

Leading by Example

Progress Report
Third Quarter FY 2014



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



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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 pets of San Antonio through education, enforcement, and community partnership.



Happy Tail Update - Annie's Journey

We often get updates from new owners of some ACS pets through our social media outlets and we're always thrilled to see how these babies are doing. Here's what Meaghan had to say about her baby girl, Annie:

"I wanted to update you all on Annie, who I adopted from ACS in March. At the time she had severe mange, multiple secondary skin infections, kennel cough, and she was heartworm positive. I had been looking through your kennels for several days for the "right one," and despite her multiple health issues and rough past, Annie was the sweetest angel I had ever met and she stole my heart away. Now, several months later, she has ZERO health problems, and is a happy, healthy girl.

I believe that dogs are here to teach us how to be better humans; to live in the moment and ignore old grudges, to love deeply and unconditionally, and to show that love continuously and enthusiastically. **My life is better because Annie is in it**, and I don't regret a single penny spent at the vet or a Friday night spent at home tending to her while she was sick. I encourage everyone to adopt a shelter dog...it will change your life! Thank you ACS for all you do!"



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THE DIRECTOR'S DESK

As we conclude the third quarter and enter into the homestretch of Fiscal Year 2014, the Department continues to see many successes. Using the Department's Strategic Plan supporting three critical priorities: 1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate as our guiding light, I am thrilled with where we are at and where we hope to go to in the future!

ACS closed out FY 2013 with a historic Live Release rate of 77%. Through the three quarters of FY 2014, the department has achieved an average Live Release rate of 81% for all pets. Never in the 60-year history of ACS has the department had this high of a Live Release rate - and we're not done!

While we celebrate our success, there is still more work to be done. We spent the latter part of the Spring months preparing for the 2014 ASPCA Rachael Ray \$100K Challenge - we began the nationwide competition this summer with 50 other shelters from across the country to be the shelter who has the highest increase in lives saved over the same time period last summer.

As I write this message, we have completed 2 months of the Challenge (June and July) and I am thrilled to say that we are currently #3 on the Leaderboard! Our amazing partnerships with our rescue groups, our foster base, themed adoption events, hardworking staff and volunteers, and a creative marketing campaign all came together to save over 3,500 lives in only 2 months! We have one month left of the Challenge and we look forward to WHEN we win the \$100,000 grand prize; not only will we be the only municipal shelter to ever win, but we'll be the only organization to win the Challenge TWICE (we won the Grand Prize in 2012).

I am also pleased to welcome 6 recent graduates of the new ACS Field Training Academy to the force. The Academy gives all new Animal Care Officers a thorough, hands-on, and practical approach to best practices in relation to enforcement, animal welfare, and providing superior customer service as they protect both the citizens and pets of San Antonio.

Identified in previous FY 2014 Progress Reports, the department continues to implement a myriad of initiatives in line with our three core objectives of the department's Strategic Plan that help get our pets out the door quicker through the reduction in the stray hold period for those with an identified live outcome, control of the stray population by requiring spay/neuter after the first impoundment, and holding pet owners more accountable through the adoption of civil citations, just to name a few. A detailed update on these initiatives is listed on pages 4 and 5 of this report.

We are currently working with through the City budget process and hope to maintain the department's funding in key programs and services including community spay/neuter surgeries, our HVPP/RPIP rescue programs, staff to bolster our dispatch and field enforcement and resources to maintain an 80% Live Release Rate in FY 2015. 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





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
<p>Civil Citations</p>	<p>In November 2013, City Council approved the amendment of Chapter 5 and Chapter 20 of the City Code to adopt the “Civil Citation” process (in addition to criminal citations, if applicable) for animal care and control ordinance violations.</p> <p>Civil citations give ACS the authority to impose administrative penalties in order to provide an equitable, expeditious, effective, and inexpensive method for enforcement activities in an effort to reduce recidivism and enforce responsible pet ownership.</p>	<p>This change has allowed for a quicker process through the municipal court system (approximately 1 month versus 2 months to 2 years within in the criminal system) and incremental, increased fines for repeat offenders.</p> <p>Our Officers have spent less time in Court and more time in the Field responding to call-for-service requests. From January 2014 when full implementation began through the end of June 2014, the department issued 1,280 civil citations, the municipal court has held over 806 citations as “liable” and enforced those penalties.</p>
<p>Spay/Neuter Requirement for First Impoundment</p>	<p>In November 2013, City Council approved the amendment of Chapter 5 of City Code to require all roaming pets that are returned to their owner following their first impoundment to be altered within 30 days of conditional release.</p> <p>This ordinance change holds owners accountable while reducing the additional birth of unwanted litters of our community’s roaming and loose pets.</p>	<p>Tracking and reporting mechanisms were established in February 2014 to assist with enforcement efforts. In the first five months following implementation (Feb-June) 72 pet owners complied and sterilized their pets within 30 days of their conditional release. An additional 368 pet owners were issued citations for not complying within 30 days; of the 368, 20 pet owners then complied and sterilized their pet. Enforcement continues with those pet owners who are not in compliance.</p>
<p>Stray Hold Period Reduction</p>	<p>ACS’ ability to impound pets is dependent upon our kennel capacity. Some of the key external factors controlling our capacity include: the number of available kennels at ACS, required stray hold period, humane housing standards, and the speed that pets are picked up from the shelter, just to name a few. In December 2013, City Council approved the amendment of Chapter 5 of the City Code to reduce the mandatory stray hold period by one (1) day for pets with an identified live outcome placement. Pets without an identified live outcome are still held for a minimum of three full days. This ordinance also requires that ACS cannot perform any euthanasia services on healthy/treatable pets until three (3) full days, not including day of impoundment.</p>	<p>The reduction of the stray hold period has allowed ACS to increase capacity by freeing up valuable cage space one day earlier and has provided additional time in the shelter for pets without a guaranteed live outcome such as adoption, rescue, or foster.</p> <p>The average Live Release rate for the 6 months preceding implementation (July–December 2013) was 78.11%. The average Live Release rate for the 6 months following implementation (January-June 2013) was 83.13%. While we acknowledge the seasonality aspect affecting the department’s Live Release rate, the additional time the department is able to give pets in the shelter has increased due to this initiative.</p>



