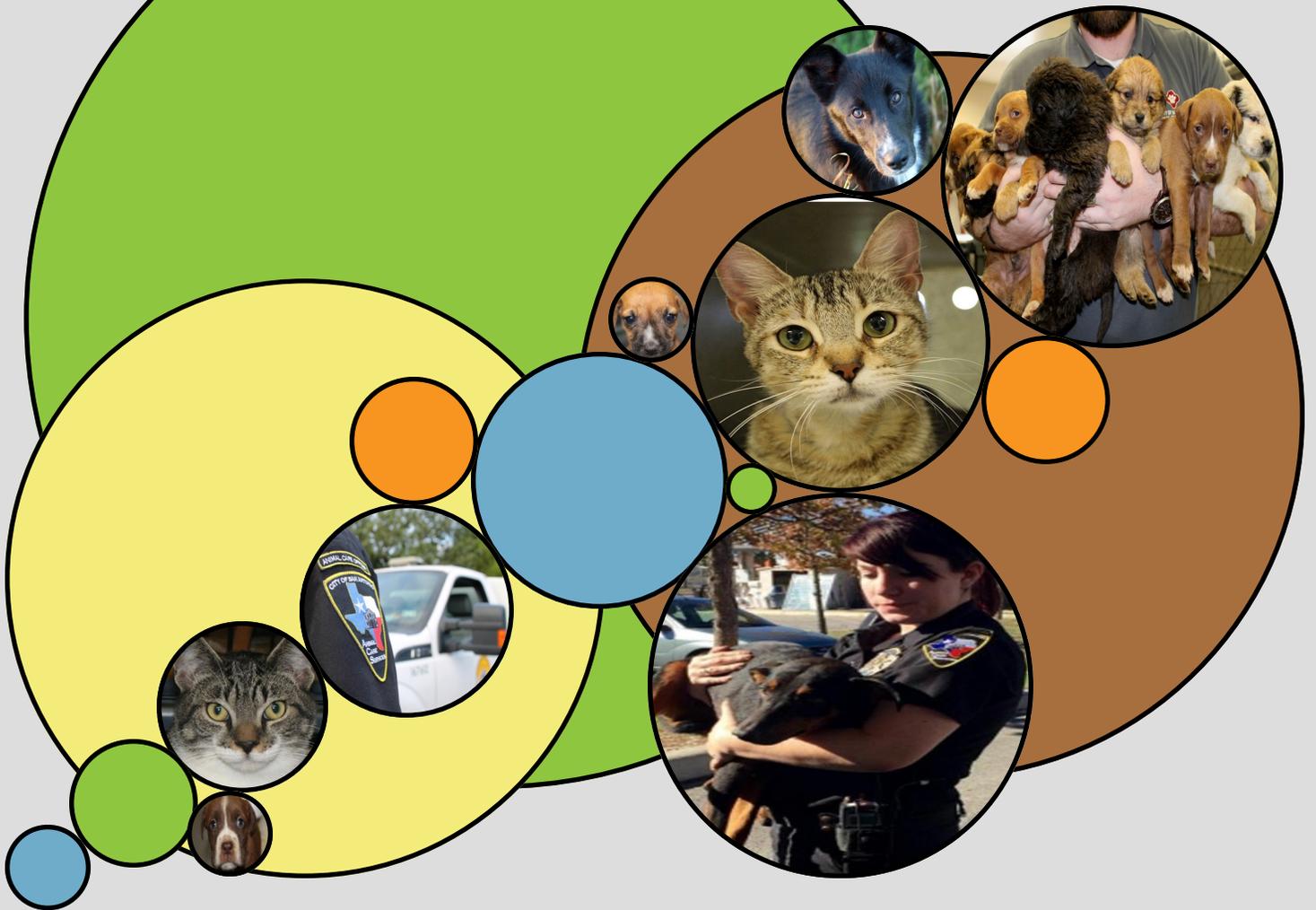


GOING THE EXTRA MILE



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

Report to the
Community

FY 2015 | First Quarter



Meet Butterfly

Butterfly was born with a congenital abnormality. Unlike other dogs, she has shortened front legs that she uses to scratch her snout and wave for attention. Traditionally, resources are limited to medically care for pets with birth defects or injuries and are often more difficult to place. Butterfly, who came to Animal Care Services as a stray, found with several other Border Collie pups on the Southeast side of San Antonio, was the exception. Butterfly didn't wait long to be adopted; after a glimpse at the 5-pound Chihuahua, Animal Care Services Rescue-Foster Supervisor Heather Guthrie took her in and adopted Butterfly.

While Heather is in the process of getting Butterfly a mobility device to allow for easier movement, she notes that any added expense is worth it to give Butterfly a loving home. Butterfly spends her days in the Live Release Supervisor's office, hanging out by the pet gate, waiting for people to walk by - eager for that next treat.

Butterfly joins a cast of other pets who have found a home at ACS offices. There's **Gonzo**, a blind cat, **Sly**, the "pajama-wearing" cat recovering from a severe skin condition, and **Piggy**, an older Chihuahua-terrier with a thyroid condition.

ACS Staff continue to go above and beyond to seek alternative, creative ways for placement of pets whom, in years past, would not have had the same chance to find positive placement.

