



ANIMAL CARE SERVICES
QUARTERLY PROGRESS REPORT

SECOND QUARTER 2012



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Mission Statement: Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and animals of Bexar County through education, enforcement, and community partnership.

From the Director

There's a saying about running an effective organization. "Success is simple. Do what's right, the right way, at the right time." It's a way of thinking that Animal Care Services (ACS) has embraced. The department's recent successes clearly emphasize its commitment to the priorities outlined in the ACS Strategic Plan—(1) Enhanced enforcement, (2) Controlling the animal population through Spay/Neuter and (3) Increasing Live Release.

Innovation in the enforcement of municipal animal control laws is not new to ACS. The department was one of the largest in the nation to legally endorse the humane practice of TNR-Trap Neuter Return-as a means of addressing feral cat issues. Recently, the City of San Antonio was chosen as one of only two municipalities in the country to take place in an innovative enforcement initiative aimed at community cats. An \$700,000 grant from Best Friends Animal Society and PetSmart Charities will fund the program which will not only create awareness about TNR but also help local caregivers establish and manage outdoor cat populations. The program is expected to kick off this Spring.

Additionally, ACS's joint ventures with the Petco Corporation will now include the annual Walk Run Wag 5K9 event. Held in early April at the local Petco Support Center, the race paired fitness and furry friends in a family friendly atmosphere. With an impressive showing of more than 500 participants, proceeds from the inaugural event will support ACS initiatives including spay/neuter and adoptions. Petco will further solidify their relationship with ACS during the formal groundbreaking ceremony at the new ACS Brackenridge Facility on June 26, 2012. The site's new adoption center will be named after Paul Jolly, a longtime animal advocate and chairman of the Petco Foundation while the clinic and events pavilion will bear the Petco name.

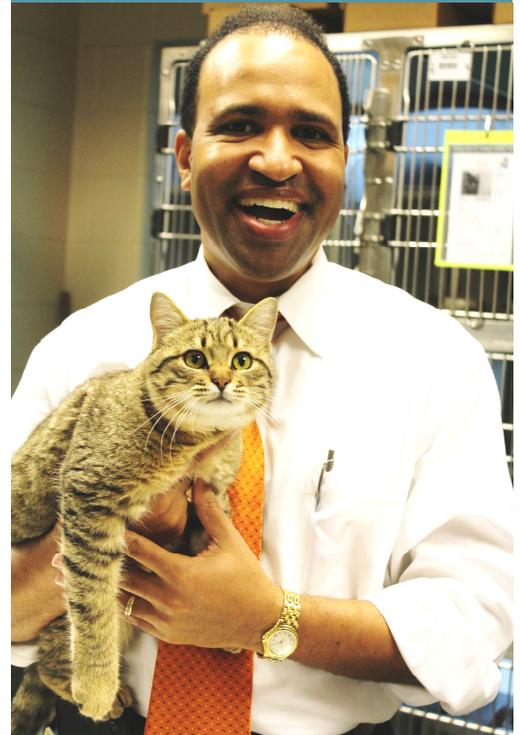
This enhanced emphasis on partnership is perhaps best illustrated in the new collaborations with High Volume Pet Partners (HVPP). These capacity building partnerships focus on placing more animals into homes through agreements with organizations like the San Antonio Humane Society and San Antonio Pets Alive! ACS has recently formalized relationships with nine additional rescue partners, including the well known Animal Defense League of Texas who has agreed to take in an additional 500 pets from ACS this fiscal year. Currently, the Live Release rate sits at more than 66%.

And speaking of successes be on the lookout for the new ACS marketing campaign. Using a combination of print, television and radio ads, and neighborhood billboards, ACS is taking the simple message of responsible pet ownership to places where people live, work and play. It's a campaign aimed at creating an actionable dialogue for the future, presenting workable solutions for pet and people!

Sincerely,



" ... ACS is taking the simple message of responsible pet ownership to places where people live, work, and play."



