



ACS Fiscal Year 2018 First Quarter Report



ACS staff commemorating live release pet placement for December 2017 with 300 foot chain.

Inside this issue:

Chair's Corner & FY 2018 Action Plan Timeline	2
Transport Partner Search Chapter 5 Education	3
Facebook Pet Q&A	3
Field Microchipping Program District 1 Officer: Adan Perez	4
Statistical Analysis	5
Making a Difference	11

The Director's Desk

Over the past 6 ½ years, I have had the amazing privilege to work with San Antonio Animal Care Services and the many San Antonio animal advocates in our community. While I know that there is still much work to do, it is good to take a moment and reflect on how ACS has worked with the community to improve animal welfare in San Antonio.

For example, in 2011, ACS found placement for less than 32% of the pets impounded in our shelter. In addition, no funding was allocated for education or preventative animal services. Today, ACS is averaging a 92% Live Release rate, participating in over 400 education events, and providing over \$1,000,000 in free preventative services that help pet owners care for their companion animals (such as spay/neuters, microchips, rabies vaccinations, dog houses, and fence repairs to name a few).



ACS Director

Heber Lefgren

ACS continues to work with the hundreds of amazing rescue partners and networkers to maintain its 90%+ Live Release rate and although the shelter is experiencing a slight decline in the total number of pets impounded at our facility; it can be connected to the County no longer bringing pets in from outside the City's jurisdiction.

In addition to handling the day-to-day operations that keep our staff busy, attention is also focused on tasks identified in the FY 2018 Action plan. While greater details of this plan are provided in this report, I am pleased to announce the key expansion of the District Officer program into District 1 is complete and that all district officers now perform microchipping services in the field.

I will be forever grateful for the hundreds of individuals who, on their own time, work tirelessly day in and day out to help the city successfully find placement for the thousands of pets that they help rescue. THANK YOU!!!!



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

“The time you spend at ACS will make a difference”

Chair’s Corner

A new year is upon us and that brings opportunity for change. Over the last several years Animal Care Services has made great strides improving the quality of care and protection to the pets of San Antonio. These efforts are magnified by community involvement from citizens who share the same love for animals. Fostering is lifesaving and has an immediate impact on space challenges that staff face every day. When you embrace a pet by providing a loving, temporary home you also save the life of the one who will take their place. Whether you want to walk a dog who is overwhelmed in the kennels, volunteer in the clinic or lend a hand organizing donations to the Pet Pantry, the time you spend at ACS will make a difference. I encourage individuals, families, companies and social groups to become involved in improving our shelter by providing a helping hand and an extra hug for our animals along the way.

FY 2018 Action Plan Timeline

The ACS primary goals for FY 2018 are to increase transparency, improve communication with the public, improve customer service, increase staff training, and diversify the ACS Live Release portfolio. To accomplish these goals, ACS has added new programs in the first quarter of FY 2018 such as the Field Microchipping Pilot Program and Facebook Pet Q&A sessions. Additionally, community meetings and surveys supported the revisions to the Chapter 5 Laws, which are now in full effect. New educational materials have been created to assist with educating the community with the revisions. As presented to the ACS Advisory Board at the beginning of this year, the following chart provides a summary of the FY 2018 Action Plan.



FY 2018 Action Plan Update

Transport Partner Search



ACS is actively searching for a rescue partner that has experience in transporting pets across different states. Not all cities have a high stray and roaming animal population from which they can readily adopt from. This program will transport pets to a location with resources and to find live placement after transport. The transport of cats and dogs to areas that are in great need of pets will increase the ability for owners to adopt instead of shop for a furry friend. This additional avenue to transfer pets via transport will increase the total amount of animals we can provide for each year. Potential locations have been identified and we are currently working with local rescue groups to assist with this program. More information about this program will be provided as these partnerships solidify. It is our ambition to have an update on the potential transport partner by the end of the 2nd Quarter of FY 2018.