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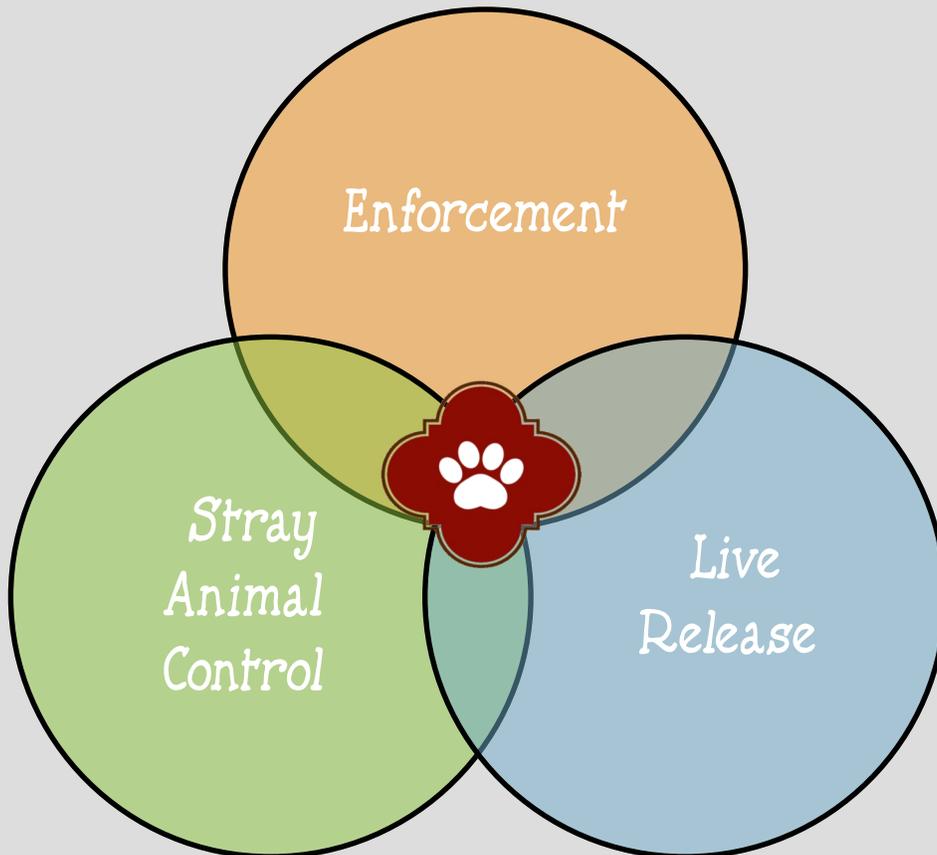
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OUR MISSION

Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety, and welfare of the residents and pets of San Antonio through education, enforcement, and community partnership.

OUR STRATEGIC PRIORITIES



THE DIRECTOR'S DESK

Three years ago, ACS revised the Department's Strategic Plan with an eye towards supporting three critical priorities: 1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate. Many of this past year's successes and records were a result of our continued focus on team, integrity, innovation, and professionalism. ACS closed out FY 2014 with a historic Live Release rate of 81%. We've broken that record with an 84% Live Release rate for the first quarter of FY 2015 - and we're not done!

Identified in the department's FY 2014 Annual Report, we continue to go the extra mile and implement a myriad of initiatives in line with our three core objectives of the department's Strategic Plan. A detailed update on these initiatives is listed on pages 4 and 5 of this report.

I am grateful for the work that our Staff and partners do day-in and day-out. We are thrilled to continue to have the support of ACS staff, volunteers, ACS Advisory Board members, City Council, community partners, and the public.

Thank You,



Kathy Davis, ACS Director



THE CHAIR'S CORNER



San Antonio has had another truly amazing year for the pets in our community. Many individuals and organizations have come together, thought outside the box, and have found creative ways to positively impact our pets. In doing so, new partnerships have been forged and many partnerships have been strengthened. Each day carries a new opportunity to do more and more for San Antonio pets.

We have come a long way from the old ACS shelter in Brackenridge Park with a nearly 10% Live Release rate to a historic and remarkable 84% Live Release rate for this quarter. Animal Care Services, through dedication and hard work from our staff, our fosters, our volunteers, the public, my fellow Advisor Board Members, and our amazing rescue partners have brought San Antonio to the forefront of animal sheltering. Our success is the community's success.

While there is still more to do; through perseverance, determination, and working together—we CAN be the largest "No Kill" community in the Country.

Thank You,



Rita Braeutigam, ACS Advisory Board Chair

KEY INITIATIVES - UPDATE

On the heels of the most successful year in shelter history, ACS proposed a multitude of new initiatives which support an increase in live release, enhanced enforcement, while encouraging responsible pet ownership. The following is an update on several key Department Initiatives.