Interim Director: Joe Angelo

Key Initiatives of ACS - Update

High Volume Pet Partner (HVPP):

In an effort to increase the City's Live Release rate, the Strategic Plan recommended identifying High Volume Pet Partners (HVPP) to rescue 6,000 additional animals per year by FY 2015. On January 19, 2012, City Council approved two (2) HVPP contracts with San Antonio Pets Alive! (SAPA!) and San Antonio Humane Society (SAHS). Annually, these HVPP partnerships are projected to facilitate 6,000 animal rescues. It is also anticipated that an additional 1,000 pets will be transferred to smaller rescue organizations. From October to March, Animal Care transferred 598 animals to SAHS with an additional 1,601 animals going to SAPA!.

Brackenridge Facility:

ACS will break ground on the new Brackenridge Facility on June 26, 2012. With an estimated completion date of June 2013, the total funding for this project is \$3.98 million. Once complete, the new facility will house 50 to 56 dogs and 26 to 30 cats. In addition, City Council approved the acceptance of a \$1,000,000 donation from the PETCO Foundation and PETCO Supplies Stores, Inc. In recognition of the donation, the facility's adoption center will be named in honor of Paul Jolly while the Pavilion and Clinic will bear the PETCO name. ACS expects to achieve an additional 3,000 adoptions annually from the new facility at Brackenridge Park.

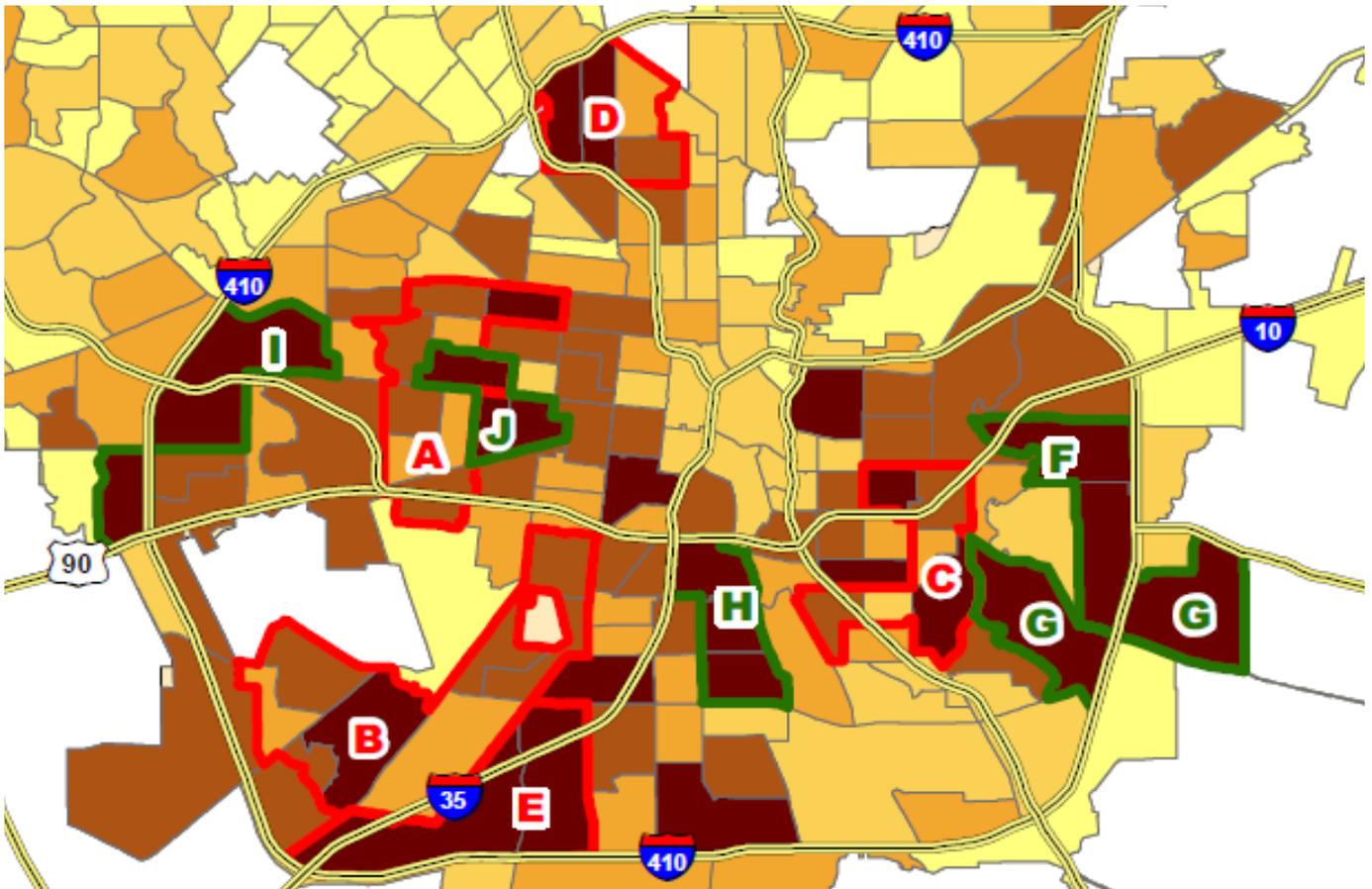
Dispatch:

