priority should ACS focus on in the future?

1. Stop chained dogs.
2. ACS should strongly consider implementing a pet quota system in that the first 2 animals in a home are "not taxed" and additional animals over 2 are taxed yearly.
3. More Officers.
4. Making pet owners be held responsible for the actions of their pets; also enforce citizens to stop feeding strays in their neighborhoods.
5. Fowl allowed per home.
6. Education for pet owners.
7. Spay and neuter programs.
8. Making sure that our pets are safe and people keep their pets will taking care of them.
9. All the above because it's important.
10. We have a teen leadership volunteer project in the works for mandatory fences. Want to teach basic dog training so owners become invested in their animals.
11. Increase participation in feral cat release.
12. Have owners take more steps to make sure their dogs do not bite a human.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) I would gladly donate say through HEB added on to my grocery receipt to support ACS!
- 2) Pay officers more.
- 3) No more killing animals.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

1. If a city tax is imposed (to help reduce) the pet population for owner with more than 2 animals that tax should be on a visible tag on the animal cat or dog.
2. All dogs that enter a dog park should be required to be vaccinated prior.
3. Adding stricter violations for those who allow their pets to defecate in other yards or at the park and don't pick up their mess plus throw it away. More marketing needs to be in place.
4. No harming any animals.
5. Being able to contact ACS services better.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

Question 10. What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) I've used ACS before and the operations there are some of the best I've seen anywhere east or west coast.
- 2) Great organization, but Officers need to be paid more for all that they do.
- 3) Increase public engagement to educate the public.
- 4) All pets should be treated with respect. No need to put down any pets for any reason cause what's the point of it they're just like us.
- 5) Provide more resources for spay neutering of cats and dogs. They system is terribly backlogged. Please provide mobile spay/neuter.
- 6) Animal Control is understaffed.
- 7) Should empower more people to encourage them to adopt an animal who are willing to care for one.

CITY COUNCIL DISTRICT 6

Question 4: If any, what additional priority should ACS focus on in the future?

1. No kill.
2. 100% no kill shelter.
3. Fining the citizens that abuse and neglect.
4. Limit amount of animals owned.
5. Engaging more with the public and providing more resources to those who have strays and are needing help with housing them.
6. Helping hoarding cases and dogs on chains.
7. More in neighborhood spay and neutering services. Most low income communities do not have readily available transportation to take their pets to get fixed. Increase low-cost spay/neuter availability and capacity.
8. Education using social media and community outreach as there.
9. To help improve the free vaccination process, it's difficult to actually get a hold of some places and to know exactly when the free service begins.
10. Acting fast on calls and helping families dealing is neighbor let issues.
11. Actually enforcing the laws would help tremendously. Actually enforcing fines on backyard breeders.
12. A heart worm treatment and prevention program to decrease the risk of dogs getting heart worms.
13. Back yard breeders without them we wouldn't have the problems we have now.
14. ACS should definitely focus on providing services to the families with animals who are struggling. Not every impoverished family is a bad home for animals, but without access to services that don't require waiting in a line for 6 hours; families cannot/will not partake of them.
15. Enforcing breeder permits thereby controlling backyard breeders. Cruise Craigslist, for Pete sake.
16. Pick up stray animals also outside the city limits.
17. Enforce, encourage, and perform spay/neuter.
18. Spay/neuter ordinances.
19. Double checking that all information entered by staff is correct and honest. Make sure pets with chips are not mistakenly reported as "no chip". Get the sex and description of the pets correctly documented.
20. Screening adopters better so the same dogs don't end up back at the shelter, abandoned, or dead.
21. Free spay/neuter.
22. Education on spay and neuter.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

23. Backyard/unlicensed breeders.
24. Mandatory spay and neuter all breeds.
25. Increase the length of time before euthanizing animals.
26. The city must get tougher with citizens. Enforce current laws. More education. Utilize volunteers to leave notices on doors. Stop allowing feral unneutered cats from roaming. Make spay neuter more available.
27. Consequences to people who neglect or mistreat animals.
28. Stop and fine the backyard breeder.
29. Continue to work with rescue partners to place these animals and those in your care.
30. Lobby for harsher punishment for animal abuse.
31. Fines for roaming animals.
32. Get more community members as volunteers to assist in capturing and spaying feral.
33. Violations are one against bad pet owners. Make fostering an easy process. Build the volunteer program.
34. Increase the amount of manpower and decrease the wait time that now is too excessive.
35. Stopping backyard breeding.
36. Enforce spay and neuter and prosecute animal abusers and neglect.
37. More enforcement and strict laws for individuals that abuse and/or neglect their animal
38. ACS should focus on placing animals with responsible owners.
39. Acquiring more space in order to bring in more strays from the street.
40. Enforce laws. Increase live release.
41. Enforcement of backyard breeding violations should be top priority.
42. Resources to help People who are willing to foster.
43. It would be wonderful to have no kill shelters. Maybe they could work with agencies up north to find forever homes for animals.
44. Assistance to people who love animals and want to help care for them by giving them assistance for medical issues even after the spay/neuter, vaccination programs.
45. Introduce strict spay and neuter regulations.
46. Enforce leash/bite laws.
47. Educating the public about reasons for cleaning up after pets.
48. Penalizing owners that do not walk pets on a leash or clean up feces.
49. Elderly discounts for pets they currently have with licensing, vaccinations. Assistance that can go out to the community for that same population.
50. Proposing new legislation regarding pet ownership and stray control.
51. Require all pet owners to obtain a special permit if they don't neuter/spay their animals.
52. Focus on becoming a no kill center or advertise more for fosters.
53. Legislation: outlaw breeding and selling, enact S/N ordinance.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

54. Management needs to have better moral with their employees. I feel like the employees are not motivated at ACS and therefore their work performance is decreased.
55. Home checks on pets that have been on cruelty holds here at ACS. Ensuring that reclaims are not continuously getting out and ending up here.
56. Please hire more ACS officers & request the City Council for more funds to do the things that need to be done to achieve your strategic priorities.
57. More free spay/neuter.
58. Fewer restrictions on domestic fowl.
59. I would recommend that ACS focus on being more readily available for the citizens of San Antonio. Especially when they come in person and need to speak with a supervisor or an animal control officer.
60. Actual affordable or free sterilization of pets especially to low income. \$25.00 is reasonable or allow a volunteer-to-spay program where they earn credits and you get dogs walked & kennels cleaned.
61. Don't allow owners who surrender their pets to adopt another animal any time soon.
62. Communication has been lacking in regards to changes to animal laws. Fosters also need adequate notice of adoption events.
63. Educating about law against backyard breeding and/or creating new laws should be top priority in order to reduce the numbers in shelters.
64. Enforcing spay and neuter laws.
65. I would like to see ACS work harder to implement enrichment programs for the animals in their care.
66. Get rid of the stray cats.
67. Increase low cost spay and neuter options to include all San Antonio area zip codes.
68. Spay neuter.
69. Enforce the laws with citations.
70. Mainly focusing on education. Where I live many people do not take care of their animals. Many roaming dogs/strays. Most people don't know the proper way to care for their animals. They also are not aware that there are resources for them (i.e. Free spay/neuter, low cost vaccines, etc.). Also better training/education for their officers.
71. More mobile units providing free/low cost vaccines & spay/neuter.
72. Public education.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Charging people with neglect and abuse when surrendering.
- 2) ACS has improved over the years and it can only get better with time, particularly in the 311 and continue to encourage owners to adopt by providing low cost services and neutering. Thank you for all you do!! I have 2 wonderful additions to my family beside of you!

