

# PET POSITIVE PROGRESS



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

## Report to the Community

FY 2015 | Third Quarter

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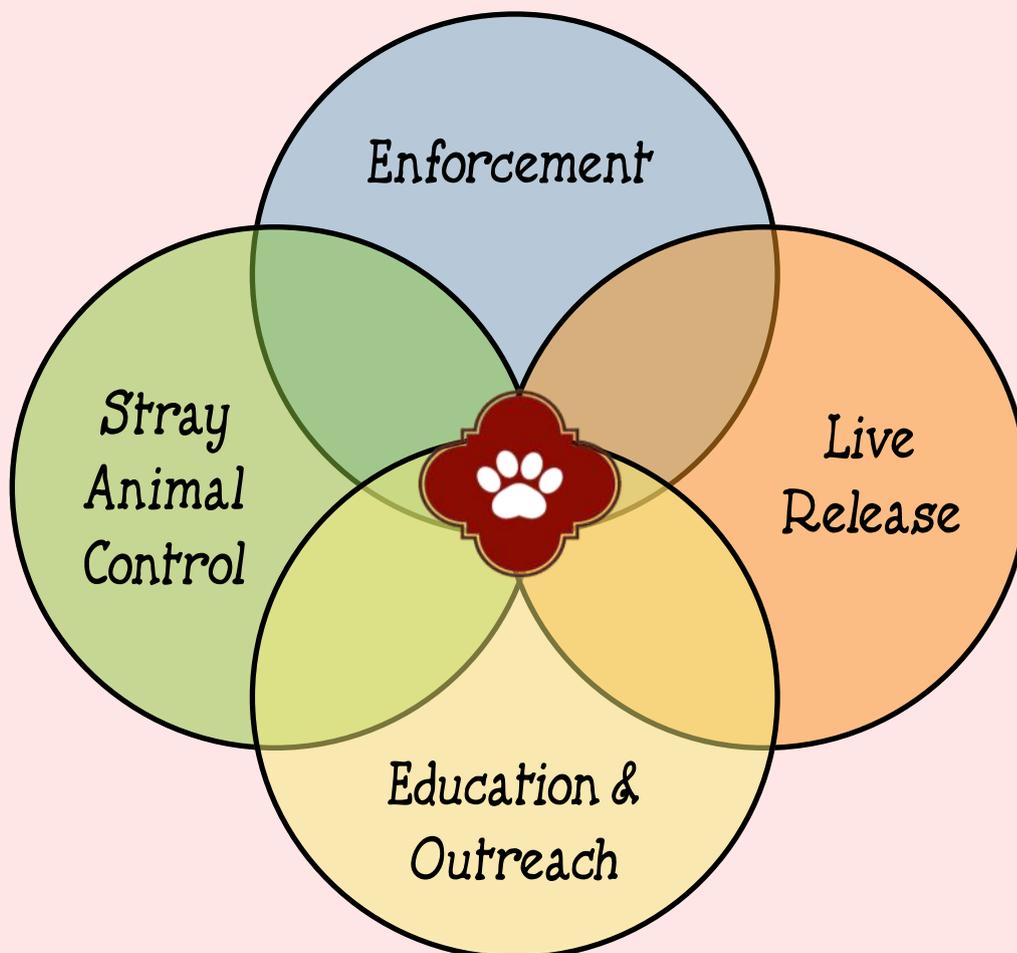
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## OUR MISSION

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

Four 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.

We have now added a 4th component to the Department's Strategic Plan: 4) Engage & Educate the Community. As we build upon our successes and strive to be the largest "No Kill" city in the country, we are working to address the missing piece - increasing our community engagement and education to build awareness about responsible pet ownership, the importance of spay/neuter and driving home the "leash, not loose" message.

We continue to think outside the box in finding ways to get pets back home. The elimination of the City's licensing program in favor of a required registered microchip for all pets in San Antonio is setting national precedence. San Antonio continues to forge the way - and we can't wait!