In an effort to address the department's technology needs, ACS is working with the Information Technology Services Department (ITSD) to supply new laptops inside each field vehicle as well as implement a departmental Computer Aided Dispatch (CAD) system. These technology upgrades, set for full integration by the end of FY12, will help improve response times for calls-for-service and enhance the collection of field data. To date, all vehicles have been retrofitted with new laptops and laptop stands. In addition, the Field Operations Building dispatch office is being renovated and retrofitted to accommodate the new CAD system as well as the four (4) newly hired dispatchers. The dispatch team will also manage the ACS Service Level Agreements which ensure timely response to high priority calls.



Comprehensive Neighborhood Sweeps Initiative (CNSI)

In October 2011, the Comprehensive Neighborhood Sweeps Initiative (CNSI) was implemented to educate the public regarding responsible pet ownership and to reduce the number of stray and roaming animals in high concentration 311 call areas. These target areas were identified as those with the highest call-for-service requests and bite cases. The department budgeted \$70,000 to support neighborhood block walks, enforcement sweeps, low-cost spay/neuter clinics, outreach, and vaccination events. To date, CNSI has covered five (5) target areas and will start its sixth area (Area F) towards the beginning of May 2012. Below is a summary of results for the first 5 areas that have been completed YTD.



	Area A	Area B	Area C	Area D	Area E
Block Walk Dates	October 7-9	November 18-20	December 9-11	January 13-15	March 23-24
Volunteers	75	103	57	108	37
Homes Visited	2,000	2,650	1,404	2,535	2,400
Rabies Vaccines Provided	115	275	141	197	In Progress
Licenses Issued	115	275	141	197	In Progress
Citations/Warnings Issued	13	14	11	21	In Progress
Returns to Owner in Field	4	3	2	5	In Progress
Animals Impounded	109	115	79	13	In Progress

Enforcement

Animal Care Services' (ACS) first strategic priority is to enhance the department's enforcement efforts. The department is responsible for protecting the health and safety of citizens and their pets in San Antonio and unincorporated portions of Bexar County. During the second quarter of FY 2012, the department received 20,250 calls-for-service, impounded 7,967 animals, and issued 1,407 citations and warnings.