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 3) Improve 311 services.
- 4) Spay/Neuter education and services.
- 5) Checking to make sure out of state rescues are actual rescues and not hoarders.
- 6) Adoption counselors who interact with the public who are coming to view dogs.
- 7) Same rules should apply to all dogs, people need to be held accountable when turning in neglected dogs. All dogs should be given the same chance of being seen by a vet.
- 8) Providing community outreach for those with disabilities who need ways to make pets 100% identifiable in the event of theft or loss.
- 9) Become a real 100 percent no kill shelter
- 10) Vet Care for those in custody.
- 11) Providing more free and low-cost spay/neuter services for all zip codes.
- 12) Vetting process for potential adopters fosters and rescues should be more thorough.
- 13) Would love to see the staff document the correct information on pets.
- 14) Better training of 311 call takers to understand call related to animals.
- 15) Stiffer penalties for animal abusers.
- 16) Enforcing and upholding breeder permits as well as adding spay/neuter laws
- 17) Need help in catching and releasing feral cats.
- 18) ACS needs to have more media exposure show what is happening that impacts neighborhoods.
- 19) Do not euthanize
- 20) Time is the most important factor dealing with animal control situations.
- 21) Provide an alternative place to bring stray animals on Sundays and Mondays
- 22) Enforce spay and neuter policy.
- 23) More awareness coming from city leaders and media involvement to educate people and prosecute animal abusers
- 24) It is too difficult for those of us who live outside 1604 to get service from ACS.
- 25) Mandatory spay/neuter.
- 26) Open every day for people who find strays.
- 27) Providing more resources in all parts of town.
- 28) Need to be visible in community.
- 29) More community engagement.
- 30) Allow reclaimed pets to be sterilized before leaving. - Make it illegal to breed/ sell in San Antonio.
- 31) There is a lack of service provided when request are made.
- 32) Decrease cost for fowl licensure.
- 33) The city of San Antonio needs to increase response to stray animals, fine owners of stray animals or abused animals. Stop sales of dogs on road side with heavy fines for failure to pay taxes and animal abuse.
- 34) Get rid of stray cats!

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 35) Enforce law related to puppy sales
- 36) Clinics in the neighborhoods in the south side for free spay/neuter
- 37) More responsive Officers when calls are made to 311.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1. Charge citizens with neglect and abuse, charge citizens for not spaying and neutering.
- 2. Increase number of fowl/residence. Decrease distance to next residence for fowl.
- 3. Chained dogs.
- 4. Harsher penalties for animal abusers and irresponsible breeders.
- 5. Stiff fines for animal neglect/abuse & unfavorable breeding practices.
- 6. Harsher corporal punishment for animal cruelty.
- 7. Heavier fines to back yard breeders.
- 8. Have spiked collars illegal and have dogs tied up outside to have a longer leash and must have food and water by them.
- 9. All dogs/cats that stay at ACS (stray/quarantine/cruelty) should be fixed prior to release even if returned to owners.
- 10. If multiple calls owner should get more than just a warning.
- 11. Animals caught by ACS can be released to an owner without being spayed or neutered. This is unacceptable.
- 12. Tethering animals should be a felony not misdemeanor.
- 13. No more dogs outside on a chain, ever.
- 14. Tie out laws need to be enforced.
- 15. Not allow dogs to be kept on chains.
- 16. Strike 3 rule, if your animal is picked up 3 times it will be surrendered for adoption/rescue.
- 17. Pet owners in violation of current laws should be held accountable.
- 18. Allowance for service animals to remain intact.
- 19. There should be an animal abuser list that is posted publicly.
- 20. I'm not sure of all specific codes, but cruelty and neglect laws are either not sufficient or not big enforced.
- 21. Everybody found guilty of animal cruelty, neglect, or irresponsible breeding, should be forbidden to have any pets in the future.
- 22. Heightened penalties for animal cruelty, mistreatment or endangerment.
- 23. No stray cats.
- 24. No cat colonies.
- 25. Decrease number of permits for breeding.
- 26. Holding people more accountable for their actions towards pets as well as wellness checks on adopted pets.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

27. Enforce breeding laws. Fine backyard breeders.
28. Fines for animal cruelty should be higher and enforced.
29. I think there should be a fine or additional fine for cruelty to feral cats..
30. Substantial fines should be imposed to discourage deviation from the law.
31. Severe penalties, including prison, for animal cruelty.
32. Make pet vaccinations more available at low costs.
33. Stronger penalties for allowing domestic cats and dogs to breed.
34. Become more responsive.
35. Pet stores should showcase shelter dogs vs new overpriced puppy's or dogs from puppy mills
36. Keeping of poultry should be changed to allow a maximum of 8 chickens or assorted fowl (turkeys, geese, and ducks). Due to the city allowing small lots setbacks should be determined based on the smallest allowable yard. Roosters should be allowed with 1 or 2 per flock
37. The law limiting the number of chickens actually needs to allow an increase in the number permitted without a license. 3 is an entirely too small number for a healthy flock, and isn't enough to sustain a family with an adequate number of eggs.
38. Chickens should be encouraged pets as a part of increasing public knowledge of backyard food production.
39. Increase the limit of chickens.
40. No reclaimed animals to leave ACS unaltered. Outlaw the selling from breeders.
41. We need to be stricter on owners of pets.
42. All owned animals that are being reclaimed must be spayed/neutered by ACS before being released to the owner.
43. Ensure an increasing schedule of fees/fines for every subsequent violation by the same person or family, not the individual dog or cat, or the address (violators move).
44. Increase amount of domestic fowl allowed.
45. Dogs found with large changes and padlocks should be considered cruelty. Also focus more on dogs being kept only outside on a chain should be illegal.
46. Please do not adopt a rule requiring all pets to be fixed.
47. Like to see an increase in the allowable number of chickens to 8 and/or based on lot size and how backyard chickens are good for the health of our city.
48. Allow chickens in backyard regardless of yard size because animals are supposed to be contained in an area either way.
49. More chickens should be allowed without a permit, the amount should be 12 without a permit.
50. If the city picks up an intact pet, ACS should be able to spay/neuter the pet and charge the owner.
51. Pigs should not be illegal in the city. There should be no limit on animals owned within the city as long as they are all being responsibly cared for.
52. Get rid of stray cats.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

53. Escalating scale of financial penalties with removal of pet from home if not paid and blacklisted across all animal shelters.
54. Enforce spay neuter.
55. Harsh punishment for the violators of the law and give the community incentives to report abuse.
56. Enforcing animal cruelty laws.
57. Regulations limiting dogs/cats being kept in garages that are not air conditioned.
58. Allow more chickens per family house hold. As well as educate the public of the benefits of having chickens.
59. ACS takes way too long to pick up stray crazy looking dogs that someday may bite a child walking to school or an elderly person who can't defend themselves.