Chapter 5 Law Revisions and Educating the Community

Over the course of the last fiscal year ACS held 15 community input meetings and received over 5,000 surveys filled with feedback on Chapter 5 revisions. The revisions of Chapter 5 to the city code were approved unanimously by City Council in October of 2017. Now that the revisions to Chapter 5 have been approved it is time to educate the community and make sure we all provide proper care to our pets. The Education and Outreach Division has created information cards in both English and Spanish to educate citizens. Additionally, our Animal Care Officers have been equipped with the same information to discuss with residents that they interact with each day. In addition, marketing resources are being used to educate the residents in the targeted zip codes. This includes the use of T.V., radio, billboards, internet, social media, and advertising along bus routes.

Facebook Pet Q&A

The Facebook Pet Q&A weekly broadcast is one of our latest education projects. Each week the Education and Outreach Division and a member from a guest division will appear on the live session to teach and answer questions. In the first three broadcasts, there have been lessons on overall pet care, obedience training, and pet training to accomplish tasks. Tune in live weekly and comment to have your questions heard and answered by experienced staff members. Future installments will provide education from areas beyond pet training that will include but are not limited to members of ACS Clinic, ACS Field, and ACS Shelter staff. All episodes will be saved on the Animal Care Services Facebook page for your convenience. Visit our Facebook page for information on upcoming episodes. [ACS Facebook](#).



Field Microchipping Program

Since the summer of 2015, San Antonio pet owners have been required by law to have their pets microchipped. ACS regularly provides free microchip services to San Antonio residents during normal business hours every day of the week. A microchip is the best plan for a lost pet impounded by a shelter or found by a good Samaritan to be returned to its owner. In preparation to begin this new pilot program, Animal Care District Officers have been trained to microchip pets in the field. ACS would like to return as many owned animals in the field without the need to impound and transport them to the shelter. Our first team of officers has begun field microchipping, and we expect the increase in pets returned to improve current shelter practices.

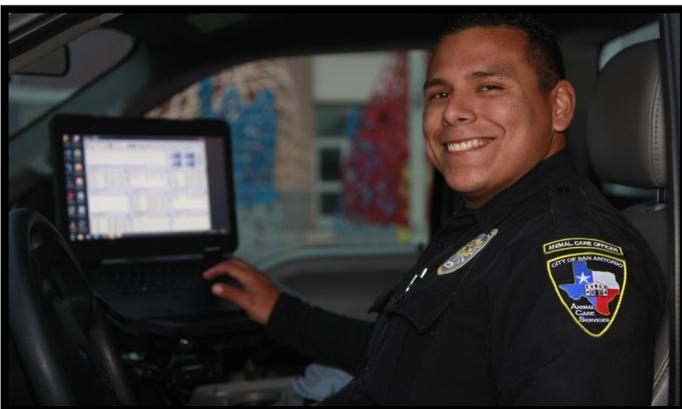


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Expanding Feral Cat Spay & Neuter Surgeries

ACS performs hundreds of spay and neuter surgeries each month to assist with the population control of feral cats. Thankfully this is not a venture which we forgone alone. As part of our FY 2018 Budget, both Animal Defense League and San Antonio Humane Society have assisted ACS by providing free spay and neuter surgeries for cats in the city approved zip codes. Thanks to this support, we will be able to greatly improve our ability to control feral cat populations. If citizens are interested they can participate by supporting the ACS Community Cat Program. For more information supporting our community cat program or to learn more about feral cat colonies visit our website.

District 1 Officer: Adan Perez



ACS has selected Adan Perez to serve as the City Council District 1 dedicated Animal Care Officer. Adan began serving District 1 in late December 2017 and will work closely with its residents on preventing animal related issues. ACS anticipates Adan will impound 720 additional pets, return 168 pets to their owners, and issue 240 additional citations in District 1. The District Officer program has increased visibility by enabling our District Officers to attend neighborhood meetings, participate in block walking events, and attend Homeowner Association meetings to provide proactive services to the community.