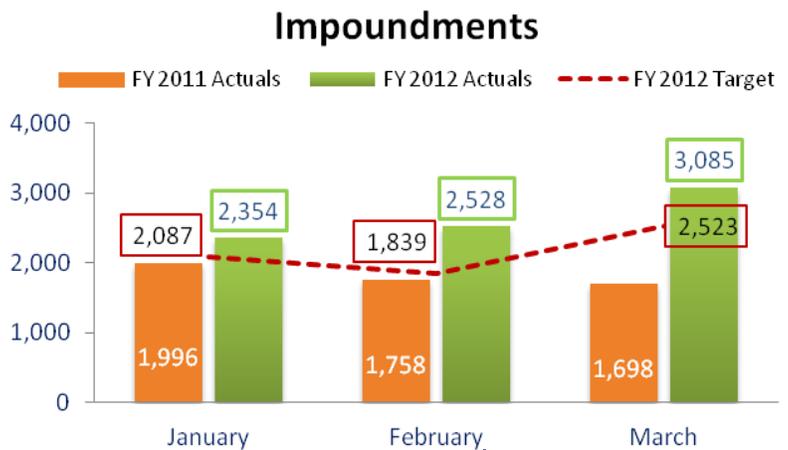
CALL-FOR-SERVICE REQUESTS

This measurement compares the total call-for-service requests received in the second quarter of FY 2012 to FY 2011. This measurement also includes the FY 2012 monthly target amount. The department's Year to Date (YTD) actual is 39,930 which is 1,276 higher than the projected FY 2012 target of 38,654.



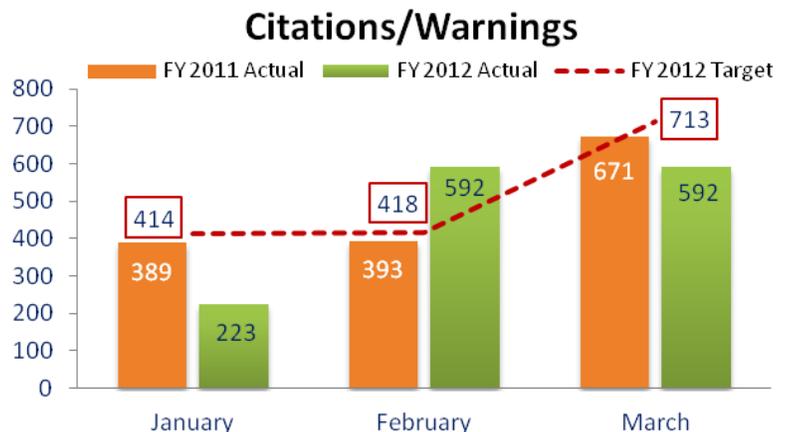
IMPOUNDMENTS

This measurement provides the total number of animals impounded at ACS. The measurement includes field and over-the-counter intake as well as those animals impounded and returned-to-owner in the field. The department's YTD actual is 14,838 which is an increase of 2,137 animals from FY 2012 target of 12,701.



CITATIONS & WARNINGS

This measurement lists the total number of citations and permits issued to those in violation. Examples of violations include: no licensing and/or vaccinations, animal bite, and running free of restraint. The department's YTD actual is 2,401 which is 382 lower than the projected FY 2012 target of 2,783.

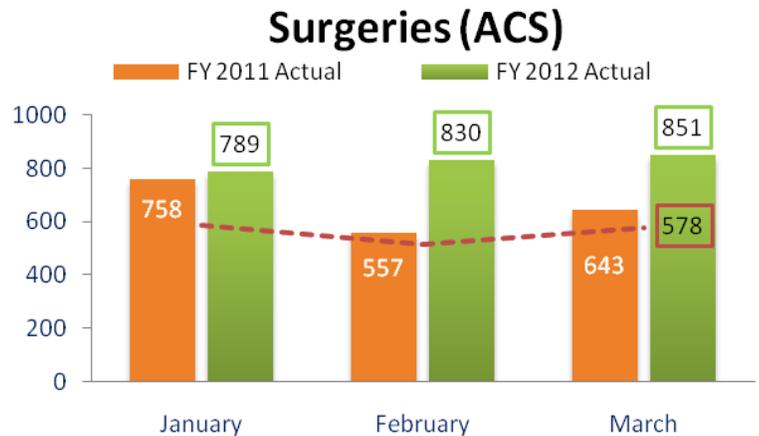


Control

The second strategic priority of Animal Care Services (ACS) is to improve the control of the stray animal population. Through continued efforts such as increased spay/neuter surgeries and improved licensing; the City should see an reduction in roaming animals as well as lower animal intake. During the second quarter of FY 2012, ACS completed 2,470 in-house surgeries. Our rescue partners added to that number by performing 2,968 additional surgeries funded by ACS.