Increased Kennel Capacity at Animal Defense League

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.

Pre-construction began in January followed by an official groundbreaking ceremony in mid-February with City Manager Sheryl Sculley, Deputy City Manager Erik Walsh, District 10 City Councilman Mike Gallagher, ACS Director Kathy Davis, ACS Advisory Board President Mona Thaxton and ADL Executive Director Janice Darling and ADL Board President. Infrastructure is in place, the foundations of the new kennel buildings have been poured and walls are up! Construction is on target to finish in November 2014.



Photos Courtesy of the Animal Defense League

CNSI

The Comprehensive Neighborhood Sweeps Initiative (CNSI) continues its third 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, almost 19,000 homes were provided information on sterilization services, City ordinances, and low-cost vaccination clinics resulting in over 2,000 free rabies vaccinations/city licenses administered and issued. These efforts were followed by an enforcement period conducted by ACS Sweeps Officers where 823 stray and roaming animals were impounded off of City streets. ACS will continue the program in 1 more targeted area in District 4 in September 2014 to close out the fiscal year. The CNSI program has proven to be successful with hopes of its continuance in FY 2015.

CNSI Area	Area A	Area B	Area C	Area D	Area E	Area F	Area G	Area H	Area I	Area J	TOTAL
<i>Council District(s)</i>	4	2	3	5	1	6	2	3	5	4	N/A
<i>Block Walk Month</i>	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Sep	N/A
Volunteers	28	12	12	10	40	15	69	73	7	-	266
Homes Visited	2,742	1,849	1,915	2,400	1,214	2,041	2,345	3,400	1,052	-	18,958
Rabies Vaccinations Administered	161	185	340	235	257	245	345	191	322	-	2,060
City Licenses Issued	161	185	340	235	257	245	345	191	322	-	2,060
Violations Issued	6	16	10	30	14	10	10	-	63	-	159
Return-to-Owner (Field)	-	1	4	10	2	2	1	-	32	-	52
Animals Impounded	64	89	37	178	44	62	75	58	216	-	823



KEY INITIATIVES - UPDATE

Media

The ACS PIO division saw high profile media pieces from late spring into early summer. Animal Care Services saw wide spread press interest in the department's historical achievement in attaining No Kill status for cats which saw the shelter save more than 90% of the felines coming in. Cat placement also took the spotlight with a well-timed piece in the San Antonio Express-News touting District 1 City Councilman Diego Bernal's adoption of a cat for his district office. The joint partnership between Animal Care Officers and San Antonio firefighters were lauded by local media for their dramatic rescue of a frightened kitten stuck under a highway overpass, 20 feet above speeding traffic.

On the enforcement front, the tragic death of a local 83-year old woman during a dog mauling allowed the department to continue to stress the importance of both responsible pet ownership and the need for sterilization to curb aggression in dogs. While the case is still pending, the department seized on community concern for roaming pets to partner with the US Postal Service to highlight the dangers of dog bites and the simple ways owners can alleviate the risk.

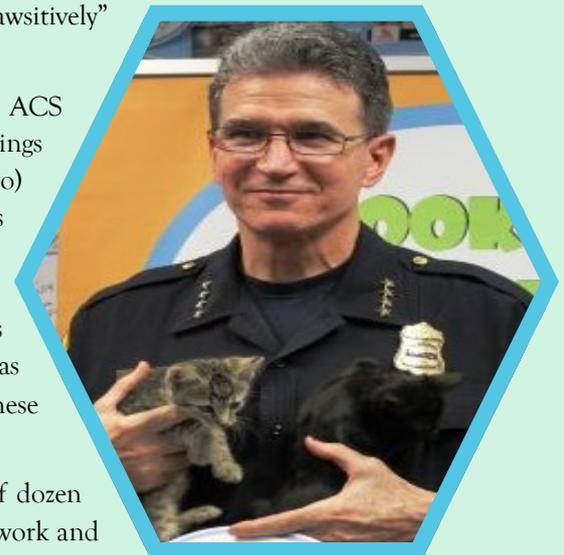


You Have the Right to be LOST...FOUND...LOVED!

San Antonio Police Chief William McManus certainly exemplifies a "pawsitively" awesome pet owner.