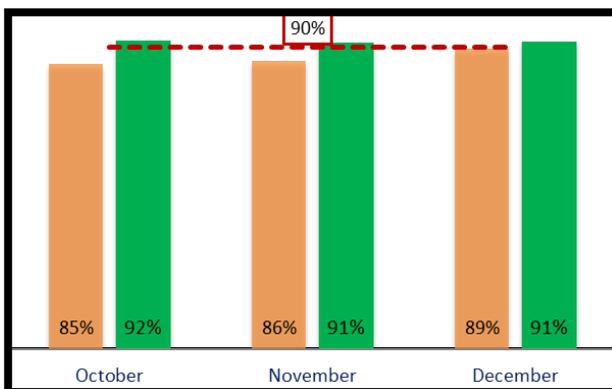
Increase the Live Release Rate Statistics

Animal Care Services' (ACS) strategic priority to increase its "Live Release" rate is the culmination of all divisions working in support of one another. 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, which was the highest in the department's 60-year history. Just a short four years later and ACS is boasting a 91.6% Live Release rate during the first quarter of FY 2018. While there are some metrics that are scaled lower than last year's first quarter this year we are on target to find live placement for a higher percentage of pets than ever before.

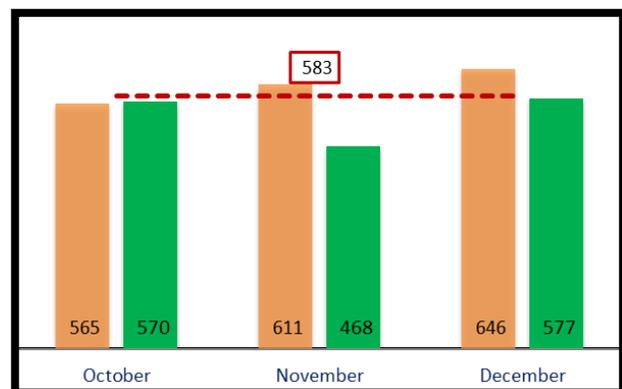
Statistical Analysis

Analysis of the first quarter metrics for FY 2018 will be a comparison of the recent completed months of October 2017, November 2017, and December 2017 and the average of each respective month for the previous three years (FY 2014–FY 2016). FY 2018 targets for each month will be displayed to gauge the actual performance of each metric during the first quarter against the goals for the first quarter of FY 2018.

