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AGENDA
Animal Care Services Advisory Board

Wednesday, August 15, 2018

6:30 PM

4710 State Hwy 151

City Staff will be available to meet with citizens for questions at 5:45 PM

A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, AUGUST 15, 2018 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

Call to Order (6:30pm)

Individual Items for Consideration

1. Approval of Minutes for the April 18, 2018 and June 20, 2018 Animal Care Services Advisory Board meetings.
2. Director's Report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, clinic operations and education & outreach. [Heber Lefgren, Director, Animal Care Services]
3. Discussion of the Budget FY 2019 and Action Plan. [Heber Lefgren, Director, Animal Care Services]
4. Election of Animal Care Services Advisory Board Officers. [Michael Shannon, Director, Development Services Department and Mayoral Appointed Advisory Board Member]
5. Report regarding the inspections of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta, ADL Stray Kennels facility located at 11300 Nacogdoches Rd and Brooks Clinic located at 8034 City Base Landing. [Rita Braeutigam, ACS Advisory Board Chair]

Citizens to be Heard

Determination of Next Meeting Date

Adjournment

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

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

Animal Care Advisory Board Members:

Michael Shannon, Mayor's Appointee | Cynthia Cox, Dist. 1 Appointee | Martha Banda, Dist. 2 Appointee | George Garcia, Dist. 3 Appointee | Rita Braeutigam, Chair, Dist. 4 Appointee | Karen Speer, Board Secretary, Dist. 5 Appointee | Kathleen Davis, Dist. 6 Appointee | Valerie Moore, Dist. 7 Appointee | Travis Block, Dist. 8 Appointee | Susan Beldon, Vice Chair, Dist. 9 Appointee | Sallie Scott, Dist. 10 Appointee

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CITY OF SAN ANTONIO
CITY CLERK



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

April 18, 2018, 6:30 p.m.

4710 State Highway 151, Annex Training Rooms 1 & 2

San Antonio, TX 78284

ACS Board Members: Rita Braeutigam-Chair, Susan Beldon-Vice-Chair, Karen Speer-Secretary, Valerie Moore, Sallie Scott², Shannon Espy, George Garcia, Michael Shannon², Kathy Davis, Cynthia Cox² and Travis Block²

Ex-Officio Members: Heber Lefgren, Maria Villagomez and Lori Calzoncit

Staff Liaison: Maria Kieke

I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:34 PM.

II. Approval of Minutes

Valerie Moore motioned to approve the February 21, 2018 Advisory Board meeting minutes seconded by Kathy Davis. Motion passed.

III. Director's Report

Heber Lefgren provided the Animal Care Services Advisory Board with an update on the following topics: Partnership with SAPD for Canine Encounter Course Trainings, Educational Partnership with SAFPE, Field Academy Graduation, National Recognition and Training, ACS Transport Program, Staffing Update and Statistical for February 2018 thru March 2018 performance indicator report. Full report handouts were provided to Board members.

IV. Briefing on the new on-line educational resource library created on the ACS website that contains educational and bite prevention resources for the community.

The Director presented to the Board a presentation pertaining to the educational resources library on the ACS website that provides videos and bite prevention information for the community. These resources are available for everyone to help spread the message of the importance of responsible pet ownership! Full report handouts were provided to Board members.

V. Update on the planned Stray Dog Survey.

The Director presented to the Board an update on the Stray Dog Survey based on the various methods used such as project methodology, survey expectations, and test survey results. Final test results will be revealed in August/September 2018. Full report handouts were provided to Board members.

VI. Report regarding the inspection of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta, ACS Stray Kennels at Animal Defense League facility located at 11300 Nacogdoches Road and Brooks Clinic located at 8034 City Base Landing.

Rita Braeutigam presented the inspection report for the ACS Stray Kennels at Animal Defense League facility. Susan Beldon presented the inspection report for the 151 Main Campus.

VII. Citizens to be heard

1. Ana-Maria Phillips
2. Lynda Ramirez
3. Deanna Lee
4. John Bachman

² Indicates not present at Board Meeting

5. Edith Melendez – gave time to John Bachman
6. Stephanie Torres
7. Angelia Tate
8. Kathy Newman
9. Traci Bell

VIII. Next meeting

The next ACS Advisory Board meeting work session is scheduled for June 20, 2018 at 6:30 p.m.

IX. Adjournment

The meeting adjourned at 8:20 p.m.



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes for Work Session

June 20, 2018, 6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78284

ACS Board Members: Rita Braeutigam-Chair, Susan Beldon-Vice-Chair, Karen Speer-Secretary, Valerie Moore, Sallie Scott, Shannon Espy, George Garcia, Michael Shannon, Kathy Davis, Cynthia Cox and Travis Block²

Ex-Officio Members: Heber Lefgren, Maria Villagomez and Lori Calzoncit²

Staff Liaison: Maria Kieke

I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:40 PM. Board Chair announced citizens to be heard:

1. Wendy Long
2. Irma Vargas
3. Alan Neff
4. Rachel Bauman
5. Linda Romy – gave time to Rachel Bauman
6. Terry Montes
7. Ana-Maria Phillips – gave time to Vicky Steerman
8. Vicky Steerman

II. Discussion on the Animal Care Services Advisory Board roles and responsibilities

The Director presented to the Board an update to the Advisory Board Member Roles and Responsibilities to include policies/procedures at ACS, ACS Board member inspection checklist/facility inspection schedule and Board member liaison assignments. Full report handouts were provided to Board members.