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

Thank You,



Kathy Davis, ACS Director



## THE CHAIR'S CORNER



The ACS Advisory Board is in full support of adding a 4th priority to the ACS Strategic Plan - Engage & Educate the Community. We strongly believe that community engagement is paramount to helping address pet-related issues in San Antonio. Being able to have one-on-one conversations with residents about responsible pet ownership, keeping pets on their property, and the importance of spay/neuter will be an invaluable asset to curbing pet overpopulation, reduce the number of roaming pets and increasing the department's Live Release rate. We look forward to watching the ACS Education & Outreach Team hit the ground running in local neighborhoods.

We are grateful to the City Council for approving a mid-year budget adjustment providing additional funding for free community spay/neuter surgeries, and free microchips and rabies vaccinations. Providing these services to targeted areas of the city where we see the highest numbers of pet intake and call-for-service requests will greatly help those in need. ACS continues to make great strides and I'm proud to be apart of this journey.

Thank You,



Rita Braeutigam, ACS Advisory Board Chair

# KEY INITIATIVES - UPDATE

In FY 2015, ACS proposed a multitude of new initiatives which support enhanced enforcement, an increase in live release and controlling the stray population, while encouraging responsible pet ownership. The following is an update on several key Department Initiatives.

INITIATIVE	DESCRIPTION	UPDATE
<b>Registered Microchip as Pet License</b>	<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 an 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 was presented in March 2015 to the City's Quality of Life Committee, approved by the full City Council in April 2015 and enforcement beginning in July 2015.</p> <p>As part of the department's awareness efforts and in association with a City Council approved mid-year budget adjustment of funding for 5,000 free microchips, ACS has conducted numerous Free Microchip MANIA! Clinics around the community. Through the first month and a half of free microchipping, ACS has provided 1,135 free microchips to the community and has nearly a dozen additional clinics planned through the end of FY 2015.</p>
<b>ACS TNR/SNR Program</b>	<p>The highly successful Best Friends Animal Society Community Cat grant-funded program ended March 31, 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 ACS Community Cat Program launched in mid-April 2015 and included the hiring of the ACS Community Cat Program Coordinator to oversee the daily operations of the Program.</p> <p>Through June, ACS has loaned nearly 175 traps to citizens for humane cat trapping, issued 1,238 vouchers for community cat surgeries, and performed over 550 surgeries on community cats preventing thousands of unwanted births.</p>
<b>Clinic Staff Surgeons</b>	<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 hired 1 Staff Veterinarian, has placed a standing posting for the remaining Staff Veterinarian position and are working with the City's Executive Recruiter to identify top quality candidates. The department will continue to review candidates and intends to fill the remaining position shortly.</p>
<b>Maintain 80% Live Release Rate</b>	<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 85% Live Release rate through June for FY 2015.</p> <p>Additionally, the department has a Live Release rate of 92.1% (kittens) and 97.1% (puppies) for pets 4 months and under.</p>

# KEY INITIATIVES - UPDATE

## CNSI

The Comprehensive Neighborhood Sweeps Initiative (CNSI) is in 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, over 14,000 homes were provided information on sterilization services, City Ordinances, and low-cost vaccination clinics resulting in over 1,600 free rabies vaccinations administered. These efforts were followed by an enforcement period conducted by ACS Sweeps Officers where over 180 stray and roaming animals were impounded from City streets. ACS will continue the program in 2 more targeted areas in Districts 1-7 throughout the remainder of the fiscal year.

CNSI Area	Area A	Area B	Area C	Area D	Area E	Area F	Area G	Area H	TOTAL
<b>Council District(s)</b>	5 & 6	4 & 6	2 & 3	2 & 3	3	1 & 7	5	4 & 5	
<b>Block Walk Month</b>	Oct.	Nov.	Jan.	Feb.	Mar.	Apr.	May	Jun.	
<b>Volunteers</b>	1	11	2	41	15	15	-	28	<b>113</b>
<b>Homes Visited</b>	590*	1,000*	1,620*	2,550	1,900	1,750	1,800	2,800	<b>14,010</b>
<b>Rabies Vaccines</b>	91	104	180	207	170	265	197	400	<b>1,614</b>
<b>Violations Issued</b>	10	3	18	5	1	85	46	18	<b>186</b>
<b>Return-to-Owner (Field)</b>	3	1	9	3	1	21	17	9	<b>64</b>
<b>Animals Impounded</b>	59	17	65	21	26	247	180	94	<b>709</b>

\*One of Two Block Walks Cancelled Due to Inclement Weather

Area	A	B	C	D	E	F	G	H	I	J
<b>Month</b>	Oct	Nov	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep
<b>Council District</b>	5/6	4/6	2/3	2/3	3	1/7	5	4/5	2	3
<b>Zip Codes Serviced</b>	78237	78227	78202 78203 78210	78223 78210	78223	78228 78201	78207 78237	78211	TBD	TBD

City Residents living in the following zip codes qualify for **FREE** spay/neuter services!