INITIATIVE	DESCRIPTION	UPDATE
Pet License as Registered Microchip	<p>Despite the issuance of over 30,000 free licenses and over 65,500 purchased licenses over the last three fiscal years, the renewal rates for the City's licensing program has been below expectations. Therefore the FY 15 Adopted Budget includes a reduction of \$70,000 in operating costs associated with the City's Free Licensing program.</p> <p>The department will pursue ordinance amendment to utilize a registered microchip as the required pet license, contingent upon ACS Advisory Board recommendation and subsequent City Council approval.</p>	<p>The department presented the proposed ordinance amendment to the ACS Advisory Board and received subsequent support in December 2014. This initiative will be presented in March 2015 to the City's Quality of Life Committee and will then to proceed to the City Council for full approval in April 2015.</p> <p>Implementation including a full marketing campaign and awareness campaign will be in June 2015.</p>
ACS TNR/SNR Program	<p>The highly successful Best Friends Animal Society Community Cat grant-funded program ends April 1, 2015. Through the continued education of best practices, ACS will implement a TNR/SNR (Trap-Neuter-Return/Shelter-Neuter-Return) Program. The FY 2015 Adopted Budget provides funding for an additional Coordinator to carry out duties related to TNR/SNR. The implementation of the in-house program will also include the mapping of procedures and policies to insure a smooth transition from Best Friends to ACS.</p>	<p>The department began the transition process in Fall 2014 including regular meetings with key ACS and Best Friends Animal Society staff members.</p> <p>The ACS Community Cat Program is on track to launch April 2015. This launch will include an ACS Community Cat Program Coordinator to oversee the operations of the Program.</p>
Clinic Staff Surgeons	<p>ACS will hire two in-house Staff Veterinarians that will allow the department to continue to perform the high level of spay/neuter surgeries completed daily in addition to more specialized surgeries for pets needing additional medical treatment prior to positive placement.</p>	<p>ACS has hired the first of two in-house Staff Veterinarians who has cleared processing, orientation, and on-boarding training.</p> <p>The second in-house Staff Veterinarian is scheduled to be posted for hire in March 2015 with full implementation by May 2015.</p>
Maintain 80% Live Release Rate	<p>The FY 2015 Adopted Budget provides funds needed to maintain 80% Live Release Rate for all pets in our care. Additionally, the department set a goal to maintain 90% or above Live Release Rate for both our kitten and puppy (under 4 months) populations.</p>	<p>The department has achieved an unprecedented 84% Live Release rate for the first quarter of FY 2015.</p> <p>Additionally, the department has a Live Release rate of 93.3% (cats) and 96.7% (dogs) for our kitten and puppy (under 4 months) populations.</p>

KEY INITIATIVES - UPDATE

Community Partnerships Key to Increasing Capacity

In FY 2013, ACS partnered with the Animal Defense League (ADL) to fund the building of additional kennels on the ADL campus using \$2.2 M in Bond Funds from the 2012 Bond Program. This project will increase ACS' capacity by an additional 3,000 pets annually and ensure those pets live outcome. These kennels will be operated and maintained by ADL for an initial 25-year lease.

On November 21, 2014, the ACS Dog Kennels at Animal Defense League were officially opened with a ribbon cutting ceremony and press conference joined by Deputy City Manager Erik Walsh, ACS Director Kathy Davis, ADL Executive Director Janice Darling and ACS Advisory Board and ADL Board members. The two (2) new adult dog buildings and one (1) puppy room built on the campus of the Animal Defense League will allow ADL staff to pull pets from Animal Care Services multiple times a week and house pets at ADL through their mandated stray hold period at which point they will become ADL pets for live outcome.

This community partnership further demonstrates the continued commitment of local agencies to help propel the City of San Antonio towards becoming a "No Kill" community. These partnerships have been integral in the successes of Animal Care Services over the last several years.



Media



A strong start that hasn't finished yet! It's the perfect description for the start of the Animal Care Services' Public Information division in FY 2015. A media wrap of the shelter's historic placement successes kicked off the year including the one-year anniversary of the opening of the Paul Jolly Center for Pet Adoptions at Brackenridge. ACS' top 3 finish in the final ASPCA Rachael Ray \$100K Challenge garnered national press attention (shown at left) as did the ongoing training collaboration between Animal Care Services and the San Antonio Police Department.

A joint grand opening of the new ACS Dog Kennels at the Animal Defense League facility allowed the City to highlight stakeholder partnerships to a wide audience. Finally, an unusual bite case involving a macaque monkey saw robust media articles on rabies prevention, responsible pet ownership and the appropriate use of service animals.