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) We have called several times regarding stray dogs in our neighborhood. 311 always ask for an address where the dog was seen. It isn't always possible to give an address. Attention to the neighborhood should be primary, not address in order to tend to the call.
- 2) Inform residents that call 311 when sweeps will take place.
- 3) Some way provide an organization that can help the citizens and animals of surrounding San Antonio areas such as Bexar county
- 4) ACS should be very proud of its accomplishments, and continue to seek out progressive and effective solutions to the animal care challenges facing the city.
- 5) Very unclear about when ACS will send someone out to pick up an animal that has already been trapped/rescued.
- 6) Keep improving and working alongside pets alive and pet stores! I am really happy to see more opportunities out there to adopt outside of ACS, increasing accessibility and of adoptions. Can there be more offers of basic training as this is currently limited. I would love to train my adopted dogs but cost limits my ability to teach them basic obedience and I want to ensure they are good around people.
- 7) I think Spay/Neuter efforts need to be increased to reduce the stray population
- 8) To educate the people who are considering adopting an animal.
- 9) I like the direction ACS is going. I have seen many improvements. Just wanted to stay keep it up!
- 10) I am pleased and impressed with the initiatives ACS is making. I caution the use of "No kill status as the public is very confused on what that means and that this is fluid. I encounter many who believe that ACS is a kill free shelter.
- 11) I want to thank the kennel workers and adoption dept. for being very helpful and doing a great job, great staff equals happy adopters and more dogs placed.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 12) The ACOs need to provide better customer service.
- 13) Get involved with the community to educate spay neuter all pets in order to stop the stray population, the back yard breeding, the neglect and abuse.
- 14) Give more people the chance to vaccinate, spay/neuter, and give veterinarian care to their pets at affordable prices. Low income people are everywhere, not only downtown. Give access also to the residents of Bexar county
- 15) Shelter employees need more knowledge of the animals they are trying to help
- 16) Be more supportive to rescue organizations.
- 17) Correct and accurate documentation of pets.
- 18) Addressing the cultural norms that result in our homeless pet problem would be an advisable start.
- 19) I truly would like to see better effort to work with rescues in getting dogs out of the shelter.
- 20) Keep up the good fight.
- 21) I have confidence in ACS if they are given the resources needed to achieve verifiable and meaningful goals. Our pet welfare problem is out of control. City Council and Manager need to make this a priority.
- 22) Provide more staff at ACS.
- 23) Work better with the community and rescues that are begging to help.
- 24) Keep up the good work.
- 25) Great job with feral cats!
- 26) The laws are there, please enforce them and keep people accountable.
- 27) Recruit more volunteers.
- 28) Laws and ordinances are great but ineffective if there's no enforcement. fine people. Hold them accountable. Offer small rewards or vouchers to people who report credible breeding/abuse/neglect.
- 29) Partnership with northeast humane societies to ship animals where they are more likely to be adopted.
- 30) I am only aware of the ACS via a neighbor on our Neighborhood web site. Otherwise I see nothing about it.
- 31) Better customer service.
- 32) Let's do something about the problem and hire the needed people to cut back the wait time,
- 33) My main issue is having nowhere to take strays on Sunday and Monday.
- 34) Better coordination with rescue organizations.
- 35) No more breeding permits allowed if that person shows negligence on care of parents and pups.
- 36) The Community Cat program very well. We've used this program multiple times now and have been very pleased. We just wish you guys were a lot closer.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 37) More media attention and proactive city leaders involved in enforcing responsible pet owners and encourage spay and neuter and prosecute animal neglect and abusers.
- 38) I believe that ACS is fighting an uphill battle with being no kill. No-kill is not realistic in our community yet.
- 39) I wish there was a higher focus on customer service in person, and on phone.
- 40) Make spay/neuter mandatory.
- 41) Increase the amount of staff at animal care services
- 42) Thank-you for all you do....it is a tough job!
- 43) More spay/neutral services at low cost throughout the city.
- 44) Thank you so all you do. I really appreciate the services and pray they will continue as well as extend beyond. Thank you for the opportunity to take this survey.
- 45) ACS doesn't respond in a timely manner.
- 46) Spend more time on streets
- 47) Keep up the good work.
- 48) ACS is doing a great service for our city. Keep up the good work.
- 49) Big recognition to ACS for getting community input through this survey, please keep the city updated on these issues and advice on what other ways the community can help to ensure new regulations are passed.
- 50) Thank you.
- 51) Please ensure that all 311 operators are aware of city ordinances so that when citizens call regarding a violation.
- 52) Please do not adopt a rule requiring all pets to be fixed.
- 53) This city and ACS needs to strive for no kill. This will not happen until lower costs for spay/neuter happens especially for dogs and road side/back yard sales is stopped completely without a business license and monthly inspections paid for by the breeders.
- 54) ACS is doing an excellent job in providing care and education to the city of San Antonio
- 55) I think ACS is going in the right direction but maybe someone should be assigned to look at craigslist for all the pets that people post daily trying to sell. We have enough animals roaming around yet there's people continuing to breed their animals for profit.
- 56) They are doing a great job for all animals
- 57) I would like to see more focus on responsible pit bull ownership. More effort should be made to rehabilitate animals with bite histories. I would also love to see ACS contact Dogs Playing for Life and implement more enrichment for the animals in their care.
- 58) It's a great facility that has improved over the past 5 years. I enjoy volunteering there and hope in the future there are more programs to support the homing of all the healthy animals that come throughout
- 59) Stronger enforcement is needed to stop puppy sales and increase spay neuter compliance
- 60) Improve officer customer service and public outreach efforts

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 61) Quicker response rate needed to consumers.
- 62) More spay/neuter sites
- 63) I bought both my dogs here love them.
- 64) Just need to respond quicker on calls.