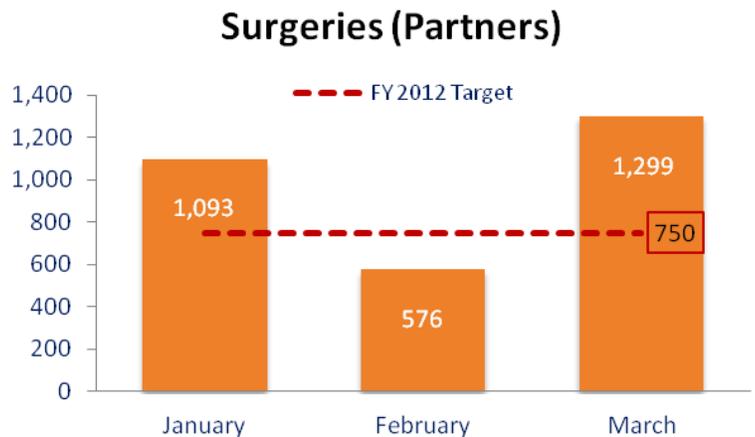
SPAY/NEUTER SURGERIES (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS in FY 2012 to the number of surgeries performed in FY 2011 during the same period. The department's Year to Date (YTD) actual is 4,059 which is 635 higher than the YTD target of 3,424.



SPAY/NEUTER SURGERIES (PARTNERS)

This measurement lists the total number of free spay/neuter surgeries funded by ACS and performed by spay/neuter partners. The YTD actual is 5,145 which is 645 higher than the YTD target of 4,500.



NUMBER OF LICENSES ISSUED

This graph shows the total number of licenses issued by ACS during the second quarter of FY 2012. This is a new measurement resulting in no comparison with FY 2012. The department's YTD actual is 11,043 which is 1,457 lower than the YTD target of 12,500.



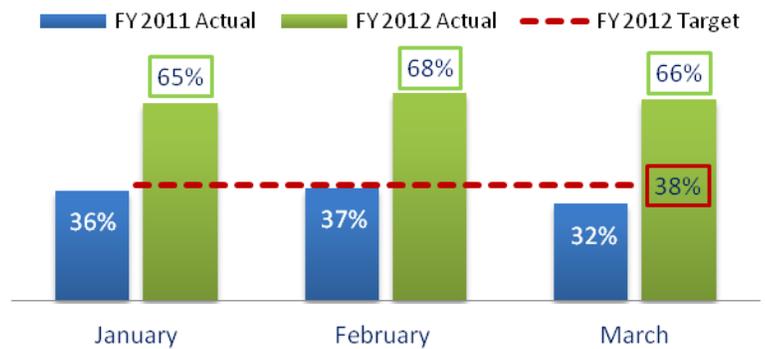
Live Release

The third strategic priority of Animal Care Services (ACS) is to increase its “Live Release” rate. Live Release rates are calculated as the percentage of Adoptions + Rescues + Return-to-Owner (RTO) out of the total number of animals released. ACS continues to increase its live release rate. During the second quarter from January through March, the department sustained a 66% live release rate. This continued increase is due to a number of factors including higher-than-planned rescues and adoptions, increased public awareness, and increased return-to-owner rates.

LIVE RELEASE

This measurement compares FY 2012 live release rate to FY 2011 actual and FY 2012 target. Outcome rates include the total Adoption, Rescue, and Return-To-Owner (RTO) statistics. The department’s Year to Date (YTD) actual is 59% and during the second quarter stayed above 65%

Live Release Rate



RESCUES

This measurement lists the total number of animals transferred to ACS rescue partners in the second quarter. Approved ACS rescue partners are individuals/ organizations who assist in finding new homes for those animals from ACS. The department’s YTD actual is 4,626 which is 2,805 higher than the YTD target of 1,821.