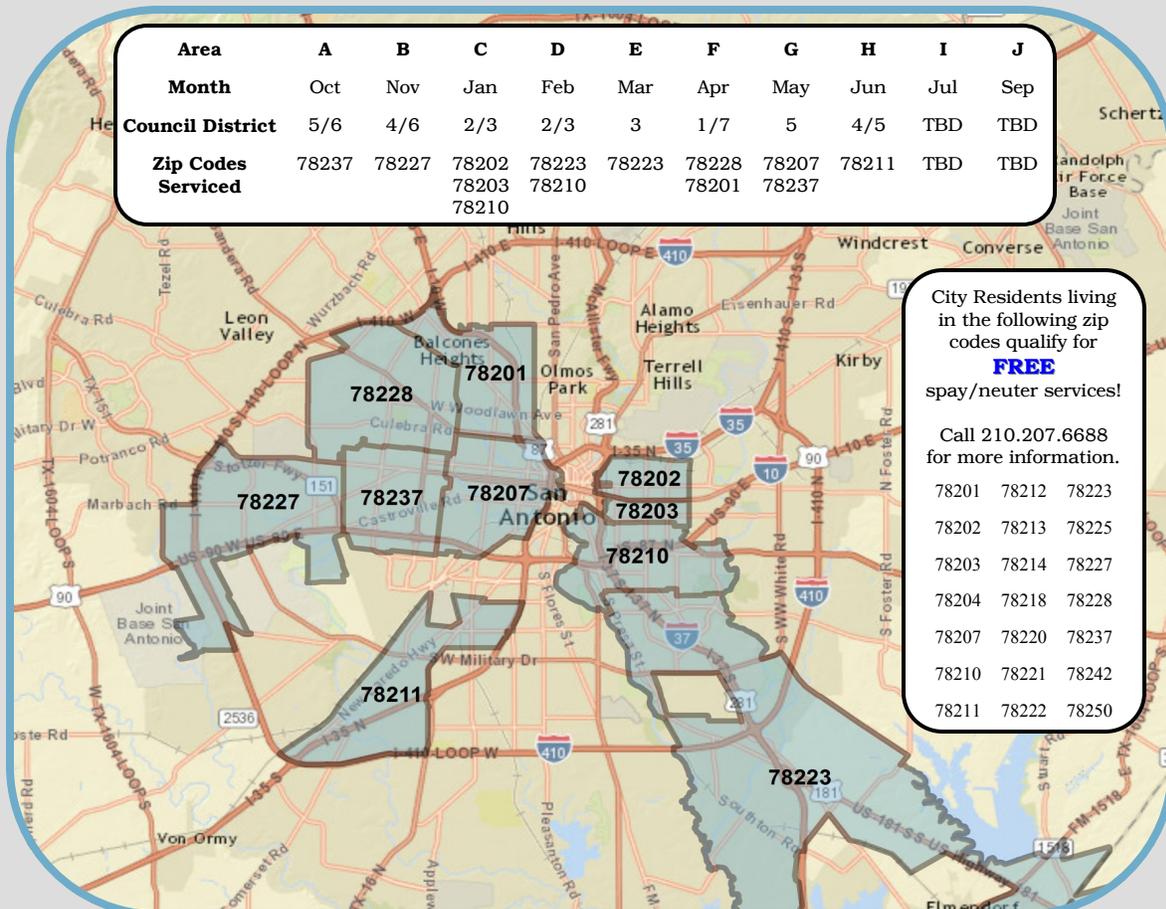
KEY INITIATIVES - UPDATE

CNSI

The Comprehensive Neighborhood Sweeps Initiative (CNSI) begins its fourth consecutive year offering all-inclusive services and programs emphasizing responsible pet ownership offered to targeted areas within the community. Through staff/volunteer block walking efforts in the first quarter, almost 3,200 homes were provided information on sterilization services, City ordinances, and low-cost vaccination clinics resulting in almost 400 free rabies vaccinations administered. These efforts were followed by an enforcement period conducted by ACS Sweeps Officers where over 100 stray and roaming animals were impounded from City streets. ACS will continue the program in 8 more targeted areas in Districts 1-7 throughout the remainder of the fiscal year.

CNSI Area	Area A	Area B	TOTAL
Council District(s)	5 & 6	4 & 6	N/A
Block Walk Month	Oct.	Nov.	N/A
Volunteers	1	11	14
Homes Visited	590*	1,000*	3,190
Rabies Vaccinations Administered	91	104	380
Violations Issued	10	3	18
Return-to-Owner (Field)	3	1	7
Animals Impounded	59	17	119

*One of Two Block Walks Cancelled Due to Inclement Weather



DIVISION SPOTLIGHT

COSA Core Values in Action

The City of San Antonio's (COSA) Core Values of Teamwork, Integrity, Innovation, and Professionalism, are principles that represent who the City of San Antonio is as an organization. They are the driving force behind our successes as a department and a public service team.



Animal Care Services was alerted by a good Samaritan visiting San Antonio of a female dog she saw in a large wooded area who appeared to have just recently had puppies and needed help. One of our Field Supervisors went out that evening, located Mom and determined that a day-time rescue would be a better avenue. The next morning, several Animal Care Officers and 2 Field Supervisors made location and found Mom where she led our staff to a large pile of brush.

Unsure of how many puppies were in this large pile, our staff got to work doing a thorough excavation through this massive pile to make sure we found all of Momma's puppies. We found 3 puppies (2 black and 1 red colored) hiding in what might have been an old coyote den underneath this big pile of brush.

Thanks to the notification from the citizen, and the fantastic teamwork, determination, and compassion of our Field Operations staff, ACS was able to get Mom and 3 pups to safety. Despite Mom being very skinny and having a few battle wounds, she took excellent care of her babies as they were happy, pudgy and full of energy. One of our fantastic Rescue partners, SNIPSA, immediately stepped in and got Mom and her 3 pups into a foster home while they awaited their forever home.

This is just one of many examples of ACS staff exemplifying COSA Core Values. Other examples include: Animal Care Attendants helping a potential Adopter through the Adoption process as they find their new addition to their home; Animal Care Officers providing superior customer service while dealing with often stressful situations in the Field; and Shelter, Field, and Live Release staff aiding Clinic staff on a record-breaking surgery day. ACS Staff are committed to exhibiting Core Values in our day-to-day work.