CITY COUNCIL DISTRICT 7

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) Create strict adoption guidelines
- 2) TNR need more people or groups of trappers to help in all areas of town. Abused and neglected animals and stronger laws against these crimes.
- 3) Enforcement of leash laws and picking up ALL stray dogs.
- 4) ACS needs to fully commit to enforcement of existing laws including fining neglectful owners who allow their pets to roam, do not alter their pets, do not keep them up to date on vaccinations or provide humane and adequate shelter.
- 5) "No-Kill".
- 6) Improve pet education.
- 7) Outreach to the public, bringing spay neuter and vaccination to poor communities through churches.
- 8) Educating the public to control the stray animal population.
- 9) Taking care of the people who can't care for their pets, but don't have the funds. It is very sad to see someone turn in their pets to get euthanized because no funds are available.
- 10) ACS has done a great job of promoting free services such as spay and neuter. These programs should continue.
- 11) There should be a bigger campaign on advertising free spay and neuter programs. It's important to reach the people who live in areas that have a higher rate of strays.
- 12) Help people with their fences so their dogs don't escape.
- 13) More strict regulations for standard care of household animals
- 14) Microchipping to hold owners responsible for their pets.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Agree the City needs to put more employees on the streets of SATX it takes a while for someone to come out & provide prompt service.
- 2) Picking up ALL stray dogs.
- 3) Improve 311 call taking and training. Respond quicker.
- 4) Send flyers and personnel to parts of town where strays abound to educate people about pet care.
- 5) Help poor dog owners with fencing, spay neuter and vaccinations.
- 6) One of the common complaints I hear from friends and neighbors is the lack of attention to returning calls placed at ACS. Attention should be placed in this area. Also, complaints are received from customers that they call and no one answers.
- 7) Address increased numbers of intact stray animals.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 8) Allow people to have chickens without worrying about setbacks.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) Consider "backyard" breeding animal abuse or neglect. And increase the fine (or punishment) for any kind of cruelty, abuse, and/or neglect.
- 2) Be stricter on animal abuse charges against owners.
- 3) Adequate shelter for all outside animals. Tethering restriction.
- 4) Prohibit Craigslist breeding.
- 5) Microchipping.
- 6) Broaden the definition of "dangerous" dog so that individuals that indicate that when they report they are in "danger" when dog is free of restraint and unprovoked and threatens individual.
- 7) Make owners responsible.
- 8) Be harder & stronger for those who do not follow & abide the ACS rules of being a pet owner.
- 9) It should be free for spay and neuter.
- 10) Remove the "perceived threat" of a barking dog who in properly contained. Allow a defense for dogs accused of being a vicious/dangerous dog as some snap in self-defense when antagonized even when truly not dangerous.
- 11) Check La Pulga (flea market) and other local garage sale pages on Facebook for clear violators of back yard breeding and of selling animals that have no vaccinations, unaltered and/or too young to be separated from the mother.
- 12) Fines for abandonment.
- 13) Increase the amount of backyard chickens.
- 14) Most pet owners who violate the law need education and assistance instead of penalties. I'd also like to see TNR for stray dogs in poor communities.
- 15) Suggesting increasing the number of chickens allowed on any size lot -Reducing/eliminating setbacks for coops (no set backs are required for dogs, who are much bigger and much more dangerous. Allowing your chickens to legally roam free in your yard (currently, they are actually supposed to be kept in a run at all times. Only require the chickens be cooped during night time hours (chickens are quieter and cleaner than dogs). Ten chickens produce less waste in a day (.66 lbs.) than a 40 pound dog (.75 lbs.).
- 16) Drivers that hit an animal need to attend to injured animal. Hit and run should include dogs and cats.
- 17) Please eliminate the 50 feet setback and increase the number of chickens kept without a permit from 3 to 12. Reduce the permit fees for chickens. Keep roosters legal. Also, allow the keeping of miniature or dwarf goats with a 10 feet setback for 2 goats and a 50 feet setback for up to 6

**City of San Antonio
Animal Care Services Department
Community Survey Results**

goats. Reduce the permit fee for goats drastically. Thank you very much for hearing my request.

- 18) Aside from increasing cat and dog spaying/neutering programs and enforcement, I feel that the Food and policy Council of San Antonio has provided excellent ordinance guidelines regarding backyard fowl and small livestock. Chickens and small livestock should be encouraged in our city much like in Austin. The number allowed without a permit should actually be INCREASED not decreased.
- 19) No backyard breeders or puppy mills.
- 20) Allow families to have more chickens without all the excessive permits and nonsense that San Antonio requires. Other cities don't make people who want chickens to get permits!

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) Thank you for collecting input.
- 2) What I found useful in educating people is this study that found that dogs and cats have the mental capacity of a 2-3 year old child.
- 3) More education directly to neighborhoods.
- 4) Great job. We could always do more, but great strides keep the community involved.
- 5) There could be better signage on the facility to the meeting. Perhaps a wider variety of promotion of engagement is needed.
- 6) More staff, better response to calls.
- 7) I want a No Kill Shelter.
- 8) Do home visits when dogs /cats have been adopted out & check on past reports of called in of Animal cruelty reports.
- 9) No more killing.
- 10) Thank you to Fumiko Fujimoto and the Community Cat Program for helping me and others prevent further cat overpopulation and euthanasia through the TNR program.
- 11) Please keep up your good work.
- 12) I support increased live release efforts. Block walking in targeted areas absolutely works, offering free and low cost spay neuter surgeries and vaccinations absolutely works and I applaud what ACS has done with this in the past. Let's see more of it.
- 13) Enforcement is key.
- 14) Provide longer time at ACS before putting down animals.
- 15) More reduced fee clinics for services and weekend clinics.
- 16) Keeping hens is a low cost endeavor and you will be rewarded with fresh eggs, meat, fertilizer and charming garden companions.
- 17) I'd like to see TNR for roaming dogs in poor communities.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 18) Backyard chickens are a safe investment for families with virtually no negatives. There should be no restrictions when it comes to coops and runs or distance from houses. Roosters bred for fighting absolutely should be prosecuted.
- 19) We have more problems with cats and dogs in our neighborhood then we do with chickens.
- 20) Put more money into the diversion program.
- 21) ACS has enhanced its operation going back 10 years. There's always room for improvement...namely the phones could be answered more frequently.
- 22) Make chaining dogs illegal.
- 23) Increase spay/neuter related laws, increase community outreach, increase allowable limit of backyard livestock, and increase responses to calls regarding violations or strays.
- 24) Thank you for making steps to improve regulations for roaming pets, tethered pets, backyard breeders and puppy mills
- 25) Backyard Chickens are growing in popularity and San Antonio is managing them like it is 1960. Please make it possible for all of us with a small flock to stop hiding! San Antonio is behind the times, Austin is paying people to have chickens and it seems like San Antonio is doing everything they can think of to make it more difficult.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