III. Discussion on the City of San Antonio's Fiscal Year 2019 Budget Process

The Director presented to the Board a presentation pertaining to the 2019 Budget Process, Budget Timeline, and ACS FY 2019 proposed budgetary priorities/recommended budgetary direction and improvements for FY 2019. Full report handouts were provided to Board members.

V. Executive Session

ACS Advisory Board Chair, Rita Braeutigam recessed the meeting into Executive Session at 8:20 p.m. to discuss:

- A. Legal Issues pursuant to Texas Government code section 551.071 (Consultation with Attorney);
- B. The Purchase, Exchange, Lease or Value of Real Property pursuant to Texas Government code section 551.072 (Real Property);

VI. Reconvened

ACS Advisory Board Chair, Rita Braeutigam reconvened the meeting at 9:00 p.m. and announced no action was taken in executive session.

VII. Determination of Next Meeting Date

The next ACS Advisory Board meeting is scheduled for August 15, 2018 at 6:30 p.m.

VIII. Adjournment

There being no further discussion meeting adjourned at 9:15 p.m.

² Indicates not present at Board Meeting



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



August 15, 2018

HAPPY TAILS:

As Director of Animal Care Services, I would like to bring attention to our amazing staff and the work they do as evidenced by the complimentary stories from our community that are sometimes overlooked in our daily pursuit of our goals ensure pet safety and responsible pet ownership. I believe that these wonderful stories deserve to be shared and recently, our Adoptions division received a heartwarming email from a San Antonio resident, Angelica Ayala. Below is an excerpt from her email:

“From start to finish, adopting our two pitbull puppies was an effortless endeavor. Walking into the ACS facility, it was so clear to see the love and devotion the staff has for all the animals in their care. The cleanliness and overall upkeep of the kennels showed the commitment the staff has towards them. I had the pleasure of working with Jess Martinez during my adoption process.

She worked diligently in getting our fur babies from their shared kennel at ACS to their forever home with us. We were blessed with not only one pitbull, but two that very same week - a brother and sister. We named them Leo and Luna.

From the moment we looked into their eyes and held them the first time, we knew we were going to make them both a part of our family. Jess moved heaven and earth to make sure that our puppies were taken care of - microchipped, spayed/neutered, and vaccinations - all in three days time. We are so happy to share with ACS that both puppies are doing so well now. Thank you Jess and thank you to all the ACS Staff for everything you do for the animals & citizens of San Antonio.”

Positive stories like these are some of the many reasons I am so proud of our energetic, hardworking and committed staff and partners who pour their hearts into finding forever homes for every pet that enters the ACS shelter. While there is always work to do, I am so proud to be a part of a team who remains positive and committed to providing the highest quality of services to the residents of San Antonio and the pets we are asked to care for.





CHAPTER 5 SHADE ORDINANCE: On August 2nd, City Council unanimously approved a new shade requirement for the Chapter 5 pet ordinance, San Antonio’s collection of animal laws. The new law requires all owned or kept animals have access to shade, whether natural or artificial, at all times when outside. Adequate shade can include trees, shrubs or other foliage as well as created shaded areas like patios, canopies, awnings or pop-up umbrellas. The enhancement will be added to the ordinance’s Standard of Care requirements (section 5-6) which states companion animals must be given comprehensive and humane care. Included in this list is species specific food, access to fresh air, clean water, exercise, veterinary care if needed and shelter (which is defined as three walls, a raised floor, and a roof).

ACS BIG YARD PLAY AREA: On August 22nd, ACS will hold its grand opening of “The Big Yard” play area. The Big Yard is a new training area that will help hundreds of shelter pets become more socialized and increase their chances for placement. The extra-large fenced in space was made possible by the San Antonio Area Foundation and we have been utilizing the play group model created by “Dogs Playing For Life” -a tool that allows dogs to exhibit natural behaviors while also allowing shelter staff to observe their personalities to better place pets. As ACS is able to collect enhanced information on our pets through this program, we can make better placement decisions with adopters, fosters, and rescues.



STRAY DOG SURVEY: With the help of over 40 volunteers, ACS conducted its first ever City-wide survey of stray dogs in San Antonio. The objective of the project is to count the total number of stray and roaming animals in randomly selected areas of the city in order to estimate San Antonio’s stray and roaming dog populations. Overall, 25 driving routes were completed throughout all 10 City Council Districts, driving over a collective 200 miles and counting over 120 roaming/stray dogs.

In addition to estimating the stray and roaming dog population, the data collected will also be analyzed to determine the level of relationships between ACS performance measures such as calls for service requests, bite cases, and the respective observed stray population within the same area. I expect that the stray dog survey analysis will be completed and potentially

presented to the ACS Advisory Board in October.