Chief McManus brought two kittens - one black, the other a gray tabby - to ACS after his children and some of their friends had found the feline siblings wandering around their neighborhood. His children had wanted a pet (or two) for quite some time...but the Chief knew the sweet kittens could be someone's lost family members. With that in mind, Chief McManus made the drive to Animal Care Services to give the pets an opportunity to be returned to their home...if they had one. He knew Animal Care Services would check the cats for microchips and he told our staff that if no owners were located, he was interested in adopting and making them part of *his* family. Turns out these sweeties were abandoned kittens looking for "forever" homes.

The Chief - wanting no pomp and circumstance - waited in line with a half dozen other people to meet with an adoption counselor, finalize the adoption paperwork and pay the adoption fees for both furry felines. After their medical work-up and respective spay and neuter surgeries, Chief returned to ACS to pick up his two new additions to the family. There was one last thing though—a photograph in front of the "Look Who Found A Home" banner as part of the summer long ASCPA Rachael Ray \$100K Challenge.



We look forward to hearing updates from the McManus Family as Luna and Tuffy grow with their new family!

Thanks Chief for setting the example, doing the right thing, and providing these gorgeous kitties with a great home.

DIVISION SPOTLIGHT



Dangerous Dog Investigations

One of the many aspects that encompasses the *Enhanced Enforcement* objective of the department's Strategic Plan is our Dangerous Dog Investigators. ACS Director, Kathy Davis, provides the following insight:

There has been much publicized debate regarding the City's dangerous dog laws. We welcome the dialogue, as healthy review of our laws insures they are meeting the ever-changing needs of the community as well as meeting the mission for which they were designed.

San Antonio's dangerous dog law is taken directly from State law and is utilized by any Texas City who adopts the language. Most do. The mission of the dangerous dog law is to prevent a future dog bite or attack from happening by requiring safeguards that protect people from a specific dog who has been involved in a documented, unprovoked incident.

Following a dog bite/attack, the victim or witness can request the case be investigated to determine if the dog should be declared dangerous by filing a sworn affidavit regarding the facts of the case. ACS *cannot* self-initiate a dangerous dog case. Only a witness or victim may initiate a case and must be willing to testify in Court as to the facts of the incident.

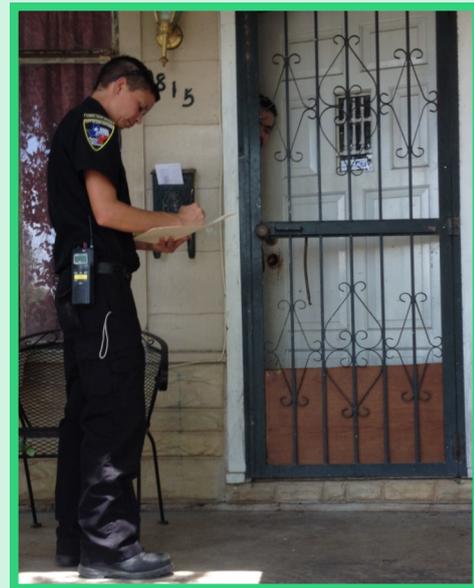
Following the receipt of a sworn affidavit, ACS will investigate whether the elements of the incident meet the definition of a dangerous dog. Primarily the question for the investigator is whether the dog was provoked by the victim. If the evidence supports that there was no provocation, such as teasing or hitting the dog, the dog was protecting the owner, etc., the dog is declared dangerous and the dog owner is notified.

Should the dog owner agree with the declaration, he/she will need to comply with additional requirements, such as muzzling the dog while it is off the property, and creating a secure pen or having a securely fenced in yard to hold the dog. These measures are all means of insuring the public is safe and the possibility of a repeated incident is substantially reduced.

Should the dog owner not agree, he/she has the right to appeal the case to Municipal Court where all parties will be permitted to testify as to the facts of the incident. Should the dog owner's appeal fail at the Municipal Court level, he/she can appeal the case to District Court. Due process for both the dog owner and the victim of the alleged attack are inherent to the process-through the objective investigation to the included appeal opportunities.

Regardless the debate, I think we can all agree that no one wants to be bitten by a dog and no one looks forward to the aftermath of a dog bite incident. Because most bites occur by dogs known to their victims, these type of incidents often start an uncomfortable process for neighbors, friends and family. Dogs are impounded for state required rabies quarantine, reimbursement for medical and sometimes emotional assistance is negotiated, lawsuits are filed to recover damages. While focusing our attention on the law and due process is always worthy, focusing more attention on prevention will generate a more desired outcome.

Bites and ultimately dangerous dog cases primarily happen when pets are not controlled by their owners. Controlling our pets is every dog owner's chief responsibility, *especially when children are present*. Every dog, no matter how small, can inflict a severe bite. I am fully convinced that every bite can be avoided if we, as a community, are willing to proactively do a few small things, such as keep pets securely leashed when off their property, insure that no child under the age of 10 is ever left alone with a dog, teach children how to properly interact with dogs, whether it is theirs or another's, treat pets like we treat our children, and never take your anger out on a pet, regardless of the situation. For many of us, our pets are our family. We need to take full responsibility for our pets, and by doing so, we can reduce the bites as well as the need for a dangerous dog law - that discussion, and call to action, is long overdue.