Call 210.207.6688 for more information.

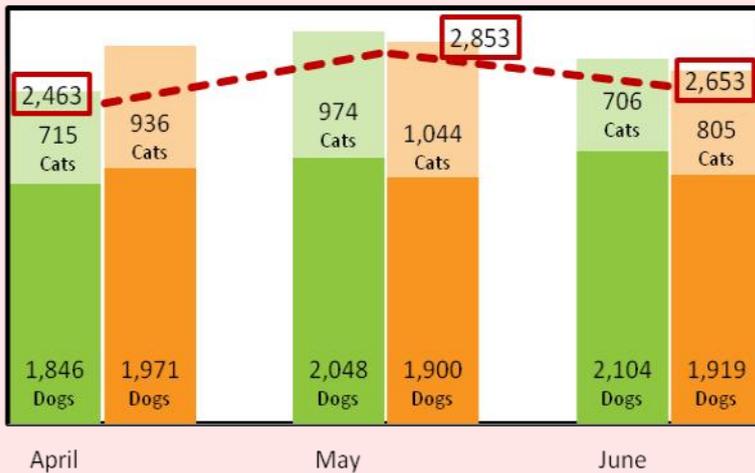
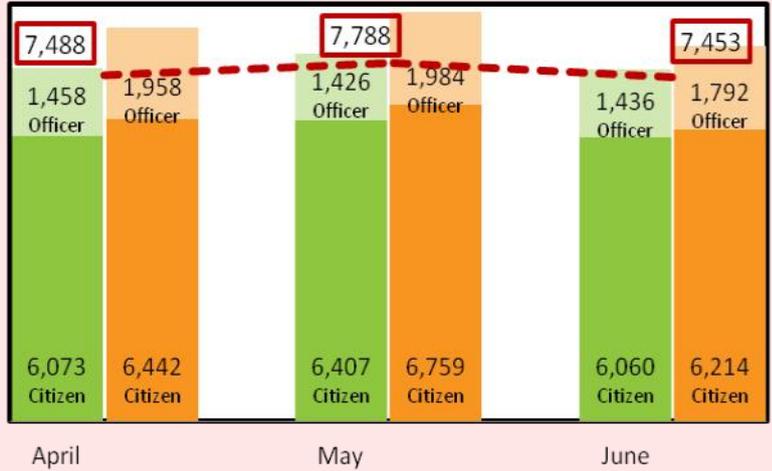
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# ENFORCEMENT INDICATORS

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 third quarter of FY 2015, the department received 25,149 call-for-service requests, impounded 8,592 pets, and issued 1,663 citations and warnings.

## Call-for-Service Requests

This measurement compares the total call-for-service requests received in the third quarter of FY 2015 to those received in FY 2014. This measurement also includes the FY 2015 monthly target amount. **There is a 40% increase in the number of Officer-initiated requests and Officer follow-up calls in FY 2015 Year-to-Date (YTD) over FY 2014 YTD.**