Live Release Rate



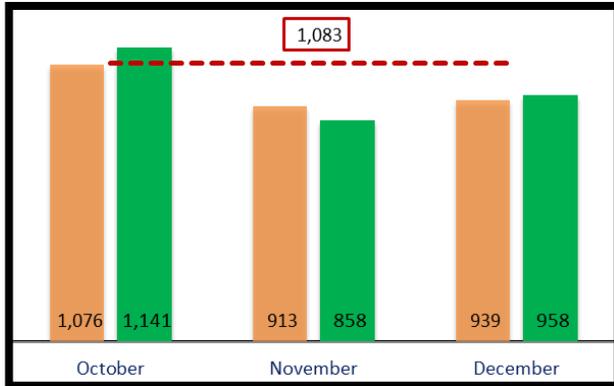
Adoptions



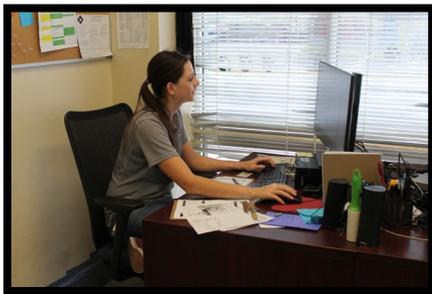
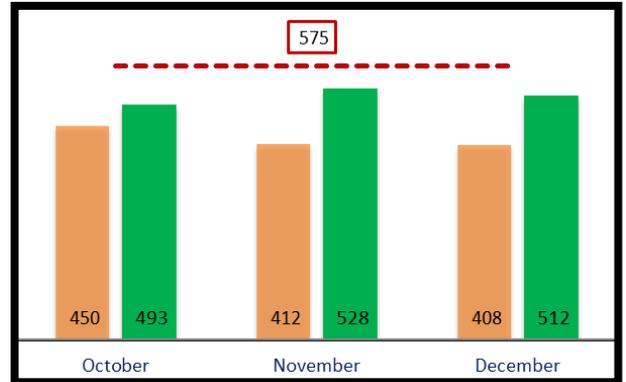
--- FY 2018 Target Prior 3 Year Average FY 2018 Actual

Increase the Live Release Rate

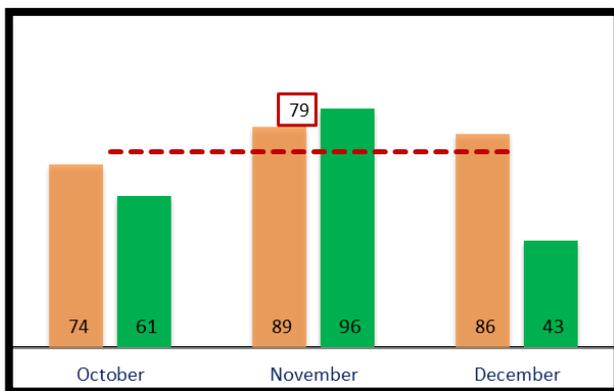
Rescues



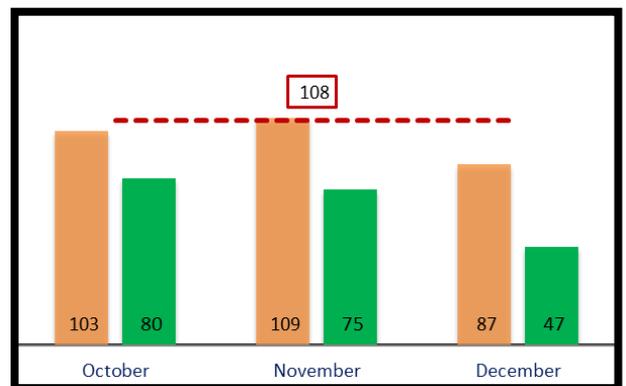
Return To Owner (Overall)