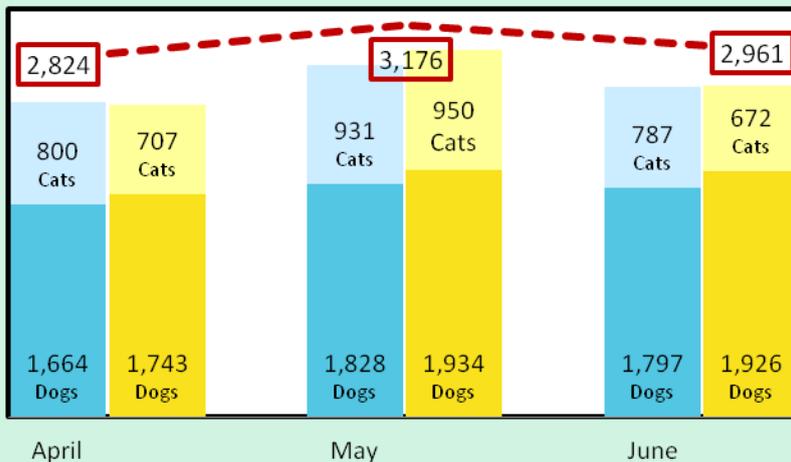
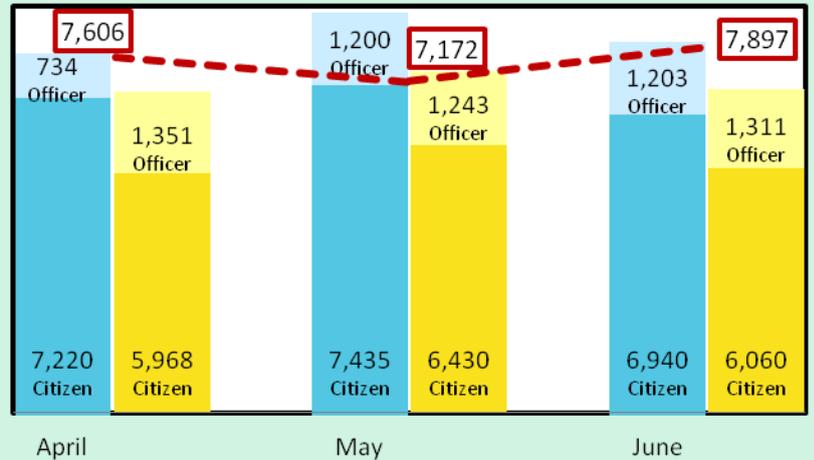


ENFORCEMENT INDICATORS

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 2014, the department received 22,363 call-for-service requests, impounded 7,932 pets, and issued 1,209 citations and warnings.

Call-for-Service Requests

This measurement compares the total call-for-service requests received in the third quarter of FY 2014 to those received in FY 2013. This measurement also includes the FY 2014 monthly target amount. **There is an increase in the number of Officer-initiated requests and Officer follow-up calls. There is a 10% decrease in the overall number of Citizen-initiated call-for-service requests.**

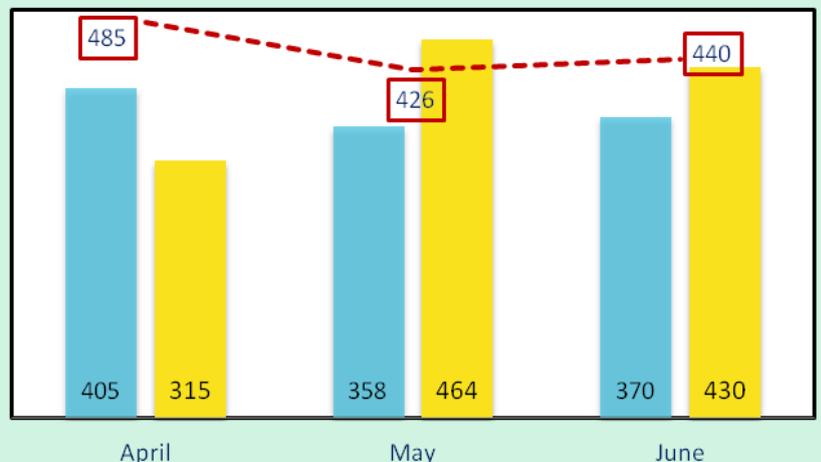


Impoundments

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 20,660 pets, which is 17.3% (4,310) lower than the YTD target of 24,970 pets. The decrease in impounds is due, in part, to the reactive nature of OTC intake, the positive effects of the City's Trap-Neuter-Return (TNR) cat program, and the County bringing in less pets than allotted as part of their contract with ACS. **There is an increase in FY 2014 over FY 2013 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 3,817, which is 25.2% (1,285) lower than the YTD target of 5,102 citations and warnings. The decrease in the number of citations and warnings issued is directly related to the implementation of the civil citation process as well as a more proactive approach in educating residents prior to citing.

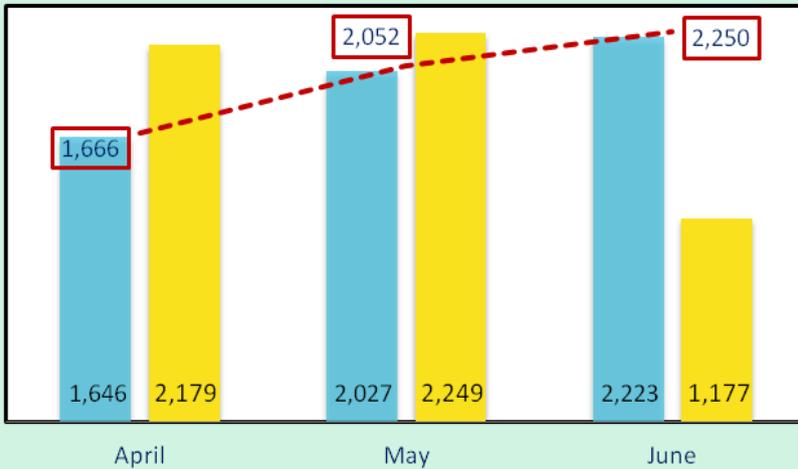


■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target



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 third quarter of FY 2014, the Department issued 5,605 city licenses, designated 15 dogs as aggressive or dangerous, and filed 6 animal cruelty cases.