CITY COUNCIL DISTRICT 8

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) Promoting a stronger need for adoptions, than purchasing from breeders or online services
- 2) Backyard breeding needs to be regulated and prevented with animals' safety in mind.
- 3) I would love to see the free spay/neuter and all clinics listed in the events section of the ACS website in Spanish as well so I don't have to translate everything I repost to sites.
- 4) Breeding limits.
- 5) Training for all staff and volunteers on proper ways of handling stressed animals.
- 6) Registration of all animals.
- 7) Continue support of community cats program.
- 8) Crack down on backyard breeders. Make spay/neuter mandatory and work with neighboring towns to do the same.
- 9) Affordable animal care services.
- 10) Spay/Neuter requirements and close down puppy mills.
- 11) Steeper fines for repeat offenders and stricter laws as there are in northern states with no stray problems.
- 12) Continue and increase assistance with Trap neuter and return.
- 13) Backyard breeders of pit bulls. Chain release. Ticket breeders.
- 14) Monetary & physical supports of Feral Cat Coalition and city's cat overpopulation.
- 15) Enforce spay and neuter laws. Regulate or slow down breeders until the problem or overpopulation is under control.
- 16) Additional free spay/neuter services.
- 17) ACS should look for more creative ways to save dogs and cats, including more transports to responsible shelters in areas that are not overpopulated.
- 18) Provide better customer service.
- 19) Faster response to calls about roaming/injured animals.
- 20) A suggestion but hard to enforce or prove is fining people who let their pets roam free or frequently get out to be fined if their animal is not fixed.
- 21) Affordable spay/neuter particularly in low socio economic neighborhoods.
- 22) City ordinance mandating registration fees for all animals, fees to breed, and harsh fines for abuse and neglect.
- 23) Making all pets microchipped and fixed.
- 24) Responsible pet ownership and leash tether rules.
- 25) Reducing the volume of "community cats."
- 26) Tightening Spay/Neuter Requirements; neuter and return; expand tether laws.
- 27) To making San Antonio a No Kill City like Austin TX.
- 28) More public education.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 29) More free clinics.
- 30) Designation of dangerous breeds and the identification and banning of such within the COSA city limits.
- 31) Increase Animal Rights Awareness and Enforcement.
- 32) Discontinuing trap, neuter, release as a strategy for cat control & to boost "live release" percentages.
- 33) Increase peak season capacity.
- 34) Improve behavioral assessment of impounded animals.
- 35) A lot more tickets for breaking the laws. If owner surrender then they cannot adopt.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Make diversion a well-known program. No one ever knows what I'm talking about and there is not any good info on the website.
- 2) Enforcement of existing chapter 5 laws is my priority as well as strengthening against backyard breeders and fighting. Spay and neuter before release of first time impoundments.
- 3) Ticket backyard breeders.
- 4) Respond with urgency to animal attacks on other animals. Especially dogs or cats.
- 5) Enforcing leash/animal containment laws.
- 6) Increase laws for abuse/neglect.
- 7) Enforce and enact mandatory spay and neutering of dogs.
- 8) Need more cruelty investigators and need to let people know that it is not acceptable to keep dogs that are unneutered and free roaming.
- 9) Accept stray animals found within city limits by county residents.
- 10) Reduce the volume of "community cats."
- 11) Designation of dangerous breeds.
- 12) Reemphasizing community and volunteer involvement as well as financial resources in order to meet the goal of caring for our animals.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) More regulation on animal breeders, along with monitoring the home is adequate for the animals.
- 2) Stronger enforcement to spay and neuter. Harsher penalties for backyard breeding.
- 3) No cat colonies in the city parks.
- 4) Increase the number of poultry allowed. No setbacks for poultry. Limit roosters per hens. Look at more reasonable livestock limits.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 5) Increase the fine for dumping animals. It cost the city way more than \$200-\$500 to take care of a dumped animal. It should be at least \$1,000.
- 6) Tethering should not be allowed, ever, for longer than 30 minutes.
- 7) Mandatory spay/neuter. Animal abuser online list. Breeders must be licensed and limited in number of litters.
- 8) Visit the Facebook site San Antonio Pit Bulls and crack down on backyard breeding. Hence I'm saying enforcement laws need to be strengthened.
- 9) Mandatory spay/neuter.
- 10) Control and steep fines for backyard breeders. Require all pets to be spayed or neutered.
- 11) Cite and impound animals (puppies & kittens) being sold on the roadsides.
- 12) Big fines and punishment for proven cruelty or neglect.
- 13) Substantial fee should be imposed on owners who surrender animals.
- 14) No feral cats.
- 15) Noise violations should be more aggressively enforced
- 16) Mandatory spay/neuter.
- 17) No tethering and absolutely no breeding.
- 18) Allow for a more reasonable number of backyard chickens that can be kept without an excessive animal permit.
- 19) The amount of hens a person can have without a permit should be increased. 3 is not enough for a family to support their own needs for their own fresh eggs.
- 20) Chicken related codes should be revised to make it easier for people to have backyard chickens.
- 21) Allow chickens to be kept in backyards but instead of 100 feet from another building it should be 50 feet.
- 22) Enforced microchipping.
- 23) Relax noise law and let dogs bark unless barking due to neglect or mistreatment.
- 24) Increase the number of backyard chickens allowed without an excessive animal permit. Eliminate the setback requirements for backyard chickens. Dogs, which are much more of a nuisance don't require a setback. Manage roosters by noise ordinances and by limiting the number of roosters/hen.
- 25) We need more officers to respond to 311 calls on Animal Abuse.
- 26) Decrease the distance required for chickens to neighbor property.
- 27) Reduce the volume of "community cats."
- 28) Enforce animal spay/neuter to reduce capture and euthanasia rates of abandoned or roaming animals.
- 29) I would like to see an increase in the allowable number of chickens to 8 and/or based on lot size and how backyard chickens are good for the health of our city.
- 30) There should be no restrictions on chickens.
- 31) Designation of dangerous breeds and ordinance not allowing them within the COSA city limits.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 32) Make chaining/tethering illegal.
- 33) We should allow 6 hens (no roosters) inside the city limits. Most breeds aren't noisy and if the owner really cares they would find a breed that using that vocal.
- 34) Set back regulations for owning chickens should be reduced. It is hard for homeowners to currently own chickens due to the large distance current set back restrictions in place currently.

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) The improvements you all have done are amazing, please continue the hard work to improve the quality of life for these animals and the people of San Antonio.
- 2) An app that can streamline services, found dogs, microchipping, lost pets, pin drop for dead animals (location). Bigger presence in the community.
- 3) Need a policy in the SA parks relative to feeding the deer. It only makes them multiply. See the website of American Bird Conservancy www.abc.org.
- 4) Look into a similar program for citizens to report violations, like the online "smoking vehicle" report. Education outreach to HOAs at grassroots level. In hot months, do not leave pets in parked cars in overhead traffic management signs
- 5) I have always supported and defended the efforts of ACS. I am thankful for all who have helped me help the animals and for all of the hard work put into this. We can all improve and I am glad that is a part of ACS' vision.
- 6) Please increase capacity of spay/neuter in the community cat program.
- 7) I have had very good experiences with ACS regarding diversion, spay/neuter, microchipping. Unfortunately lots of folks just don't have any idea these options are offered.
- 8) Y'all keep fighting the good fight.
- 9) I'm grateful for the services provided by ACS.
- 10) Why doesn't the city run regular PSA's in English and Spanish on spay/neuter and responsible ownership. I think ACS needs more transparency as well.
- 11) Thanks for getting better. This has been a long journey waiting for this type of proactive steps vs reactive.
- 12) Lots of Progress.
- 13) Mandatory spay/neuter is sorely needed - now. Thank you for all you do.
- 14) ACS needs improvement in all areas of service.
- 15) Not enough ACOs to go out on calls.
- 16) The backyard breeding is insane. So many strays. People that surrender pets should not be allowed to have anymore
- 17) I think the most important thing is to really step up enforcement on spay/neuter and roaming pets. And chaining and tethering should be illegal.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 18) I know you're doing your best but I feel there is so much more that could be done to protect our animals.
- 19) Transparency regarding the number of animals being euthanized and less promotion of being a "no kill" shelter since that tends to misinform the public.
- 20) Stronger penalties and stricter adherence to prosecution of animal abusers, hoarders, backyard breeders and those found to abuse animals through neglect.
- 21) Better care of cats while in ACS custody.
- 22) Overall I have a positive impression of ACS and their services, however I think more education is needed to differentiate ACS from other non-governmental shelters like the Humane Society and Animal Defense League.
- 23) You guys have an amazing facility compared to a lot of cities.
- 24) Stricter penalties on people that commit animal cruelty.
- 25) Better enforcement of the animal laws of the City Code is needed.
- 26) I think you do an exceptional job. You need more resources though and I wish no animal ever had to be euthanized.
- 27) Please improve the response time of calls about abandoned or roaming dogs. Many of us want to help, but don't have the time to stay with the animal until help arrives (according to 311 could take up to 3 hours.)
- 28) They should In force a no kill policy.
- 29) Mandatory spay/ neuter of dogs.
- 30) I know you have an incredibly difficult job my hat is off to you all. We need to drastically improve the notion of a lot of residents that dogs and cats are just throwaway items and are family members or should not be owned at all
- 31) Do not reduce the number of chickens.
- 32) ACS has improved over the last year under new leadership. There is still resistance by Long term staff who want to continue to do things as they have always been done. Fixing our shelter will positively affect tourism as people from other areas are paying attention to how we treat our animals.
- 33) I would like to see a larger presence throughout the entire city, not just in the areas where there are roaming dogs but in the more affluent parts of the city where people are more likely to get a pet from a breeder as opposed to a shelter.
- 34) Enforce neuter/spay ordinance and give local communities the information to affordable neuter/spay establishments.
- 35) Would like to see an increase in the allowable number of chickens to 8 and/or based on lot size and how backyard chickens are good for the health of our city.
- 36) I would like to see ACS to permit anyone in the city to have at least 12 chickens
- 37) Your animal care so let us care for the animals we want within reason (passive animals). You're improving services but we need equality with the pets we keep.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 38) I think progress is being made.
- 39) Texas Parks & Wildlife is working with the Audubon Society and the city to create and designate San Antonio as a Bird City, USA. One of the requirements of this program is to have a wildlife-friendly cat (and other animal) ordinance.
- 40) Hand out tickets and if they don't pay their tickets they go to jail just like any other crime.
- 41) Possibly more staff.