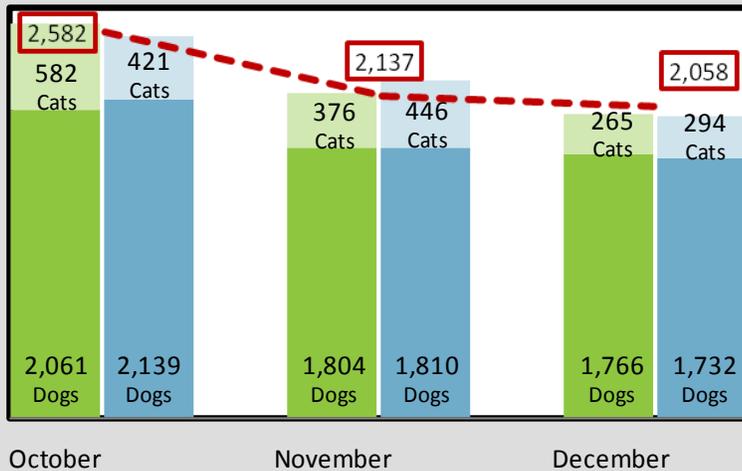
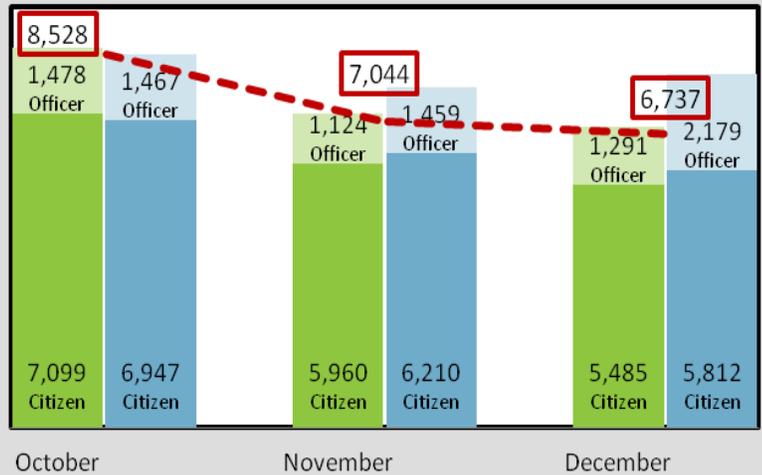


ENFORCEMENT INDICATORS

Animal Care Services' (ACS) first strategic priority is to enhance the department's enforcement efforts. Animal Care Services is responsible for protecting the health and safety of citizens and their pets in San Antonio. During the first quarter of FY 2015, the department received 24,074 call-for-service requests, impounded 6,917 pets, and issued 1,632 citations and warnings.

Call-for-Service Requests

This measurement compares the total call-for-service requests received in the first quarter of FY 2015 to those received in FY 2014. This measurement also includes the FY 2015 monthly target amount. **There is a 24% increase in the number of Officer-initiated requests and Officer follow-up calls.**

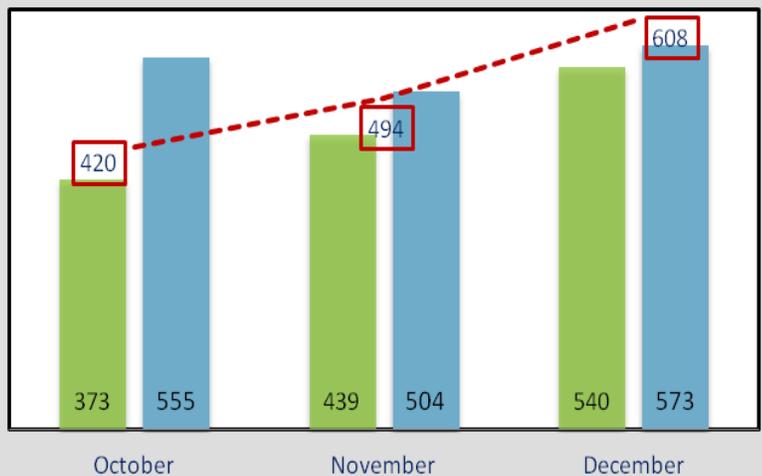


Impoundments

This measurement provides the total number of pets impounded at ACS. This measurement includes field and over-the-counter (OTC) intake as well as those pets impounded and returned-to-owner while in the field. The department's Year-to-Date (YTD) actual is 6,917 pets, which is 2% (140) higher than the YTD target of 6,777 pets. **There is a slight increase in FY 2015 over FY 2014 in the number of dogs impounded off of City streets.**

Violations

This measurement lists the total number of citations and warnings issued to those in violation. Examples of violations include: no city license and/or rabies vaccination, animal bite, and roaming free of restraint. The department's YTD actual is 1,632, which is 7% (110) higher than the YTD target of 1,522 citations and warnings. The increase in the number of citations and warnings issued is directly related to the implementation of the civil citation process in FY 2014 as well as a more proactive approach in educating residents prior to citing.



Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

ENFORCEMENT INDICATORS

Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of city licenses issued, the number of dogs designated as aggressive/dangerous and the number of cruelty cases filed with the District Attorney's Office. The last two measurements are included to show that ACS views enhanced enforcement as important and will take steps to ensure public safety as well as laws are being followed. During the first quarter of FY 2015, the Department issued 3,257 city licenses, designated 19 dogs as aggressive or dangerous, and filed 19 animal cruelty cases.