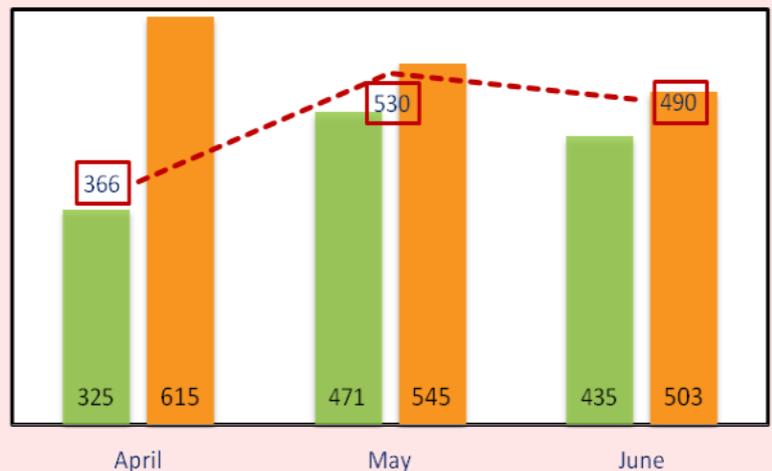


## Impoundments

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 through June is 22,306 pets, which is 7% (1,404) higher than the YTD target of 20,902 pets.

## Violations

This measurement lists the total number of citations and warnings issued to those in violation. Examples of violations include: no rabies vaccination, animal bite, and roaming free of restraint. The department's YTD actual through June is 5,203, which is 35% (1,344) higher than the FY 2015 YTD actual of 3,859 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.

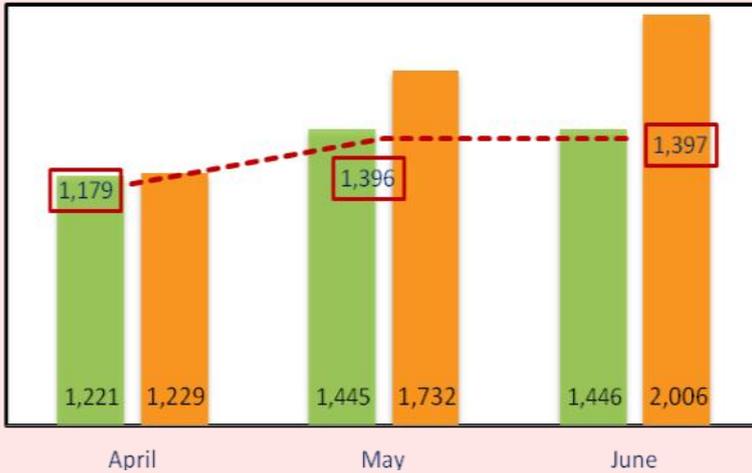


Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

# ENFORCEMENT INDICATORS

Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of registered microchips, 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 the enforcement of laws. During the third quarter of FY 2015, the Department issued 4,967 registered microchips, designated 11 dogs as aggressive or dangerous, and filed 18 animal cruelty cases.

## Registered Microchips



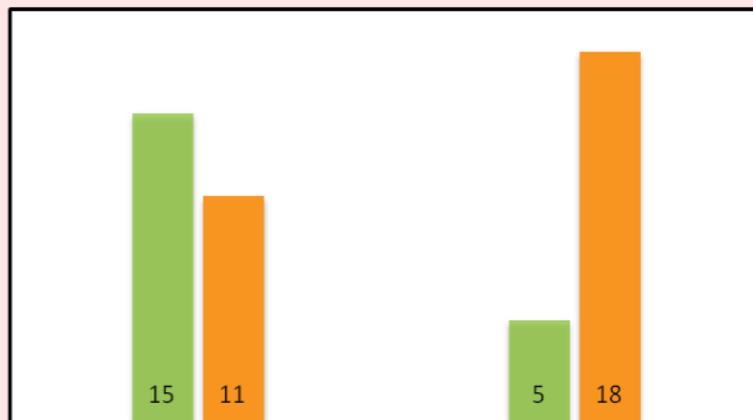
This measurement shows the total number of registered microchips issued by ACS in the third quarter of FY 2015. The department's YTD actual through June is 12,123, which is 10% (1,153) higher than the YTD target of 10,970 registered microchips. In May 2015, the City Council approved a mid-year budget adjustment to provide up to 5,000 free microchips to San Antonio residents. Through the six weeks of implementation, ACS provided 1,135 free microchips to residents in the community.