City Licenses

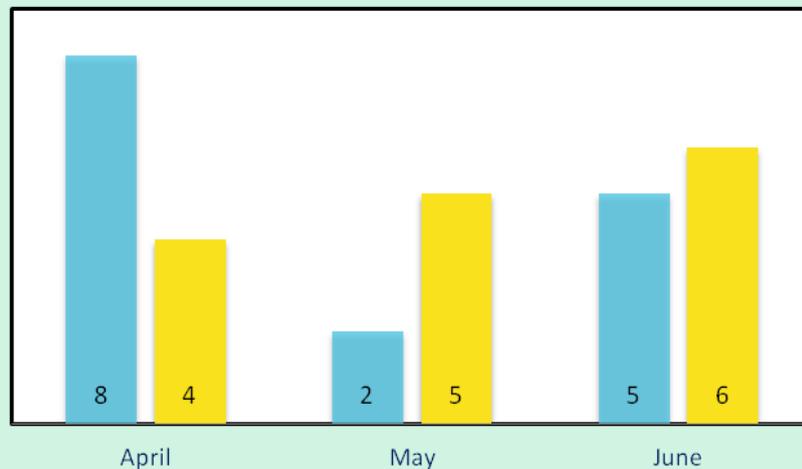


This measurement shows the total number of licenses issued by ACS in the second quarter of FY 2014. This includes licenses purchased at ACS, online, as well as any offsite licensing events. The department's YTD actual for FY 2014 is 17,171, which is 14.5% (2,180) higher than the YTD target of 14,991 licenses.

Aggressive/Dangerous Dog Designations

This measurement provides the total number of animals designated as aggressive, dangerous, or are part of a serious bodily injury case.

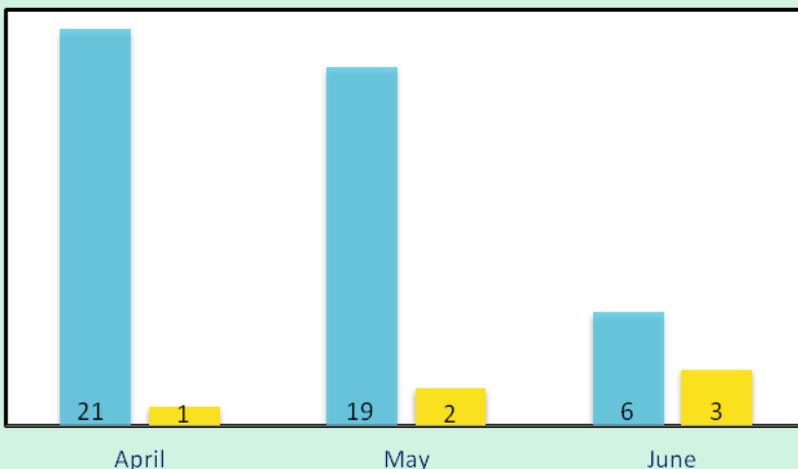
*This measurement does not include investigations, but rather actual designations only. There are no targets established. This measurement is for information purposes only.



Cruelty Cases

This measurement provides the total number of cases of animal cruelty against an offender filed with the Bexar County District Attorney's Office. The decrease in number of cases filed is attributed to vacancies within the Cruelty Investigations team as 2 Cruelty Specialists were promoted to Field Supervisors. The team is now fully staff and expects that as the 2 new Investigators become trained, that the number of cases filed will increase.

*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.