City Licenses

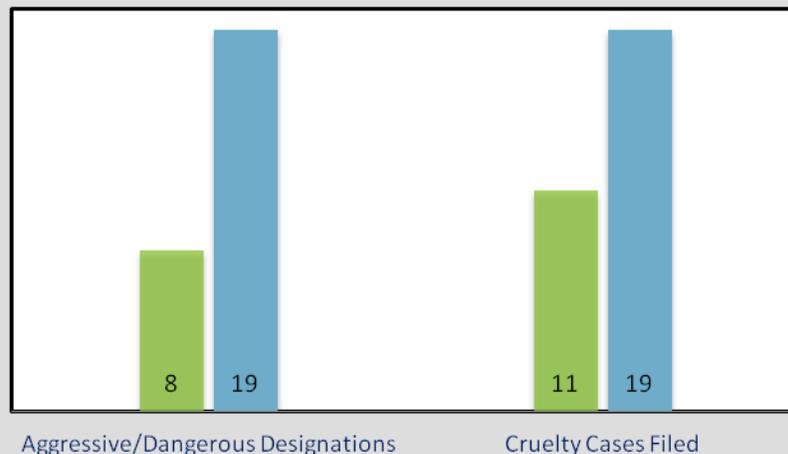
This measurement shows the total number of licenses issued by ACS in the first quarter of FY 2015. This includes licenses purchased at ACS, and online. The department's YTD actual for FY 2015 is 3,257, which is 39% (2,108) lower than the YTD target of 5,365 licenses. The sharp decrease in the number of licenses issued is directly related to the FY 2015 Budget Initiative of eliminating the Free Licensing Program (10,000 Licenses) and the pending Chapter 5 Ordinance change of a registered microchip replacing the City license as part of the City's licensing program.

Aggressive/Dangerous Dog Designations

This measurement provides the total number of animals designated as aggressive or dangerous. This measurement does not include investigations, but rather actual designations only. There are no targets established. This measurement is for information purposes only.

Cruelty Cases Filed

This measurement provides the total number of cases of animal cruelty against an offender filed with the Bexar County District Attorney's (DA) Office. This measurement does not include investigations, but rather actual cases filed with the DA only. There are no targets established. This measurement is for information purposes only.



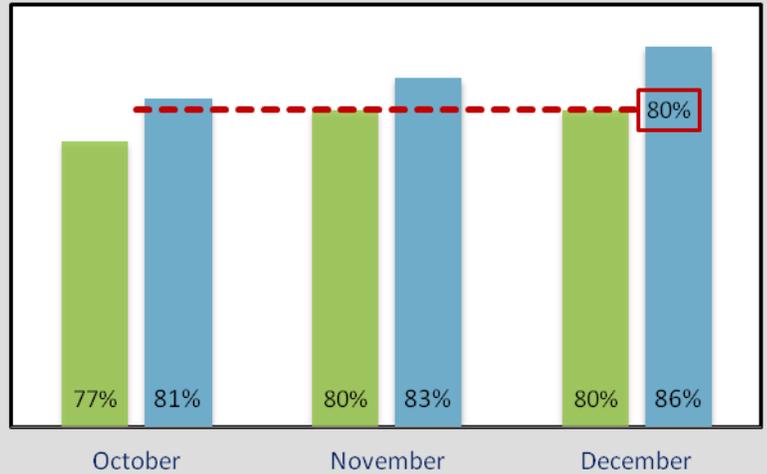
Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

LIVE RELEASE INDICATORS

Animal Care Services' (ACS) second strategic priority is to increase its "Live Release" rate. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed. In FY 2014, ACS achieved an 81% live release rate, the highest in the department's 60-year history. However, the department's Year-to-Date (YTD) FY 2014 rate is setting new precedence—with a 84% average Live Release rate. In the first quarter, 1,741 pets went to their forever homes, and 2,961 pets were transferred to our Rescue partners.

Live Release Rate

This measurement compares the FY 2015 Live Release rate to the FY 2014 actual and FY 2015 target. Live Release rate includes the total Adoption, Rescue, Return-to-Owner (RTO), and Trap-Neuter-Return (TNR) statistics. **The department's YTD Live Release rate is 84.11%**, which is 5.17% higher than the FY 2013 YTD Live Release rate of 78.94%.



Adoptions

This measurement lists the total number of pets adopted at ACS (including any satellite or offsite locations) during the first quarter of FY 2015. The department's YTD actual is 1,741, which is 8% (129) higher than FY 2014 YTD of 1,612 adoptions.

Rescues

This measurement lists the total number of pets transferred to approved ACS rescue partners in the third quarter. Approved ACS rescue partners are organizations who assist in finding new homes for pets from ACS. The department's FY 14 YTD actual is 2,961, which is 1% (38) higher than the FY 2014 YTD actual of 2,923 rescued pets. In conjunction with the Spring & Summer puppy/kitten season, the department expects to meet the FY 2015 target of rescued pets.



Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

LIVE RELEASE INDICATORS

Additional measurements used to evaluate ACS' second strategic priority of increasing its Live Release rate include Return-to-Owner (RTO), Trap-Neuter-Return (TNR), and Foster. In the first quarter, 814 pets were returned to their owner (RTO) and 228 cats were placed in the Trap-Neuter-Return (TNR) program. 307 pets entered into the ACS Foster Program, alleviating shelter capacity and allowing ACS to humanely care for more pets.