Rescue



ADOPTIONS

This measurement lists the total number of animals adopted at ACS during the second quarter of FY 2012. The department’s YTD actual is 2,951 which is 937 higher than the projected YTD target of 2,014.

Adoption

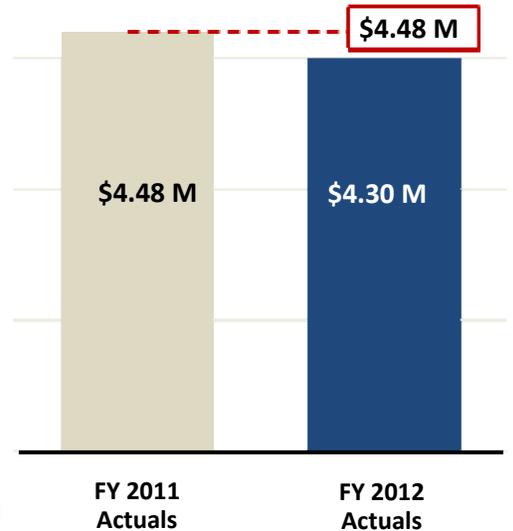
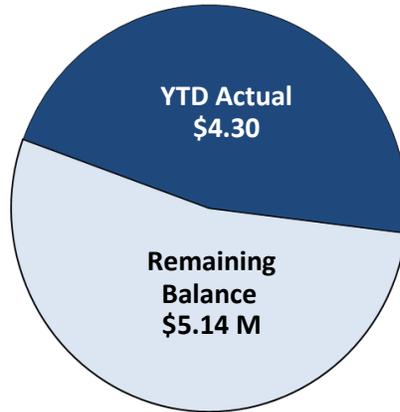


Fiscal Report

Through March, ACS has spent \$4.3 million which is \$176,000 less than the department's planned amount and \$175,000 lower than FY 2011's six month actual.

By year end, the department anticipates a shortfall due to higher than expected live release rates. The FY 2012 Budget allocated funds for a live release rate of 38%. However, the Live Release Rate in the second quarter has consistently stayed above 65% with no signs of decreasing. To sustain this momentum the department is currently exploring alternative funding options.

FY 2012 Budget Summary



FY 2012 ACS Budget: \$9.44 M

Success Story



Talk about a Happy "Tail"! Petey came into ACS as an injured stray. Misconceptions about pit bull type dogs left Petey in real danger of not finding a new home. Although scared and underweight, this sweet dog caught the eye of the Sanchez family who decided to give him a second chance. Petey quickly gained weight in his new

home and discovered the joys of playtime at the dog park.

Named after the famous canine companion on "The Little Rascals," this handsome dog found happiness at last with a family who says Petey "...has such a great soul. He has such a big heart. He is a wonderful addition to our family!"