Trap Neuter Release



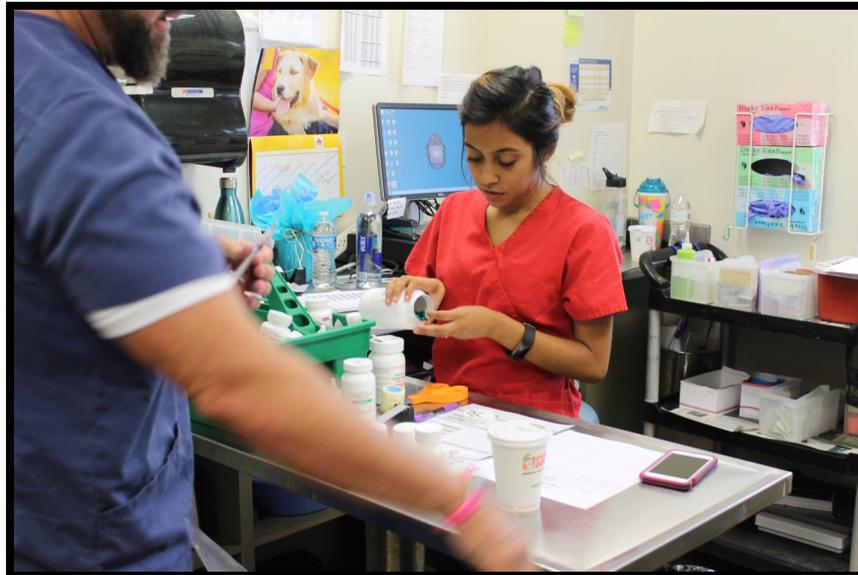
Pets Fostered



Control the Roaming Animal Population

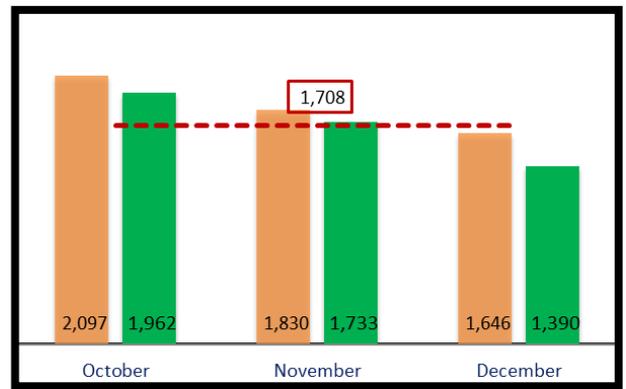
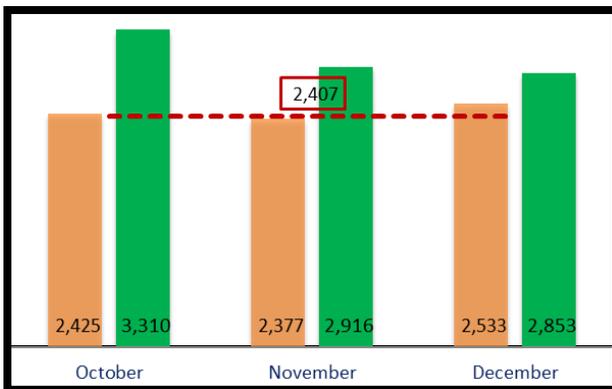
Control the Roaming Animal Population Statistics

Animal Care Services' (ACS) strategic priority to increase control of the animal population is any preemptive effort made against the stray animal population. The spay and neuter surgeries performed by ACS and partners have greatly reduced the number of stray and roaming animals. In addition the metric of dead animal pickup is used as an additional benchmark of how many animals are roaming free. As more pets are being spayed and neutered we expect to continue to see a decrease in dead animal pickup in the foreseeable future.