## 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 and is reported quarterly.

## 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 and is reported quarterly.



Aggressive/Dangerous Designations

Cruelty Cases Filed

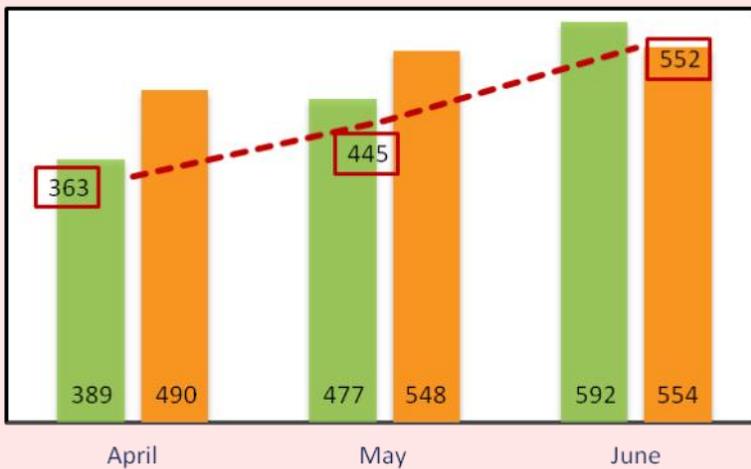
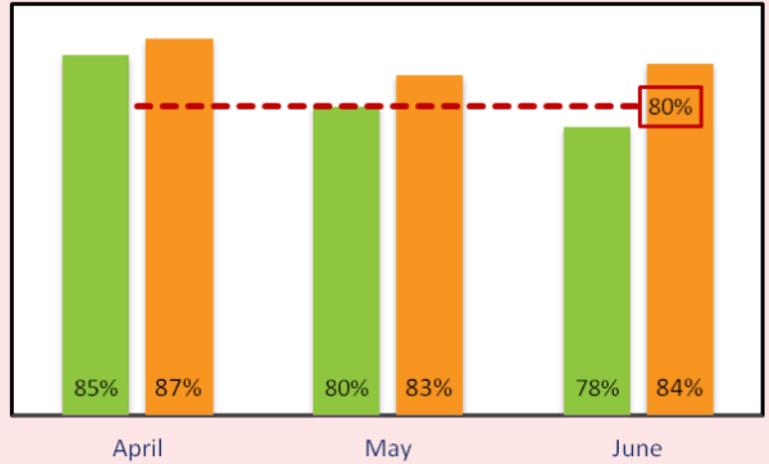
Legend: █ FY 2014 Actual █ FY 2015 Actual - - - FY 2015 Target

# 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 2015 rate is setting new precedence—with an 85% average Live Release rate. In the third quarter, 1,592 pets were adopted, and 3,923 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 85%**, which is 3% higher than the FY 2014 YTD Live Release rate of 82%.



## Adoptions

This measurement lists the total number of pets adopted at ACS (including any satellite or offsite locations) during the third quarter of FY 2015. The department's YTD actual through June is 4,951, which is 17% (716) higher than FY 2015 YTD target of 4,235 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 15 YTD actual through June is 9,948, which is 3% (352) lower than the FY 2015 YTD target of 10,300 rescued pets.



■ 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 third quarter, 928 pets were returned to their owner (RTO) and 303 cats were placed in the Trap-Neuter-Return (TNR) program. 389 pets entered into the ACS Foster Program, alleviating on-site shelter capacity and allowing ACS to humanely care for more pets.