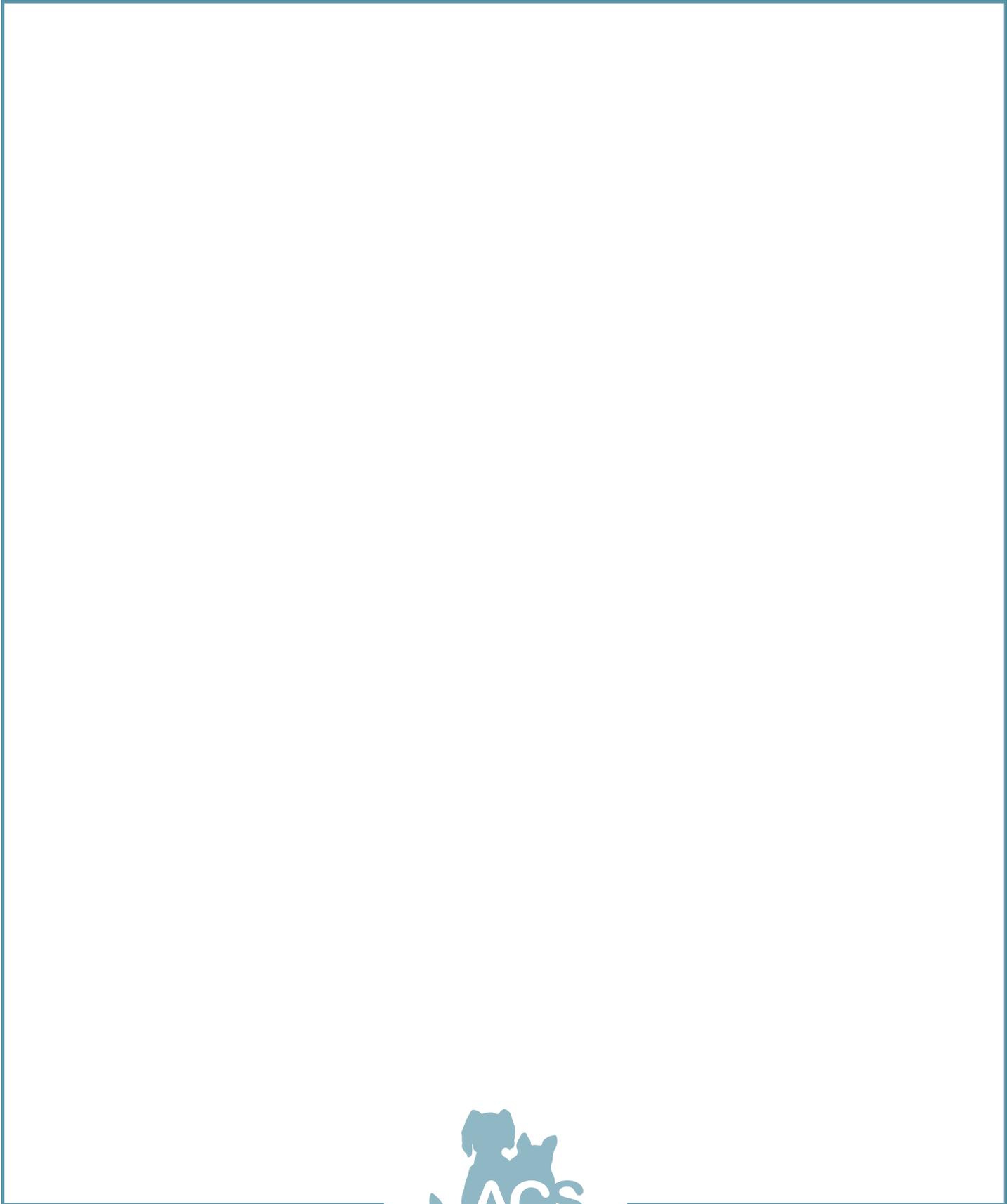


Media

During the second quarter of FY 2012, the ACS media awareness campaign kicked into high gear with an impressive showing of outreach based on initial "audience" numbers for print ads, billboards and televised commercials. Opening data from the campaign indicates more than 3 million gross media impressions since outreach began in earnest in January. Gross impressions indicate the sum of an overall audience in terms of people viewing our spots or ads. The campaign is moving into a new phase as commercial production begins with the newest media partner, KABB, the local FOX network affiliate.

Overall, media relations has continued at an impressive rate of more than 90 media interactions to include several high profile stories. Standouts include widespread coverage of two cruelty cases as well as a series of stories on a pair of cockfighting raids that saw close to 200 birds seized by ACS.

During the same time period, ACS helped produce an article on the community's Dangerous Dog law and the impact dog attacks have on victims. The San Antonio Express News has chosen the story for a "Sunday Spotlight" article which will be prominently featured in an upcoming Sunday edition.



CITY OF SAN ANTONIO
ANIMAL CARE SERVICES