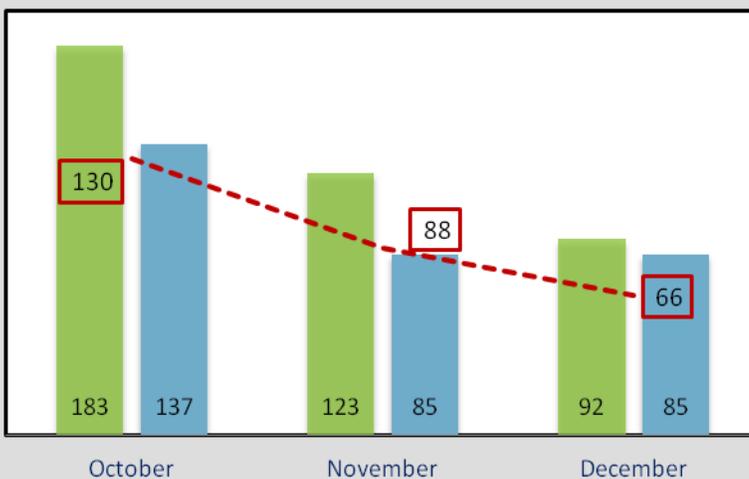
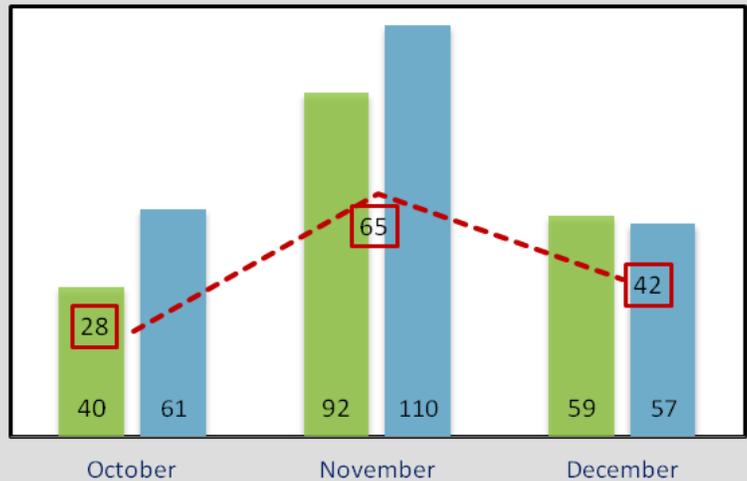
Return-to-Owners (RTO)



This measurement compares the total number of pets that were returned to their owner (RTO). This measurement includes pets returned-to-owner at the shelter as well as impounded and returned-to-owner in the field. The department's YTD actual for FY 2015 is 814 RTO's, which is 22% (149) more than the FY 2014 YTD actual of 665 RTO's. **The department's RTO rate has increased from 6% of total live outcomes in FY 2012 to over 11% of total live outcomes in FY 2014.**

Trap-Neuter>Returns (TNR)

This measurement compares the total number of cats that have entered into a Trap-Neuter-Return (TNR) program through ACS or through a grant with Best Friends Animal Society. The department's YTD actual is 228 TNR's, which is 19% (37) more than the YTD target of 191 TNR's. More cats cannot be entered into either TNR program because of the decreased feline intake and high live release outcomes. Our Live Release rate for all healthy/treatable cats for FY 14 is nearly 99%, a remarkable achievement.



Fosters

This measurement compares the total number of pets entering into the ACS Foster Program. The department's YTD actual is 307, which is 23% (91) less than the FY 15 YTD target of 398 fostered pets.

Over time, as the Live Release Rate rises, the need for, and number of fosters may continue to decrease.

*This measurement does not affect the Live Release rate as animals in foster are still under ACS' care.. This measurement is for information purposes only.

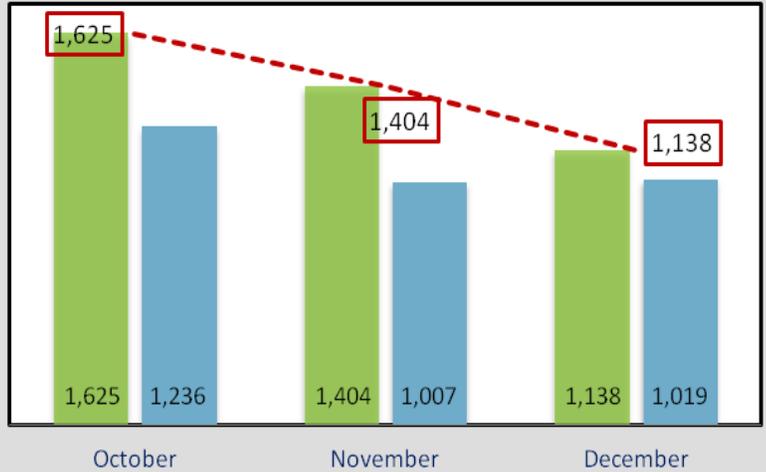
FY 2014 Actual FY 2015 Actual FY 2015 Target

CONTROL INDICATORS

Animal Care Services' (ACS) third strategic priority is to improve the control of the stray pet population. Through continued efforts such as increased spay/neuter surgeries, Comprehensive Neighborhood Sweeps Initiative (CNSI), and improved licensing, the City should see a reduction in roaming pets as well as lower pet intake over time. During the third quarter of FY 2014, ACS completed 4,366 in-house surgeries. Our partners added to that number by performing 3,308 surgeries funded by ACS. 7,154 deceased dogs and cats were picked up by the City's Solid Waste Management Department.