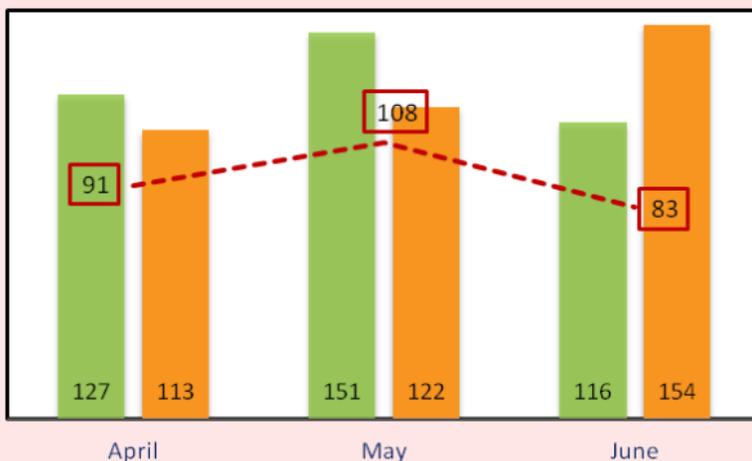
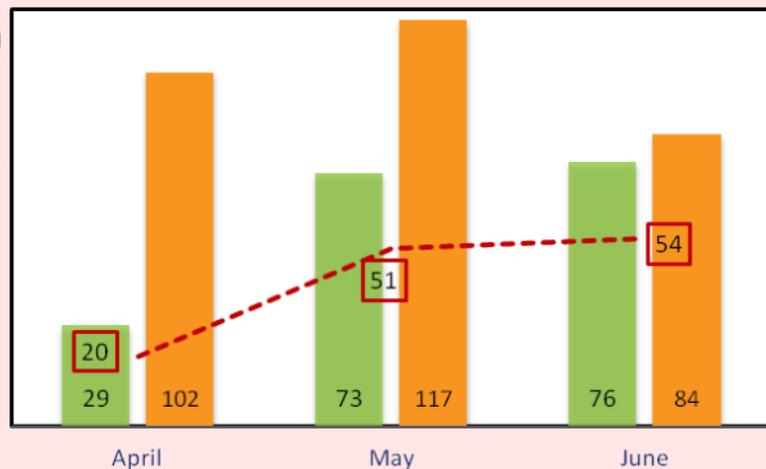


## Return-to-Owners (RTO)

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 through June is 2,576 RTO's, which is 54% (900) more than the FY 2015 YTD target of 1,676 RTO's. **The department's RTO rate has increased from 6% of total live outcomes in FY 2012 to over 12% of total live outcomes in FY 2015 Year-to-Date.**

## 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 (ended March 31, 2015). The department's YTD actual through June is 755 TNR's, which is 123% (416) more than the YTD target of 339 TNR's. Our Live Release rate for all healthy/treatable cats for FY 15 YTD 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 through June is 915, which is 19% (144) higher than the FY 15 YTD target of 771 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.

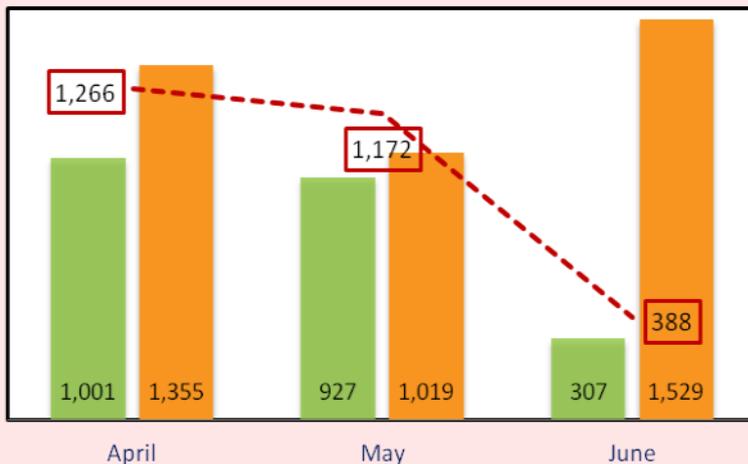
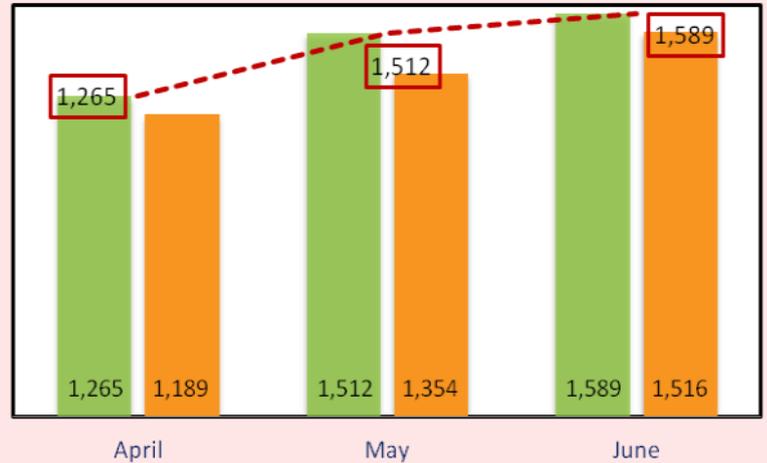
Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

# 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 education/outreach, the City should see a reduction in roaming pets as well as lower pet intake over time. During the second quarter of FY 2015, ACS completed 2,946 in-house surgeries. Our partners added to that number by performing 3,288 surgeries funded by ACS. 4,808 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 third quarter of FY 2015 to the same time period of FY 2014. The department's YTD actual through June is 10,267, which is 14% (1,756) less than the YTD target of 12,023 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 transferred from ACS.