CITY COUNCIL DISTRICT 9

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) I think that the number 1 priority should be to further reduce and control the stray, roaming population.
- 2) More follow-up on repeat offenders. More support for groups who are not partners of ACS and reduce the number of animals that go to ACS.
- 3) Working with more rescues to help animals find homes instead of being euthanized. Strongly enforcing animal laws such as animals must be 8 weeks old before finding homes; animals can't be left on chains, and more. Recruiting fosters.
- 4) Make spay/neuter mandatory and enforce it with large fines and other measures. Same thing about microchipping, owners need to be fined if non-compliant.
- 5) They need to more communication in the facility. Volunteers need to know more info. Better training for volunteers must be enacted.
- 6) Enforce no chains.
- 7) I would like to see education and Neutering and spaying for unincorporated Bexar County.
- 8) Low cost spay and neuter-vans to go into the community. Cut down on back yard breeders.
- 9) Animal cruelty, pet abandonment, and strays on highway.
- 10) Educating the backyard breeders and having stricter laws against them. ACS management should work better with rescues.
- 11) ACS should more strictly enforce animal spay/neuter and roaming laws.
- 12) Please, help control the free roaming dogs.
- 13) No sale of puppy mill dogs at Pets stores, only rescued dogs and cats.
- 14) Trap neuter and release programs.
- 15) Reduce feral cat population.
- 16) Community involvement, socializing animals in shelters to make them more adoptable.
- 17) Free or reduced fixing strays and releasing them back.
- 18) The value and benefits of backyard chickens as well as increasing limits on large lots.
- 19) Using media, keep urging citizens to spay/neuter pets, offer affordable services, & keep reminding with contact info.
- 20) Spay and Neuter programs-Offer \$10.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Need to educate HOA/apartment complexes about ineffectiveness of breed.
- 2) No chained dogs.
- 3) Increase pet limits.
- 4) Enforce current spay/neuter of pets.
- 5) Educate community on the benefits of backyard chickens: compost, control insects, fresh eggs.
- 6) Ensuring placement of live release animals is to a permanent home.
- 7) Passing standards of care and property upkeep are more important than the number of pets-noise ordinances are in place.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) Need procedures for rescues/shelters who are not partners of ACS. These groups prevent animals from ever going to ACS and should receive spay/neuter discounted services, legal guidelines, etc.
- 2) No tethering.
- 3) Harsher punishment for violators.
- 4) No chaining of animals.
- 5) Enforcement is the main issue. Good laws in place but enforcement has always lacked.
- 6) Improve the attitudes of the management when working with the public and rescues.
- 7) Stricter enforcement.
- 8) Increase dog limit.
- 9) Include animal-animal attacks in designating a dog dangerous.
- 10) Allow responsible pet owners to have more than the required number of pets as some are truly responsible and provide vet care and shelter indoors and should not be penalized for taking in pets that are neglected by others.
- 11) Please work to allow chickens as pets. 10 chickens will produce less waste than a 40 pound dog.
- 12) Increase the number of chickens that can be kept without a permit.
- 13) Increase allowable number of chickens according to lot size.
- 14) Loosen regulations regarding backyard chickens.
- 15) Increase allowed backyard chickens to 8.
- 16) To keep the cock fighting issue at bay, I think it would be a good idea to limit the ratio of roosters to hens. One rooster per 10 hens or so if they are not a nuisance (crowing) to the community.
- 17) More stringent enforcement of the existing regulation and review of listings on Craigslist and eBay for sale of bred animals or sourcing breeding pairs.
- 18) Cat owners should be required to keep them indoors. Violations should be aggressively ticketed.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 19) Require current information on the Microchip and fine people who do not update the information within 1 month of change of phone or address

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) If ACS is full and is not accepting animals - they should perhaps have some other resources to give people instead of just turning them away with no help or advice.
- 2) Need more follow-up for repeat offenders - whether dogs are roaming loose, have no current rabies vaccinations, have no microchip - and issue more fines for violations. Should not decrease total number of animals in household. Increase the cost of surrender from 25 to 50.
- 3) Checking homes of those adopting, fine those who adopt and animal is found loose on street.
- 4) ACS must do better to educate the public.
- 5) I think the city should rethink its Return To Field (RTF program) where ACOs pick up/trap/fix cats and then release back to an approximate, not exact, location the cat was picked up at.
- 6) In that time I believe that ACS has improved immensely. I believe that ACS is striving toward our stated goal of being a "no-kill" city and should be applauded for their continued efforts.
- 7) Do more pet adoption programs.
- 8) Make it harder for owner surrender. Make them pay higher fees; provide evidence they have tried all options to place the animal in other homes, etc.
- 9) Focus on vicious and feral animals, not beneficial animals such as chickens
- 10) I'd like to see more education and support of keeping chickens (hens) for egg production.
- 11) Please consider increasing number of backyard chickens (not roosters) to 6-8 per appropriately sized yard.
- 12) I have always been so pleased by the hard working ACS employees who work hard for these animals. So many people don't realize the volume of stray dogs and cats this facility handles on a daily basis. I really feel y'all handle criticism with amazing grace. Thank you. I can't imagine the emotional and physical toll ACS work can be on you guys.
- 13) When a rescue group finds an animal that is chipped to ACS, either give the group the owner's information or give the rescue groups information to the owner for contact.

CITY COUNCIL DISTRICT 10

Question 4: If any, what additional priority should ACS focus on in the future?