Surgeries (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS for the first quarter of FY 2015 to the same time period of FY 2014. The department's YTD actual for FY 2015 is 3,262, which is 22% (905) less than the YTD target of 4,167 surgeries. The decrease in the number of spay/neuter surgeries can be attributed to more pets coming in to the shelter already sterilized and ACS Dog Kennels at ADL contract which requires ADL to complete sterilization surgery for the pets they take from ACS.



Surgeries (Partners)

This measurement lists the total number of free spay/neuter surgeries funded by ACS (\$515,000) and performed by one of our 5 spay/neuter partners benefitting residents in 21 targeted zip codes. The YTD actual is 3,313, which is 1% (29) more than the YTD target of 3,284 surgeries.

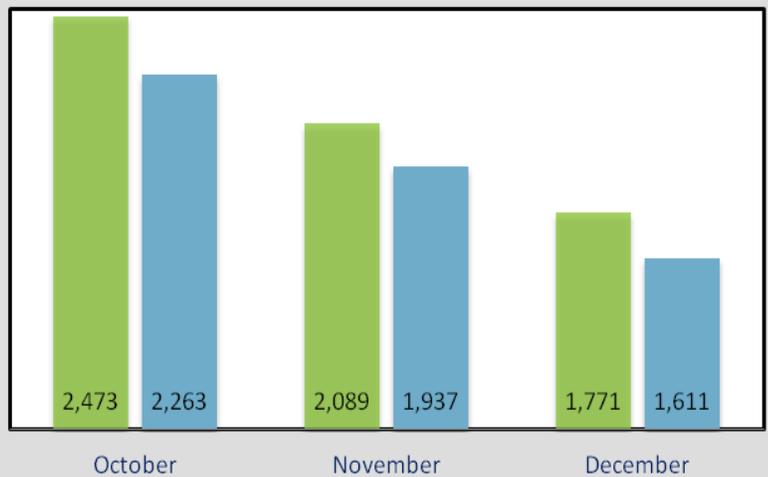
Through the end of December, over one-third (1/3) of total funding for the Fiscal Year has been utilized. The department will working with our spay/neuter partners to make any programmatic changes for the remainder of the fiscal year.



Deceased Dog/Cat Pick-Up

This measurement provides the number of deceased dogs or cats picked up the City's Solid Waste Management Department. **There has been an 8% decrease in deceased dog/cat pick-up in the first quarter of FY 2015 when compared to the first quarter of FY 2014.**

*In Department Progress Reports prior to FY 14, this measurement depicted all deceased animal pick-up (including livestock, rodents, etc.). In an effort, to place a more centralized focus, the department will now be reporting dog & cats only. This measurement does not include established targets. This measurement is for information purposes only.

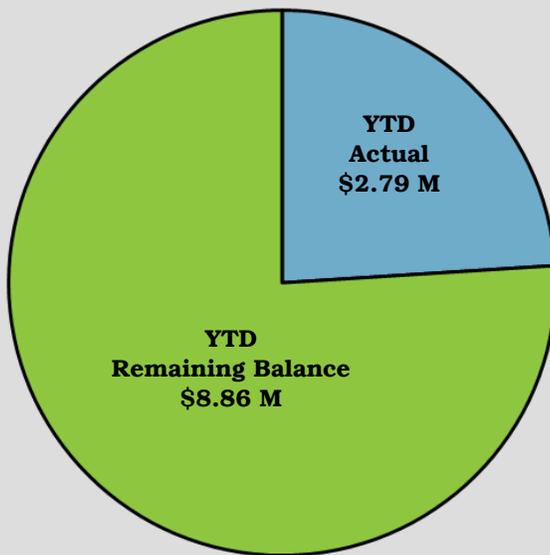


Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

FISCAL REPORT

In FY 2015, the ACS Annual Budget totals \$11.65 million, an increase of \$364,000 from the FY 2014 Adopted Budget related to budget improvements and initiatives mentioned previously in this report. ACS also decreased personnel (through retirement and attrition) from 130 positions in FY 2014 to 127 positions in FY 2015. The first quarter FY 2015 actual show the department under budget. From October through December, ACS has spent \$2.79 million which is \$112,000 more than the department's planned amount (\$2.9 M). The department continues to identify a variety of cost-saving measures.

FY 2015 Budget Summary



FY 2015 ACS Budget: \$11.65M



FY 2014 Actual

FY 2015 Actual

Meet Albert and Annie

Albert, a 5-week old Labrador Retriever blend and Annie, a 5-week old Flat-Coat Retriever blend, came into Animal Care Services with severe cases of sarcoptic mange. Annie's case of sarcoptic mange was one of the worse cases ACS medical staff have seen; the scabbing over her face was so severe, she was unable to open one of her eyes. Pets with serious skin conditions have a harder time being placed - even with temporary fosters. Sarcoptic mange, while treatable, is contagious to both humans and other pets and requires a foster who is experienced in handling sarcoptic mange as it also needs several months of healing.

Enter Bethany Colonnese, ACS' resident mangy-foster guru and ACS Live Release Manager. Through her time at ACS, Bethany has fostered dozens of pets with all types of mange and other skin conditions and have nursed back to health and placed all of them - giving them a new lease on life. After 3 months of fostering, loving, and nursing Albert and Annie back to full health, they found their forever home - TOGETHER! After seeing Albert and Annie's "post-mange" picture on an ACS advertisement, the Campfield Family came straight down to ACS and added Albert AND Annie to their family.





CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
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