## Surgeries (Partners)

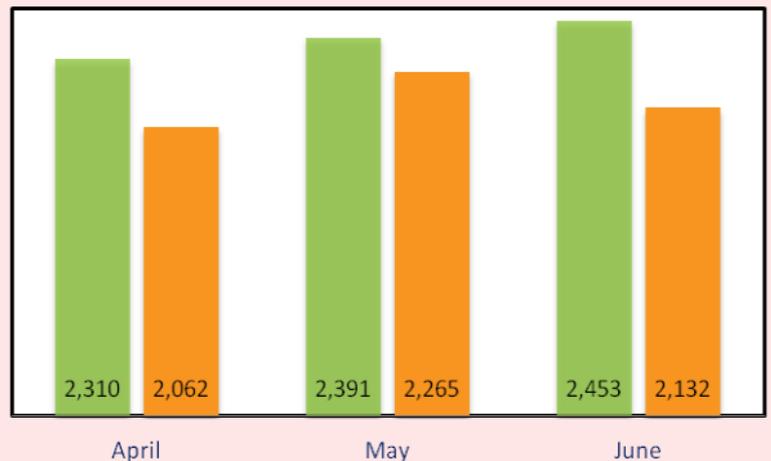
This measurement lists the total number of free spay/neuter surgeries funded by ACS (\$665,000\*) and performed by one of our 6 spay/neuter partners benefitting residents in 21 targeted zip codes. The YTD actual through June is 10,554, which is 15% (1,398) higher than the FY 14 YTD actual of 9,156 surgeries.

\*In May 2015, the City Council approved a mid-year budget adjustment for an additional \$150,000 in free spay/neuter services for a total target of 11,875 surgeries provided to the community.

## 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 9% decrease in deceased dog/cat pick-up in in FY 2015 Year-to-Date (YTD) when compared to the FY 2014 YTD.**

\*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.



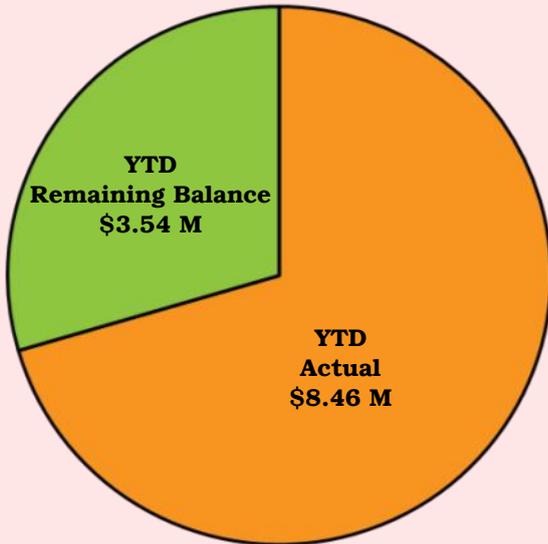
Legend: ■ FY 2014 Actual ■ FY 2015 Actual - - - FY 2015 Target

# FISCAL REPORT

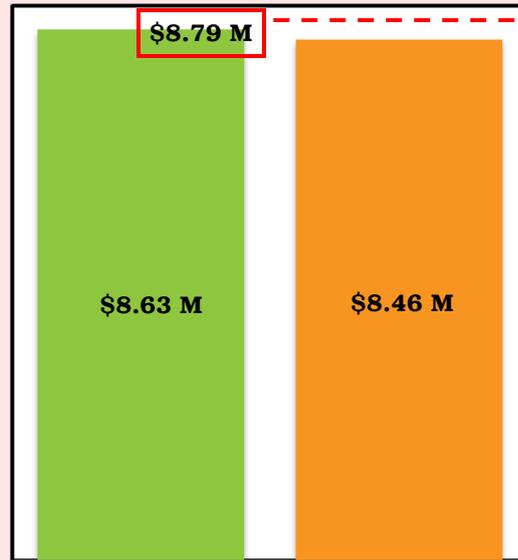
In FY 2015, the ACS Annual Budget totals \$11.65 million, an increase of \$364,000 from the FY 2014 Adopted Budget related to budget improvements and initiatives mentioned previously in this report. The first three quarters of FY 2015 show the department just under budget. From October through June, ACS has spent \$8.46 million which is 4% (\$335,000) less than the planned amount of \$8.79 million.

