

# City of San Antonio



## AGENDA Animal Care Services Advisory Board

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2016 APR 15 PM 4:39

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Wednesday, April 20, 2016

6:30 PM

ACS Facility, 4710 State Hwy

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A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, APRIL 20, 2016 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

**At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.**

### Call to Order

1. Approval of Minutes from December 9, 2015 and February 17, 2016
2. Welcoming and orientation of board members; presented by Rita Braeutigam & Mona Thaxton.

### Director's Report

3. Director's Report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, clinic operations, and education and outreach presented by Xavier Urrutia

### Individual Items for Consideration

4. Report regarding the Admissions Counseling Program presented by Heber Lefgren
5. Continuing Education for Animal Care Services Advisory Board

members regarding Compliance-based Enforcement presented by Heber Lefgren

6. Report regarding the inspections of Animal Care Services facility Hwy 151, Brackenridge facility, and the ACS Stray Kennels facility at Animal Defense League presented by Rita Braeutigam

**Citizens to be Heard**

**Determination of Next Meeting Date**

**Adjournment**

ACCESSIBILITY STATEMENT: This meeting site is wheelchair accessible. Parking is available. Auxiliary Aids and Services are available upon request (Interpreters for the Deaf must be requested forty-eight [48] hours prior to the meeting). For Assistance, Call (210) 207-7268 Voice/TTY.

Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión. Para asistencia llame al (210)207-7268 por voz/servicio de TTY.

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# ANIMAL CARE SERVICES ADVISORY BOARD

## Annual Worksession Meeting Minutes

December 9, 2015, 6:30 p.m.  
4710 State Highway 151, Annex Training Rooms 1 & 2  
San Antonio, TX 78284

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**ACS Board Members:** Rita Braeutigam-Chair, Bill White, Mona Thaxton-Secretary, Sallie Scott, Roderick Sanchez, Karen Speer-Vice Chair, Virginia Brown, Shannon Espy<sup>2</sup>, Christian Anderson<sup>2</sup> and Cynthia Martinez

**Ex-Officio Members:** Kathy Davis, Maria Villagomez, and Roger Pollock

**Staff Liaison:** Maria Kieke

### **I. Call to Order**

Rita Braeutigam, Board Chair, convened the meeting at 6:32 PM. She welcomed all present and introduced Heber Lefgren who read a statement to the Board regarding protocol for citizens to be heard.

### **II. Approval of Minutes from October 21, 2015**

Cynthia Martinez motioned to approve October 21, 2015 minutes. Motion was seconded by Virginia Brown. Motion passed.

### **III. Director's Report**

Kathy Davis presented ACS's Department highlights regarding the Education and Outreach Team, Cruelty Investigations update, Pets for Life Happy Tail, Staffing Update, On-Line Donations, and October thru November 2015 performance indicator reports. Full report handouts were provided to Board members.

### **IV. Discussion and possible vote regarding amendments to the Animal Care Services Advisory Board By-Laws**

Mona Thaxton motioned to amend Article 10 to read, "These by-laws shall be amended by a majority vote of the Board in regular or special called meetings." The motion was seconded by Virginia Brown. Motion passed. Karen Speer motioned to accept the by-laws as amended. The motion was seconded by Cynthia Martinez. Motion passed.

### **V. Report regarding cat issues in the community**

Virginia Brown reported to the Board she is working towards updating information on the website at the library and made suggestions about placing newsletters at the community centers such as the YMCA.

### **VI. Report regarding the inspections of Animal Care Services facility Hwy 151, Brackenridge facility, and the ACS Stray Kennels facility at Animal Defense League**

Sallie Scott presented the inspection report of the ADL Kennel facility. Full report handouts were provided to Board members.

### **VII. Citizens to be Heard**

1. John Bachman

### **VIII. Next meeting**

The next ACS Advisory Board meeting work session was scheduled for February 17, 2016 at 6:30 p.m.

### **IX. Adjournment**

Sallie Scott motioned to adjourn the meeting. Motion was seconded by Virginia Brown. The meeting adjourned at 8:11p.m.

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<sup>2</sup> Indicates not present at Board Meeting



# ANIMAL CARE SERVICES ADVISORY BOARD

## Worksession Meeting Minutes

February 17, 2016, 6:30 p.m.  
4710 State Highway 151, Annex Training Rooms 1 & 2  
San Antonio, TX 78284

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**ACS Board Members:** Rita Braeutigam-Chair, Bill White, Mona Thaxton-Vice Chair, Sallie Scott, Karen Speer-Secretary, Virginia Brown, Shannon Espy, and Valerie Moore

**Ex-Officio Members:** Kathy Davis, Maria Villagomez, and Roger Pollock

**Staff Liaison:** Ryan Evans for Maria Kieke

### **I. Call to Order**

Rita Braeutigam, Board Chair, convened the meeting at 6:30 PM with a quorum present.