— FY 2013 Actual — FY 2014 Actual - - - FY 2014 Target

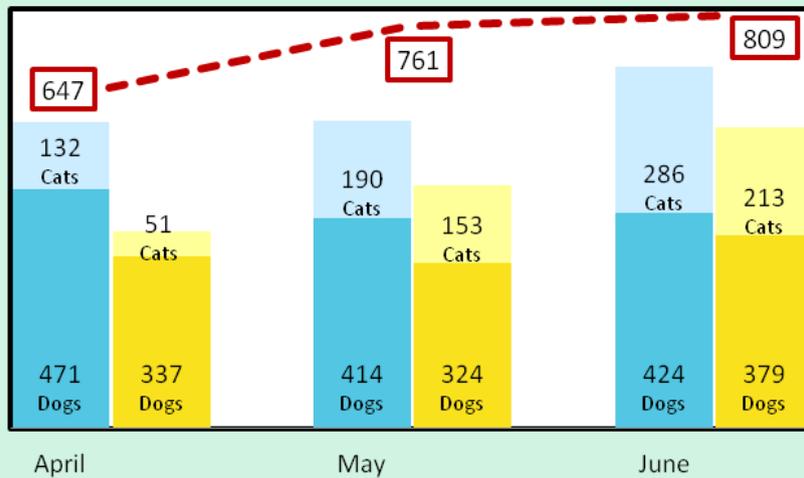
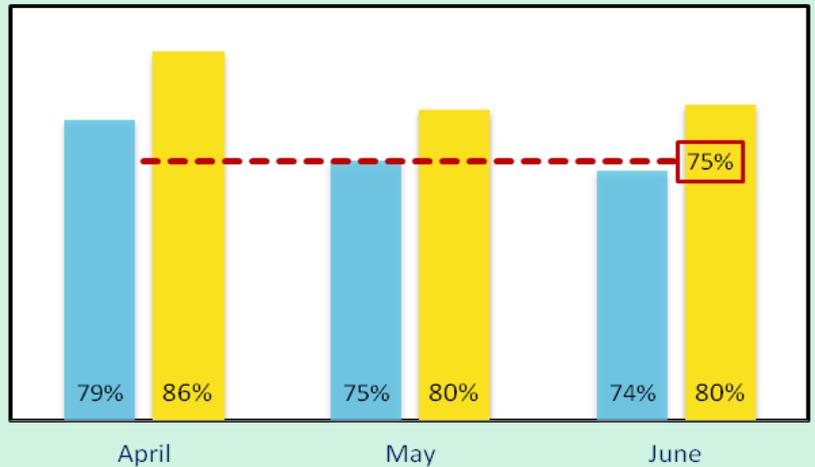


LIVE RELEASE INDICATORS

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 2013, ACS achieved a 77% 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 81% average Live Release rate. In the third quarter, 1,457 pets went to their forever homes, and 4,172 pets were transferred to our Rescue partners.

Live Release Rate

This measurement compares the FY 2014 Live Release rate to the FY 2013 actual and FY 2014 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 81.75%, which is 4.58% higher than the FY 2013 YTD Live Release rate of 77.17%.

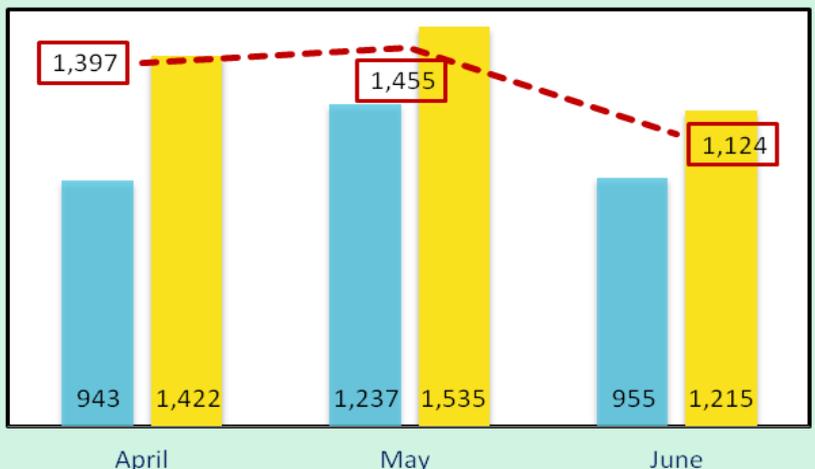


Adoptions

This measurement lists the total number of pets adopted at ACS (including any satellite or offsite locations) during the third quarter of FY 2014. The department's YTD actual is 4,537, which is 19.7% (1,113) lower than FY 2013 YTD of 5,650 adoptions. The decrease in adoptions can be attributed to an increase in both the number of pets transferred to our rescue groups and pets returned to their owners as well as a decrease in pet intake as our "inventory" of adoptable pets has decreased.

Rescues

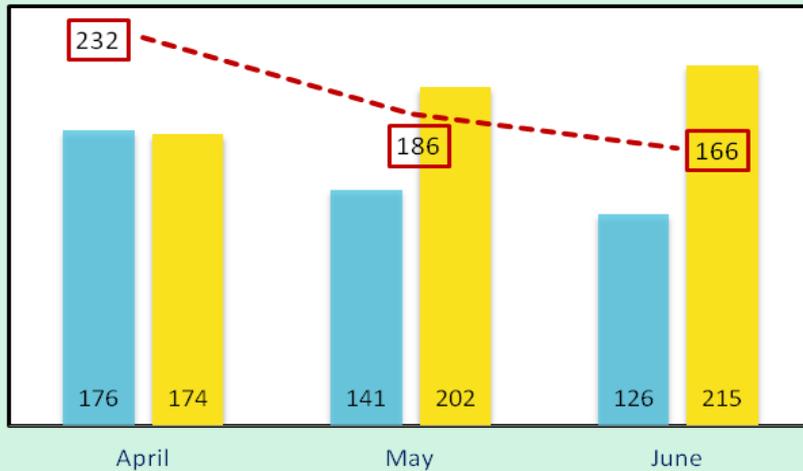
This measurement lists the total number of pets transferred to approved ACS rescue partners in the third quarter. Approved ACS rescue partners are organizations who assist in finding new homes for pets from ACS. The department's FY 14 YTD actual is 10,111, which is 16.2% (1,412) higher than the FY 2013 YTD actual of 8,699 rescued pets. In conjunction with the Spring & Summer puppy/kitten season, the department expects to meet the FY 2014 target of rescued pets.