Total Surgeries

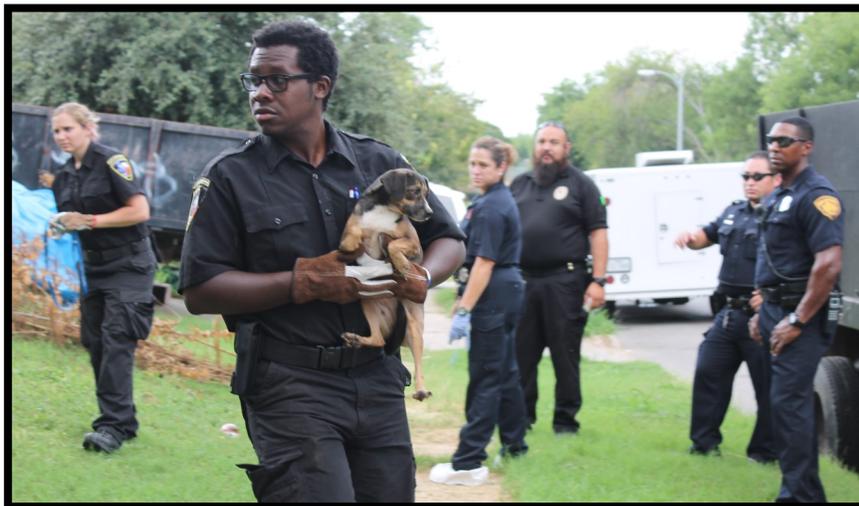
Deceased Dog/Cat Pick-up



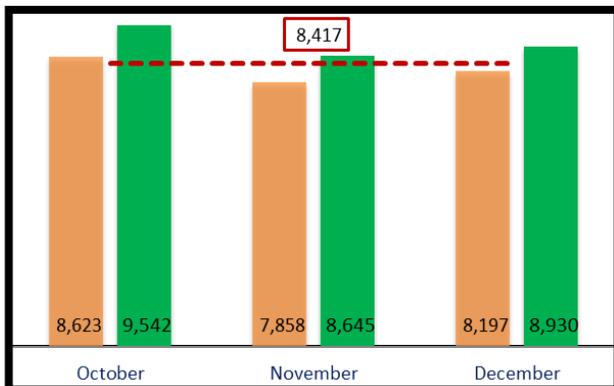
Enhanced Enforcement

Enhanced Enforcement Statistics

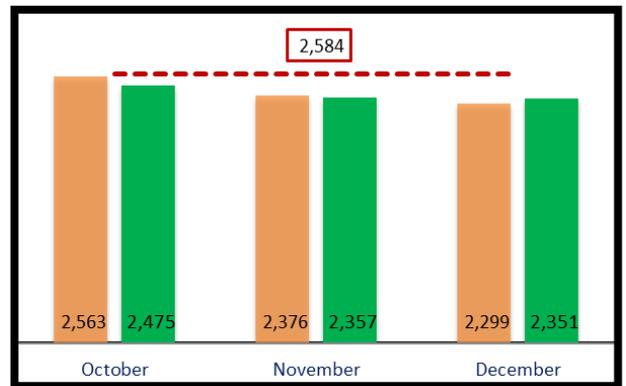
Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the results of our ACS Field Division. Animal Care Officers record their total calls for service, animal impoundment, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. Many of the metrics are related to total impoundment, which has seen a slight decline mostly due to no longer having a contract with Bexar County Animal Control.