**II.** The Board members reviewed and discussed, with key community stakeholders, Spay/Neuter progress in San Antonio based on the needs of the community, efficiency and funding for sustainability.

### **III. Next meeting**

The next ACS Advisory Board meeting work session was scheduled for April 20, 2016 at 6:30 p.m.

### **IV. Adjournment**

The meeting adjourned at 8:30p.m.

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<sup>2</sup> Indicates not present at Board Meeting

 **City of San Antonio**  
**Animal Care Services Department**  
**Director's Report** 

**April 20, 2016**

As Interim Director, I would like to begin with a brief introduction of myself. Since 2009, I have served as Director of Parks and Recreation and am responsible for the oversight of 245 City-owned parks including swimming pools, gymnasiums, cemeteries, sports facilities, community and recreation centers as well as the Botanical Garden and Conservatory. I have been with the City since 1996 and my combined work experience has allowed me to serve in several leadership roles including Interim Assistant City Manager last summer where I oversaw ACS as one of my departments, Assistant Director for Solid Waste Management and prior to that in the Department of Human Services. Parks and Recreation and Animal Care Services often partner together via outreach efforts and wellness clinics hosted at many of the community centers in SA as well as with the ACS Field Operations division to assist in keeping our parks welcoming and safe for residents.

I would like to express my gratitude to Kathy and all of the great work she has accomplished in her four years with the City. Through her guidance and leadership, Kathy has changed the way we provide animal care in the City and has boosted San Antonio to be one of the leaders for municipal animal sheltering in the Country. I look forward to working with ACS Staff and the Advisory Board in maintaining the many successes achieved. The City's Executive Recruiter is currently conducting a national search for an Animal Care Services Director and will provide any support needed in hiring the best selection.

**SPAY & NEUTER CLINIC GROUNDBREAKING:** Through a joint partnership with Brooks City Base and the City of San Antonio, the department broke ground on April 8, 2016 on a new Spay/Neuter & Wellness Clinic to be located at Brooks City Base in Council District 3. The addition of this clinic makes San Antonio the only City in the State with half a dozen available low-cost clinics. Once opened in December 2016, this clinic will provide low-cost spay/neuter and wellness services for area pet owners. Similar to the clinic located at Brackenridge Park, a Request for Proposal (RFP) will be issued late Spring to solicit proposals for a partner to operate and manager the clinic. We anticipate Council approval of final selection in Early Fall 2016. Special thanks to the ACS Advisory Board, District 3 Councilwoman Rebecca Viagran and City Leadership for their support in brining well-needed services to the Southside of SA.



**SAPA! STATUS:** One of our high-volume rescue partners, San Antonio Pets Alive! has expressed a need for emergency funding to sustain operations through the Fiscal Year. As with all of our partners, SAPA! continues to be a valued partner and the City is undergoing the proper process to evaluate all options and work with City Council, if needed.

**INNOVATIVE PROGRAMS:** As I familiarize myself with the many programs and services of the department, I would like to highlight a few of our newer grant-funded programs that are accomplishing some great things:

- *Enhanced Intake Program:* As part of a grant from PetSmart Charities, ACS kicked off the Enhanced Intake and Admissions Counseling Program in December 2015. Our intake staff work with citizens seeking to drop off strays or owner surrenders via over-the-counter intake. They work to market these pets on our website for potential owner reclaim and work with our Live Release team to seek placement for these pets while spending part of their holding period in a caretaker's home. This allows us to maintain capacity within the shelter and still continue to get pets home or into any of our Live Release programs. Through the first 4 months of the program, over 870 pets have been gone through the Enhanced Intake Program. Over 125 of those pets were strays that were reunited with their owners and another 125 owner surrenders that ACS was able to provide services for to allow them to keep their pets. Over 1,600 kennel days have been saved as a result of the pets kept out of the shelter and in a caretaker's home.
- *Big Dog Program:* Through a joint partnership with Best Friends Animal Society and the San Antonio Area Foundation, ACS launched our Big Dog Program in December 2015. Comprised of several components, this grant is aimed at providing placement options for our bigger dogs as well as keeping large dogs adopted through ACS in their homes. Providing additional incentive for their new forever family, just over 330 big dogs were adopted via a reduced adoption fee (subsidized by the grant) in the first four months of the program. A second component involved the hiring of an on-site Trainer, Katelyn Van Hofwegen. Katelyn works with large dogs seeking placement in the kennels to provide basic training such as sit and stay and leash-training to help make a big dogs more marketable and adoptable. The trainer works with both foster dogs, previously adopted dogs and those still in the kennels. In addition, she also works with our Enhanced Intake and Admissions Counseling Program Staff to work with potential owner surrenders on training issues in hopes of keeping a big dog in the home and not surrendered to the shelter. In the short 8 weeks Katelyn has been with ACS, she was worked with 18 potential owner surrenders and has kept 6 potential owner surrenders in their homes and out of the shelter.