■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target



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, 591 pets were returned to their owner (RTO) and 179 cats were placed in the Trap-Neuter-Return (TNR) program. 418 pets entered into the ACS Foster Program, alleviating shelter capacity and allowing ACS to humanely care for more pets.

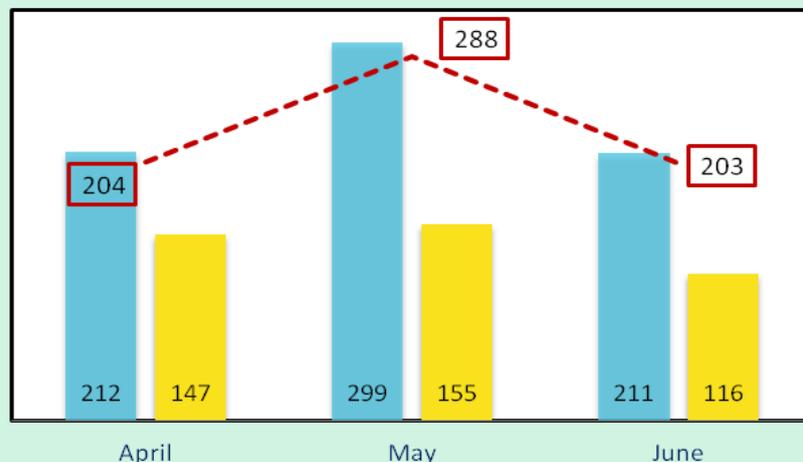
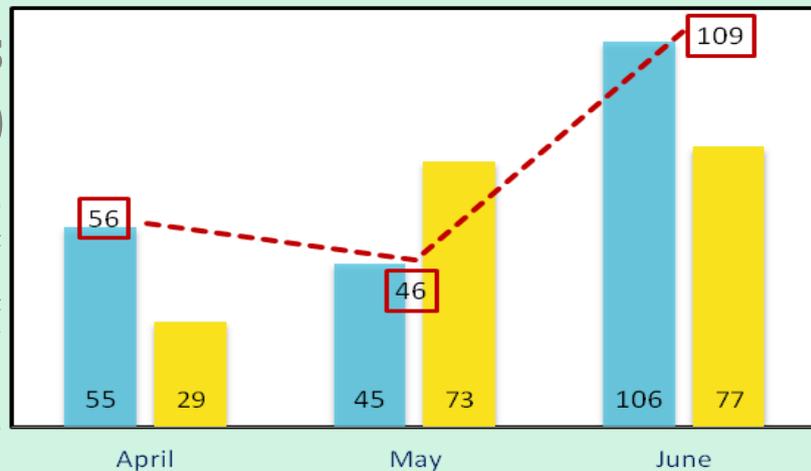


Return-to-Owner's (RTO's)

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 14 is 1,903 RTO's, which is 21.4% (335) more than the FY 2013 YTD actual of 1,568 RTO's. The department's RTO rate has increased from 6% of total live outcomes in FY 2012 to just over 11% of total live outcomes in FY 2014 YTD.

Trap-Neuter-Return's (TNR's)

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 601 TNR's, which is 27% (223) less than the YTD target of 824 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 YTD is just over 98%, a remarkable achievement.



Fosters

This measurement compares the total number of pets entering into the ACS Foster Program. The department's YTD actual is 1,120, which is 21.8% (313) less than the YTD target of 1,433 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.

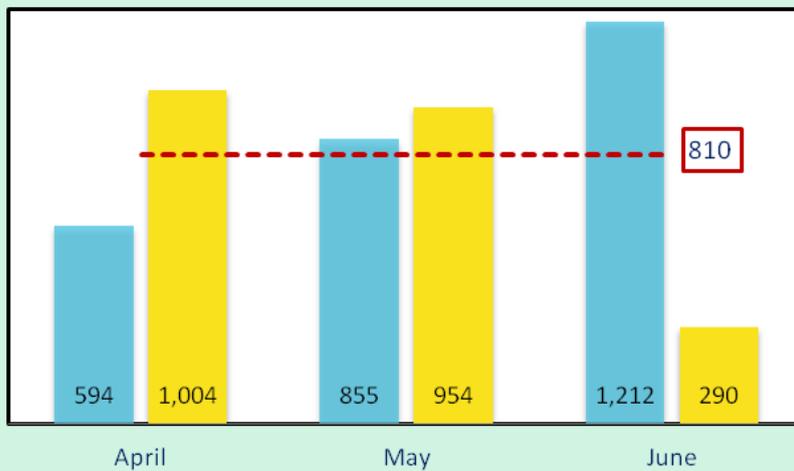
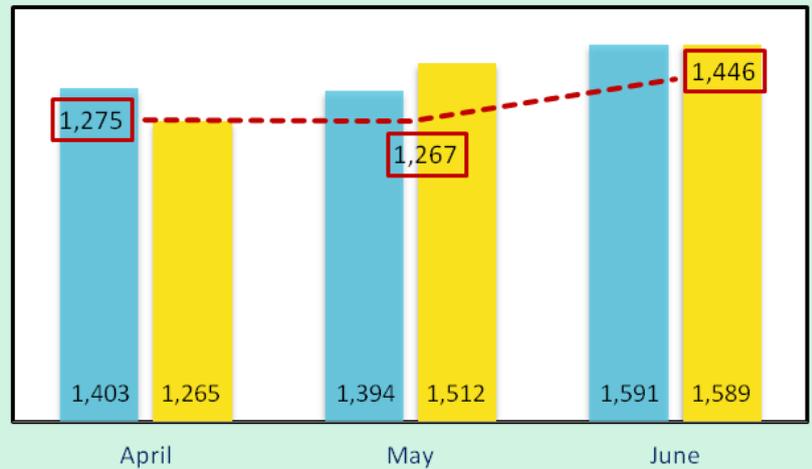


CONTROL INDICATORS

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 third quarter of FY 2014 to the same time period of FY 2013. The department's YTD actual for FY 2014 is 12,023, which is 6.5% (730) more than the YTD target of 11,293 surgeries.