- 1) The need for more public education forums for pet owner.
- 2) More events like the community meetings that ACS hosted.
- 3) More Community education.
- 4) More Public education.
- 5) Increase visibility of adoptable animals in more areas of the city.
- 6) Mobile spay and neuter options.
- 7) Enforcing litter permits.
- 8) Get stricter with those who abuse and/or neglect their pets.
- 9) Stricter animal cruelty punishment.
- 10) The city should enforce laws more and continue to increase the number of animals it saves.
- 11) Reduce the number of animals being chained/abused.
- 12) Becoming a no kill shelter.
- 13) More funding for live-release through organizations (especially non-profits like SAPA).
- 14) Free spay and neuter.
- 15) Keep animals more time to be adopted.
- 16) Wild dogs need to be taken off the streets.
- 17) Better enforce people who breed and sell puppies illegally.
- 18) Becoming truly a "no kill" shelter.
- 19) High volume spay neuter for communities.
- 20) Work harder to engage all rescue organizations to increase the live release rate in San Antonio and address the other important animal control issues in San Antonio.
- 21) ACS needs to become a true no kill facility.
- 22) Make spay and neuter programs the number 1 priority. Redirect more money to spay & neuter!
The city should mandate spay and neuter laws for all pets.
- 23) Better enforce current animal laws.
- 24) Work with all rescue groups.
- 25) Respond to all stray call immediately and improve response times.
- 26) Enforce backyard breeding laws. Increase the penalty for dumping dogs and set up cameras in parks that are frequented by dog/cat dumpers.
- 27) ACS should require a license to breed. Leash laws must be enforced. Cruelty cases should be harshly punished.
- 28) Become a no kill facility.
- 29) Better laws for animal cruelty. Make breeders spay/neuter puppies prior to adoptions unless special licensing is obtained.
- 30) Don't kill healthy adoptable animals. Give more resources to San Antonio Pets Alive.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 31) Good vet treatment for injured animals while at ACS to include pain meds and antibiotics.
- 32) Crackdown on backyard breeding.
- 33) Give officers the Power to act immediately and with full force of the law towards those who treat animals improperly.
- 34) Get the city council on board with stopping the killing of animals.
- 35) spay and neuter.
- 36) No kill.
- 37) Free or low cost Spay/neuter.
- 38) More on holding pet owners responsible.
- 39) Stricter consequences for owners who neglect and abuse their animals.
- 40) Create dangerous breed restrictions in the city.
- 41) Reduce the number of pets that are constantly running free.
- 42) Council should enact restrictions/bans on breeding and on buying/selling animals within the city limits.
- 43) Increase the live release rate.
- 44) Finding ways to educate backyard breeders on consequences of over breeding & impose stiffer penalties.
- 45) ACS should focus primarily on education and focusing on educating the children.
- 46) Increase accessibility to low cost neutering services.
- 47) Promote and expand ACS volunteer program. Define the standard of excellence for ACS. Fulfill this vision by prudently applying the budget and maintaining the highest quality of service to the SA human and animal community.
- 48) Investigate reports of neglect, not just send letters.
- 49) Keep a list of people who cannot adopt. No tethering anytime.
- 50) Spay /neuter education and heart worm treatments.
- 51) Implement a law for mandatory to spay and neuter pets.
- 52) Reducing feral cat population.
- 53) Provide neighborhoods with educational handouts.
- 54) Take in more animals at ACS.
- 55) More enforcement.
- 56) Re-writing laws to make them enforceable. Add laws as applicable to promote a healthy "pet" ownership community.
- 57) Educate public on importance of spay/neuter. Encourage vaccinations to prevent disease. Discourage backyard breeding.
- 58) Create a leash law for cats. Cats should be confined to pet owners property and be tagged like other larger cities. Houston where I use to live, cats are not allowed outside.
- 59) Spay and neuter pets in the city.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 60) Same requirements for cats as dogs. I can't leave my tiny dog outside because neighborhood cats jump the fence.
- 61) Redirect education dollars to provide more free spay/neuter to the community.
- 62) More enforcement.
- 63) Money for spay neutering for higher income families.
- 64) Ban tethering.
- 65) Increase response time for dangerous dogs.
- 66) Provide more responsible pet ownership education.
- 67) Make it a law that you cannot chain or tether a dog.
- 68) Develop criterion for where cat colonies should not be allowed due which will help reduce the impact to wildlife.
- 69) Better enforce the sale of puppies and dogs on social media and back yard breeders.
- 70) Increase the poultry limit for backyard owners.
- 71) Allow homeowners to keep chickens with minimal restrictions.
- 72) More than 3 chickens per household.

Question 6: What areas of emphasis should ACS place their attention? (Other):

- 1) Follow up with citizens who file complaints.
- 2) Provide more programs like barn cat where people can adopt for free from ACS.
- 3) Implement free spay and neuter for all cats and dogs without income limitations.
- 4) ACS should take the lead on bringing together all rescue organizations to address the animal over-population issues in San Antonio.
- 5) Spay and neuter should be the number one priority.
- 6) Provide better access to services.
- 7) Response needs to be immediate.
- 8) Reduce the stray animal population.
- 9) Work with other areas around the country that need pets.
- 10) Continue with the summer program for kids.
- 11) Make San Antonio a no kill city.
- 12) Improve response time for picking up contained stray animals.
- 13) Harsher punishment for those who are Cruel to animals.
- 14) I don't think there should be mandatory spay/neuter.
- 15) Have better informed customer service representatives in the front lobby.
- 16) Increase education.
- 17) Pick up dead animals from the streets.
- 18) Increase resources for spay/neuter.
- 19) More adoptions centers.
- 20) Implement a leash law for cats.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 21) Not enough emphasis on cat population.
- 22) Laws should be the same for cats and dogs to include no roaming free of restraint.
- 23) Enforce abusers and the illegal sale of puppies.
- 24) Change the city code to all different animals as pets.
- 25) Please raise the number of chickens we can keep.
- 26) Don't limit the amount of chicken's one can have.

Question 9: What additional (if needed) changes should be made to the animal laws of the City Code?