**STAFFING UPDATE:** The department is delighted to announce several staffing updates:

- Cynthia Martinez has joined the Management team as our Shelter Operations Manager. With over 14 years at the San Antonio Humane Society including her last 10 years as the SAHS' Director of Operations and 8 years as a member of the ACS Advisory Board, Cynthia is charged with overseeing the shelter's Animal Care Attendants and Specialists in ensuring all pets on our campus are receiving adequate care and humane housing. Cynthia's wealth of knowledge in the animal shelter industry as well as her participation as a key stakeholder in ACS' journey over the many years will be a great asset to the department.
- The final selection for the Clinic Manager position has been selected and is expected to begin in mid-May.
- Joel Skidmore has been promoted to a Animal Care Supervisor within our Field Operations Division. Joel began with ACS nearly 6 years ago as an Animal Care Officer and has spent the last 4 years as an Animal Cruelty Specialist protecting the pets in our community. Joel will oversee the Bites and Dangerous Dog Investigations teams.

**STATISTICAL UPDATE:** While the full statistical update can be seen on the following page, I would light to highlight a few key items. Just under 2,700 pets have been returned to their owner – nearly 54% increase over the Year-to-Date target; Euthanasia is down 21% for the first half of the fiscal year over the same timem period last year; and finally over 4,100 free registered microchips have been implanted. ACS has achieve a Live Release rate of 89% for the first half of the fiscal year for all pets and while we acknowledge that the department's Live Release rate will decrease during the higher intake summer months, we are excited to achieve a historic **over 90% Live Release rate** for the last 4 months.

I am amazed by the remarkable work of our energetic and committed staff, volunteers, and community partners.



# City of San Antonio Animal Care Services Department Director's Report



## FEBRUARY 2016 – MARCH 2016

### ENHANCED ENFORCEMENT

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Feb. Total	Mar. Total
Call-for-Service Requests (Overall)	102,855	100,000	50,811	49,401	47,457	7,463	8,182
<i>Citizen-Initiated</i>	74,563	74,000	36,938	36,651	34,175	5,466	5,865
<i>ACS-Initiated</i>	29,282	26,000	13,873	12,749	13,282	1,997	2,317
Impoundments (Overall)	29,727	30,000	13,682	13,907	14,907	2,397	2,855
<i>Dogs</i>	22,869	23,100	11,426	10,708	12,591	2,091	2,440
<i>Cats</i>	6,858	6,900	2,256	3,199	2,316	306	415
Impoundments (Field)	18,232	17,600	8,235	8,039	9,332	1,481	1,699
Return-to-Owners (Field)	1,892	2,150	756	990	1,522	275	272
Citations/Warnings Issued	7,136	6,500	3,562	3,245	5,197	781	1,082
Aggr./Dang. Dog Designations*	57		36		21		
Serious Bodily Injury Cases**	20		5		3		
Cruelty Cases Filed**	83		34		37		

### IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Feb. Total	Mar. Total
Surgeries Performed (Overall)	14,654	14,500	6,218	6,140	8,923	1,552	1,575
<i>ACS</i>	12,945	10,500	6,218	4,140	6,693	1,194	1,219
<i>Community Cat Program</i>	1,709	4,000	N/A	2,000	2,230	358	356
Surgeries Performed by Partners	13,458	11,875	5,898	5,860	7,574 <sup>o</sup>	1,293	739 <sup>o</sup>
Deceased Dog/Cat Pick-Up	22,796		10,619		10,519	1,599	1,838

### INCREASED LIVE RELEASE

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Feb. Total	Mar. Total
Live Release Rate	85%	85%	85%	85%	89%	91%	91%
Adoptions	6,673	6,800	3,362	3,426	3,578	607	620
Rescues	13,257	13,850	6,065	6,336	6,137	1,019	1,196
Return-to-Owners (Overall)	3,668	3,900	1,651	1,755	2,694	450	542
Trap-Neuter>Returns	937	950	453	459	381	72	81
Pets Fostered	1,241	1,000	513	455	582	72	84
Volunteer Hours	14,016	15,000	6,815	7,293	8,414	1,577	1,385

### ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Feb. Total	Mar. Total
Education & Outreach Events		100+		50	167	33	23
Media Interactions	888	650		325	410	92	50
FY 2016 Budget	\$11.87 M	\$12.53 M		\$6.23 M	\$6.30 M		

\*This statistic represents cases that have actually been deemed and designated as aggressive/dangerous and presented quarterly.

\*\*This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution and presented quarterly

<sup>o</sup> Information pending from Partners.