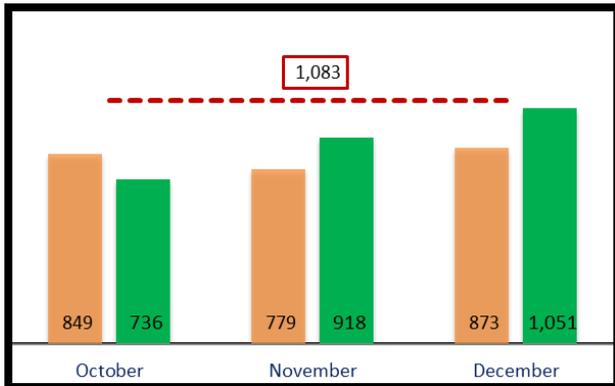
Calls for Service Requests



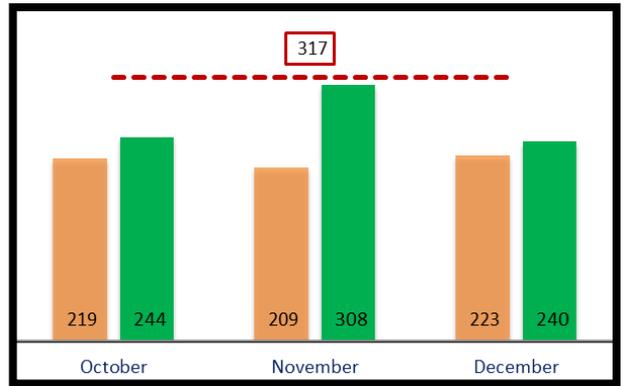
Impoundments



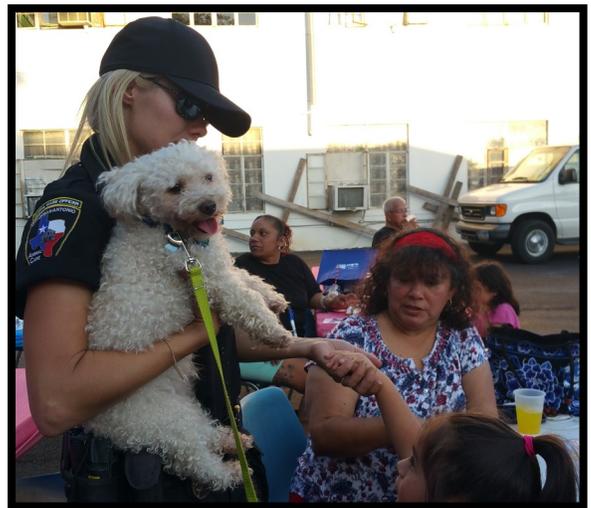
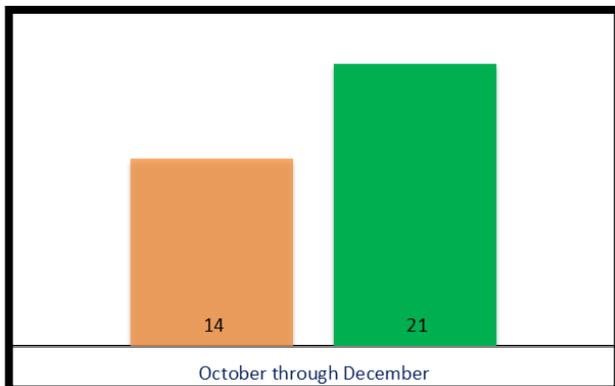
Violations



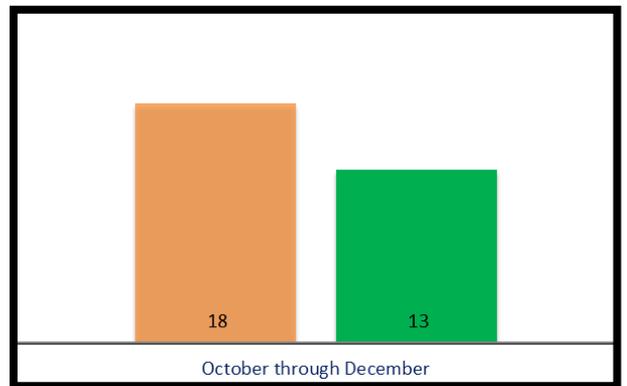
Return to Owner (Field)



Aggressive/Dangerous



Cruelty Cases Filed



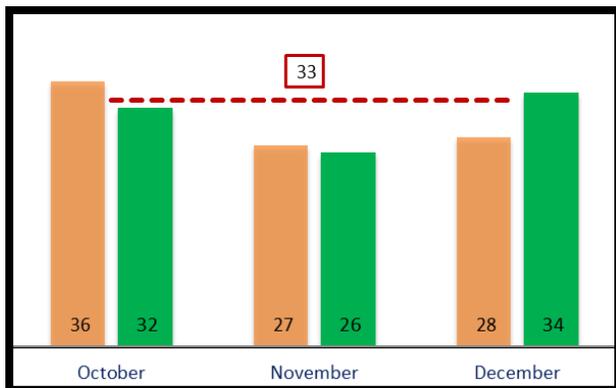
Engage and Educate the Community

Engage and Educate the Community Statistics

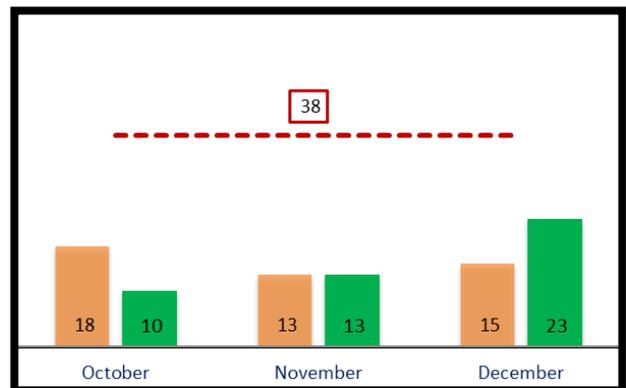
Animal Care Services' (ACS) strategic priority to engage and educate the community is the objective of the Education & Outreach Division. The Education & Outreach Division is committed to educating the community on proper pet care practices, and also provide information to low-cost resource clinics. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. The Education & Outreach Division began in FY 2016 and therefore statistics will be averaged for FY 2016 and FY 2017.