- 1) Additional public service education needed.
- 2) Reinstate definitions of provoked attacks/bites.
- 3) Strengthen pet ownership laws and reduce the number of animals allowed (2 dogs/2 cats).
- 4) Create a law that allows large animals based on acreage rather than limiting 2 per household.
- 5) Eliminate setbacks for poultry unless there are roosters and allow up to 8 fowl without permit.
- 6) Allow horses by so many per acre.
- 7) More aggressive enforcement.
- 8) Stronger wording on requirements for dogs, any animal kept outside.
- 9) Ensure SAPD understand animal laws.
- 10) Mandatory spay/neuter.
- 11) Allow people to have more pets.
- 12) Stronger enforcement with fine.
- 13) Stronger laws and enforcement of all animal abuse cases.
- 14) Enforce breeding for profit.
- 15) Tethering laws should be better defined and enforced.
- 16) Two hour tethering needs to be stopped.
- 17) Mandatory Spay & Neuter.
- 18) Get rid of pet limits.
- 19) No tethering or breeding with a license only.
- 20) No tethering at all. Changes the law to indicate animals are not property.
- 21) Anyone wanting to breed their dog should be required to obtain a license. Individuals breeding their dogs without a license should face stiff penalties. Mandatory spay/neuter.
- 22) Increase punishment of persons committing animal cruelty.
- 23) Prohibit tethering of dogs.
- 24) Absolute no kill shelter except in cases of severe suffering.
- 25) More enforcement with pet owners.
- 26) Strict laws on binding/tethering dogs; not providing adequate food/water; and not providing adequate shelter or shade.
- 27) Increase the number of domestic fowl.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 28) Restrict dangerous breeds that endanger people or pets.
- 29) Allow free range chickens.
- 30) Prohibit breeding and buying/selling of animals within city limits. Increase penalties to include jail time for animal 'fighting' activities.
- 31) Allow homeowners to keep up to 10 chickens.
- 32) Please increase number of allowable chickens (hens) for food source within city limits.
- 33) Increased limit for fowl to 5.
- 34) Increase education of responsible pet ownership.
- 35) Reduce setback for keeping goats and sheep to 25 ft. Allow up to 4 goats and/or sheep without a permit. Allow up to 8 chickens without a permit. Allow chickens to free range in yard. Keep roosters legal. Reduce excess animal fee for chickens from \$50 to \$25.
- 36) No euthanasia.
- 37) The city should make it easier for residents to own backyard chickens, rabbits, "fowl," and other small livestock.
- 38) Enforce the law
- 39) Domesticated pigs that are altered should be allowed within city limits.
- 40) I agree that illegal breeders should be required to spay/neuter. I don't think one time unattended should result in spay/neuter. Things can happen. But shouldn't happen twice.
- 41) If there is confusion or generalization, teach people.
- 42) Great job! Great progress! Keep up the good work toward 100% no kill.
- 43) Bigger fine to pet owners for violation.
- 44) Write a defined and thus enforceable law for dog barking nuisances.
- 45) SA needs cat leash law for the cats' sakes.
- 46) Tether cats.
- 47) Just as tough animal codes on cats as there is with dogs.
- 48) Stronger penalties for animal abuse and neglect. Especially when left alone inside a hot car.
- 49) Dogs should not be chained in yards.
- 50) I feel that dogs should be listed on their homeowners insurance.
- 51) We need to look at regulations for rescue groups to ensure that they are vetting their animals before adoption.
- 52) You can't lump all birds into one category. Pet lovebirds and chickens have completely different requirements and impact the community differently.
- 53) Online sales need to be banned unless through a rescue.
- 54) Allow hens free roam of owners fenced in yard as long as wings are clipped and they stay inside property lines. Increase number of hens allowed in yard.
- 55) Increase the number of chickens allowed in the city.
- 56) Increase the amount of chickens allowed to at least 6 without a permit.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

Question 10: What additional comments would you like to share regarding the operations of Animal Care Services?

- 1) Offer incentives, discounts with community stores, for new pet owner classes. Give citizens opportunities to volunteer to help with enforcement, education, and adoption.
- 2) Do not prematurely tag a dog as non-adoptable
- 3) We need a safer community.
- 4) Keep going with trying to balance the needs of the community and the desires of responsible pet owners. Increase penalties for irresponsible pet owners.
- 5) Need more city funds.
- 6) Thank you for the hard work.
- 7) Be more honest with the public involving animal surrenders.
- 8) I appreciate the enormity of the job and laud the vet staff especially. Please fund the addition of an x-ray machine to be able to definitively diagnosis and begin treating the many broken bones brought into you.
- 9) Doing a great job. Things have really changed from the past. Need more education in the benefits of spaying/neutering. Need more reasonably priced service. There should be no puppy mills.
- 10) ACS has come a long way and the city should be proud. There is still work to be done but I have seen a great improvement in the past five years.
- 11) Thank you for all you do.
- 12) You've come a long way. Be open to the community - they are the key - people create this problem and have to fix it. Continue to work with people, and also be sure to hold your own people accountable.
- 13) Volunteers need to be trained & helped more before being allowed to volunteer.
- 14) Just enforce the current laws and be more responsive to complaints.
- 15) I strongly believe that ACS management should improve its relations with its partners, the rescue organizations.
- 16) Treat animals with dignity and care and punish the people who bring them in in such horrific condition.
- 17) There should be more pet/animal related issues discussed at the middle and high school grades. These young adults will be part of the solution.
- 18) The City is doing an excellent job of running ACS and the live release rate. Strict enforcement of current laws on our books including very tough penalties for back yard breeders should be enforced.
- 19) Need to bring services to residents, including picking up and dropping off if necessary to assist residents; offer free assistance with behavior issues and issues with keeping pets in yard.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 20) The volunteers, staff and fosters have done a remarkable job of saving lives. Increase Spay/Neuter. Consider creating a staff department or task force that just focuses on placing owner surrendered dogs.
- 21) Hold dogs longer.
- 22) I understand and empathize with ACS who is underfunded and totally understaffed. Kudos to the people who work on the front lines at ACS. The community needs to do a better job of being responsible pet owners.
- 23) Education is key to people understand it's a community problem, not an ACS problem. We must change the laws to make our city better.
- 24) Open another location closer to down town.
- 25) Just to treat all critters as respectfully as possible while maintaining safety at all times.
- 26) If we could find other locations in the U.S. to send our stray dogs for adoptions to, that would be great.
- 27) I would like to see workers treat the animals with respect and more care.
- 28) Don't kill animals.
- 29) Increase coordination with other states to take excess animals.
- 30) The killing of animals must end.
- 31) We need more foster recruitment.
- 32) Thanks for all you do in caring for animals.
- 33) In my experience, animal control officers and services have been fair.
- 34) Unless it affects public/pet's safety or health, do not pass new laws to regulate people's lives.
- 35) Improve the stray population.
- 36) Continue to reduce the euthanizing of healthy or treatable animals. Council should appropriate still more funding for the treatment, care, sheltering and placement of animals.
- 37) More must be done to get dangerous and neglected animals taken away from irresponsible people.
- 38) Work with more rescue groups.
- 39) I do understand limiting the number of roosters but do not further restrict livestock.
- 40) More Animal Care officers need to be hired to handle the extreme need in San Antonio.
- 41) ACS needs more funding.
- 42) The owner surrender fee is too low.
- 43) Please consider removing roosters as approved fowl and increase the number of hens allowed.
- 44) I have used your service once because neighbor's puppies kept getting out. You answered our request and sent letter. It solved the problem.
- 45) Encourage neighborhoods to use Next door or other means to share info on roaming/loose dogs so the owner can find their pet quickly.
- 46) Feral cats need to be taken care of. Do not turn back into neighborhood.

**City of San Antonio
Animal Care Services Department
Community Survey Results**

- 47) I like the direction ACS is going, but the priority should be to get the pet population under control, then it can be maintained through education and outreach. Create strict laws now holding onto the idea that they can be changed in the future once the majority of residents are responsible "pet" owners. Please fix the law so owners of barking and/or aggressive dogs can be held accountable.
- 48) Cats need leash law protections and have proper shelter year around.
- 49) Better communication with 311.
- 50) Cats and Dogs should have the same laws.
- 51) I believe ACS is headed in the right direction.
- 52) Changes chickens laws based on land size.
- 53) ACS needs to respond to calls in a timely basis.
- 54) We need to continue to support ACS and the improvements they continue to make. Also, please do not prohibit breeding dogs or ask for mandatory spay/neuter.
- 55) Do your best to continue to reunite pets with families.
- 56) Listen to the entire community not just the groups that scream the loudest.
- 57) I know ACS has come a long way in the battle to reduce animal homelessness and humane euthanasia for population control. I think the city of SA has to step up its efforts by mandating spay/neuter of all pets, shut down backyard breeders, and eliminate the sale of dogs and cats in pet shops.
- 58) More education to increase responsible pet ownership.
- 59) Better educate the community of current ACS services.
- 60) I think they are doing a great job. Please let us have our chickens.
- 61) Keep up the good work.