**FISCAL UPDATE:** In May 2015, the City Council approved a mid-year budget adjustment increasing the department’s budget by \$350,000 relating to 2 initiatives. These initiatives add 3 personnel positions to enhance community outreach and engagement and additional funds for free incentive services including spay/neuter surgeries, rabies vaccinations, and microchips. More information regarding these updated initiatives will be included in the FY 2015 Annual Report to the Community.

## FY 2015 Budget Summary



**FY 2015 Adopted Budget: \$11.65M**  
**FY 2015 Revised Budget: \$12.00M**



FY 2014 Actual      FY 2015 Actual

## The Power of a Microchip

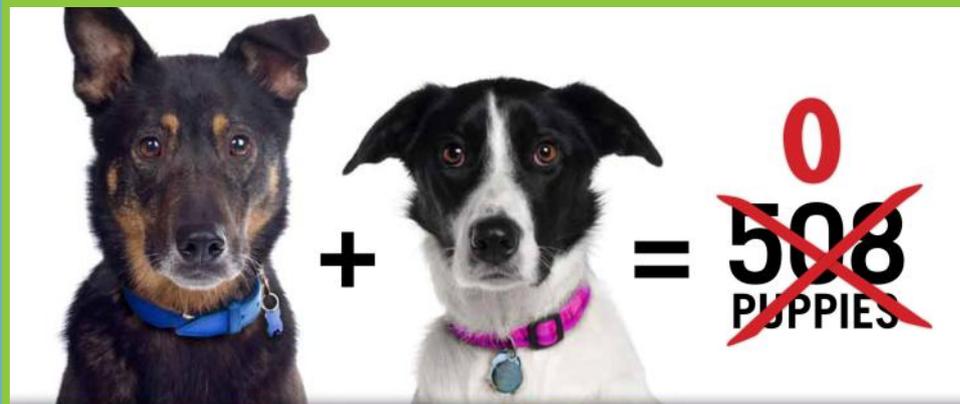
More than six years ago, a young dog named Sapphire went on a road trip after leaving her backyard with a canine friend from her home in Metairie, a small town outside of New Orleans. She had no collar and no tags. But she did have a microchip. A microchip registered to the Lee family in Louisiana who looked tirelessly for Sapphire. Weeks turned into months. Months turned into six long years.

Flash forward to just a few weeks ago. Sapphire came into Animal Care Services as a stray. A quick scan revealed she had a registered microchip and a home in the Bayou state. Her family could not believe their sweet jewel was still alive and well in San Antonio. Of course, they wondered how she got to Texas...but more than anything, they just wanted her HOME.

Sapphire recently made another road trip, compliments of some great work by our Staff who set up a relay of “doggie delivery drivers” from San Antonio to Louisiana. Her family is over the moon.

Does a small microchip make a difference? Just ask Sapphire.





**FIX THE MATH. FIX YOUR PET.**

Be Responsible.

[www.saacs.net](http://www.saacs.net) 

**They miss you too.**

*MICROCHIPS HELP GET LOST PETS HOME*

**FREE** registered microchips.

**LIFETIME ID** for your pet.  
Available everyday at ACS.

**Monday-Friday: 11am-7pm**  
**Saturday/Sunday: 11am-5pm**



**Animal Care Services**  
4710 State Highway 151 

*\*Free Microchipping for SA Residents Only*



**LEASH,  
NOT LOOSE.  
IT'S THE LAW.**

 [www.saacs.net](http://www.saacs.net)

You're Responsible.

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

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<http://www.saacs.net>*