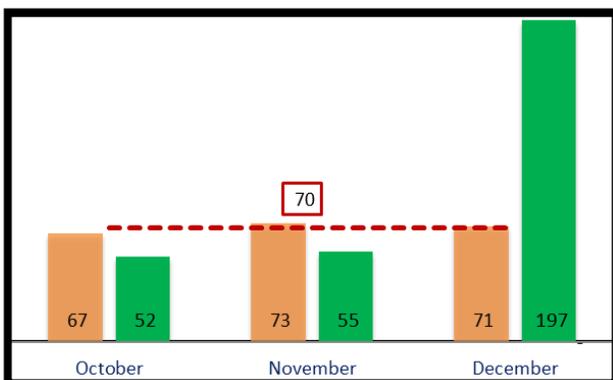
Education Events



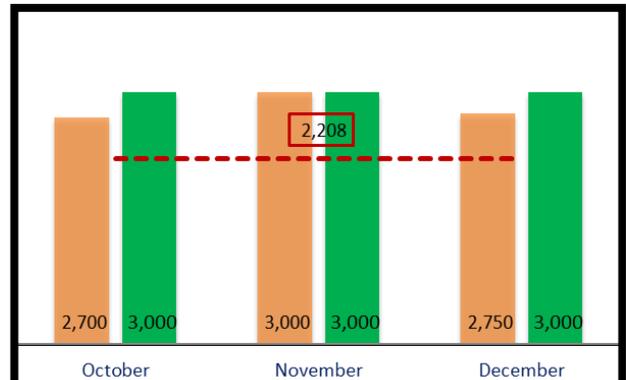
Schools Visited



Media Interactions



CNSI Homes Visited





Our 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.

Animal Care Services

4710 State Highway 151
San Antonio, TX 78227

Main Phone: 210-207-4738
Fax: 210-207-6676

Adoption Center Hours:
Monday - Friday: 11:00 am - 7:00 pm
Saturday/Sunday: 11:00 am - 5:00 pm
(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)
E-mail ACS Intake to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED

Upcoming Events:

Adoption Event at PetSmart! 119 Southwest Loop 410, San Antonio, TX	2/17/18 9am-3pm
ACS Foster Workshop. (ACS Annex Building) 4710 State Highway 151, San Antonio TX	2/17/18 3pm-3:30pm
Low-Cost Dog & Cat Wellness Clinic 4710 State Highway 151, San Antonio TX	2/19/18 2pm-5pm
ACS Advisory Board Meeting 4710 State Highway 151, San Antonio TX	2/21/18 5:45 Start
Low-Cost Dog & Cat Wellness Clinic 4710 State Highway 151, San Antonio TX	2/26/18 2pm-5pm
FREE Microchip Event - Woodlawn Lake 1103 Cincinnati St., 78201	3/2/18 2pm-5pm

Making a Difference

During December 2017, the ACS Foster and Rescue staff created a visible reminder of the difference that ACS makes to the Pets of San Antonio. A paper link was cut for every pet who left to a rescue partner or a foster group produced a massive paper chain. The paper chain measured just over 100 yards long, the length of a football field, and took 18 people to hold it at maximum length. Our Foster and Rescue team relies on assistance from the community of citizen fosters and the support from the other divisions of ACS. Presenting



the united efforts of our community with a beautiful display like the paper chain in the picture above is a reminder that even the smallest contribution can help make a great change.