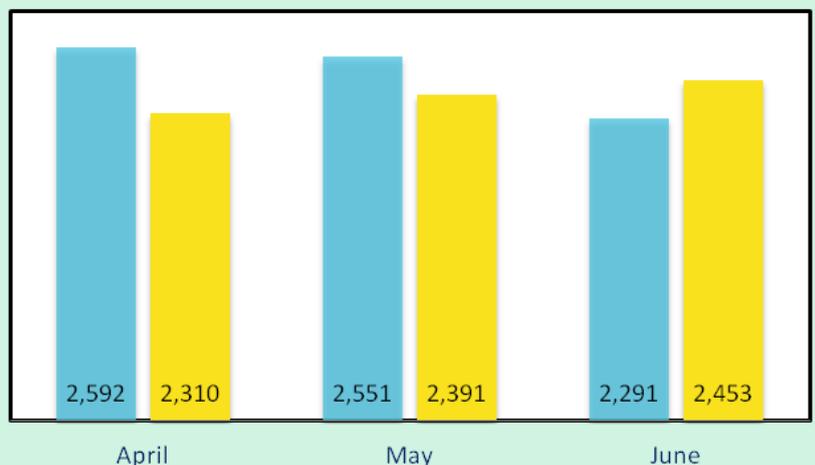
Surgeries (Partners)

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 19 targeted zip codes. The YTD actual is 9,197, which is 37% (2,496) more than the YTD target of 6,701 surgeries.

Through the end of June, nearly 95% of total funding for the Fiscal Year has been utilized. The department is 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.



*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.

■ FY 2013 Actual ■ FY 2014 Actual - - - FY 2014 Target

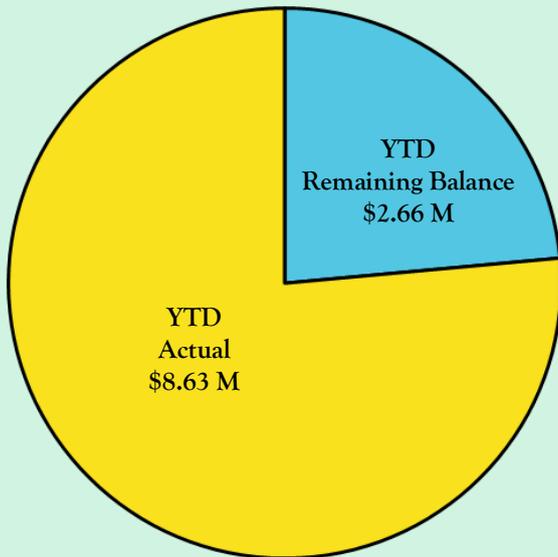
FISCAL REPORT



In FY 2014, the ACS Annual Budget totals \$11.26 million, an increase of \$350,000 from the FY 2013 Adopted Budget. The City's Office of Management and Budget requested an additional \$30,000 from City Council to allow ACS to continue performing great work while maintaining our Live Release rate well above what the department was budgeted for (75%).

The FY 2014 YTD actuals show the department slightly over budget. From October through June, ACS has spent \$8.628 million which is \$155,000 more than the department's planned amount (\$8.473 M). The department continues to identify a variety of cost-saving measures and expects to end the year on target.

FY 2014 Budget Summary



FY 2014 ACS Adjusted Budget: \$11.29M

FY 2013 Actual

FY 2014 Actual

Volunteer Spotlight

Crystal Jarret has been volunteering at ACS since July 2013. She comes every week (sometimes twice a week) to take quality pictures of both the dogs and cats in our care. We then post these pictures on our Facebook page for additional marketing. Crystal's pictures really help highlight the pets in a beautiful and professional light, that very often results in finding them a foster home, and even better, a furever home. Crystal and her daughters Kelcey and Alana have also fostered several dogs for ACS, including a mom and her litter of puppies. They are great about caring for them and marketing their fosters until they find great homes. Crystal admits that she doesn't have a lot of spare time, but she knows she has a talent for photography and is dedicated to being able to use that talent and a couple hours a week to help the dogs and cats in our care find a fresh start and new homes.

ACS loves our volunteers and we would not be able to carry out our daily tasks - and special projects - without their help. We are always in need of animal lovers who can volunteer their time to bathe, groom, walk and socialize with our furry companions. However, there are many other ways to help as well: photography, groundwork, administrative work, off-site events, laundry, greeting, and much, much more.

Stop by our Volunteer Coordinator's Office in the Annex Building, click on the Volunteering tab on the ACS website, call, (210) 207-6644, or email Jeanne.Saadi@sanantonio.gov for more information.





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

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