BEST FRIENDS NATIONAL CONFERENCE: In July, ACS Assistant Director, Shannon Sims provided a 2-hour



joint training session entitled “Enforcement the next Force Multiplier for Live Release” during the Best Friends National Conference in Los Angeles, California. Part of the course focused on how the successful implementation of requiring a pet to have a registered microchip encourages responsible pet ownership, increased ability to reunite family with pets, and help increase the City’s live release rate.

Best Friends introduced the new course geared towards attendees from municipal enforcement agencies and requested ACS as one of the representatives from “two of the most progressive sheltering systems in the country.” The success of the introductory course has already garnered attention from municipal enforcement agencies including Rowan, North Carolina and Greenville, South Carolina who expressed a desire to use ACS as a

template to implement a similar microchip program.

ACS continues to receive numerous inquiries from cities and organizations throughout the nation to visit ACS and gain valuable insight on the program we have created that have allowed us to create a positive balance between finding positive placement for impounded pets and public safety related issues/concerns.

ANIMAL CARE OFFICER ACADEMY: To become a State Certified

Animal Control Officer, the State of Texas only requires an individual to successfully pass a state exam after attending a 12 hour (2 day) training course. However, because ACS is held to a higher standard, we expect more! The ACS Animal Care Officer Academy provides incoming cadets with a comprehensive training course lasting 12 weeks that covers State Law, City Ordinances, officer safety, animal handling and humane care for domestic and exotic species. This 12-week course has two weeks of academic preparation and 10 weeks of operational training with Bites Investigators, Cruelty Investigators, Dangerous Dog Investigators and First Responding Officers. The curriculum concludes with a 12-hour state certified exam, ensuring that City of San Antonio cadets are set up for success and are the best trained Animal Care Officers (ACO) in the state. The second class of 2018 began in July with the following three Cadets:



- ❖ **Erica Paige Wickstrom** is a graduate from J.W. Nixon High School and immediately knew her passion was to assist in the safety and protection of animals. Erica recently left Laredo, Texas to help serve and make a positive impact in the City of San Antonio.
- ❖ **Amanda De La Fuente** is a San Antonio native with two and half years of dog handling experience obtained from working as an Animal Care Technician at the San Antonio Humane Society. Her passion is to build character through resiliency and become an advocate for animals in need while working with the community.
- ❖ **Alexandra Killeen** is a former Veterinary Technician with a passion for animal welfare and decided to trade in her stethoscope to become an Animal Care Officer. Her primary goal is to be a role model for her daughter and the community of San Antonio.
- ❖ **Jenny Huron** comes to ACS with an extensive background in small animal handling in a veterinary/boarding environment. She is certified in National Animal Cruelty Investigations Levels I, II and III. Jenny’s primary goal is to educate the community on responsible pet ownership.

LIVE RELEASE RATE CITY COMPARISON:

ACS is an Open Admission Shelter with the mandate to enforce and address public safety issues. As an Open Admission shelter, ACS does not have the luxury of choosing not to impound a dog simply because we are full to capacity. The decisions that we are required to make are not easy; however we will continue work with the community so that the difficult decisions my staff are required to make on a daily basis can continue to become less common in the future.

Since 2011, ACS has employed various programs allowing ACS to maintain a Live Release rate greater than 90% while despite remaining an open admission shelter that impounds over 31,000 animals annually. Programs created over the last few years continue to have a significant impact on our Live Release rate includes. This includes: Our Community Cat Program where feral cats are neutered and released back to their habitats; providing free microchips to city residents and establishing a microchip ordinance that requires all cats and dogs to have a registered microchip; reducing the mandatory stray wait period for pets with known live placement; working with hundreds of partners around the nation to help us find placement for our pets.

Even though we are an Open Admission shelter and are required to make difficult euthanasia decisions, I am very proud of my staff and the community for how hard they work each day to find positive placement for over 92% of the 31,000 cats and dogs impounded at ACS each year. Despite not being willing to settle and recognizing that there is still work to be done, I consider it a great accomplishment that ACS is maintaining the nationally excepted minimum standard for “No Kill” facilities even though we are an open admission shelter. The table below shows ACS’s Live Release effort compared to other comparable cities.

	City of San Antonio	City of Dallas	City of Austin	City of El Paso	City of Houston
Live Release Rate (CY 2017)	92%	76%	97%	75%	85%
No-Kill Shelter					

STAFFING UPDATE: There are several recent promotions and new hires within the Department that I would like to highlight:

- **Chelsea Arch** has been promoted to Shelter Operations Manager. Chelsea joined the ACS family in 2015 as the Shelter Supervisor where she brought over eight years of animal shelter experience from the San Antonio Humane Society. In January 2017 , Chelsea was asked to work in the Live Release department as the Interim Assistant Manager. This role allowed her to merge the CSR and Intake Teams into one cohesive unit. In April 2018, Chelsea returned to the Shelter division and shared her new found knowledge from Live Release experience with the Animal Care Attendants, Specialists, and Supervisors while applying for the Shelter Operations Manager position that she holds now. I am extremely excited to see her passion for animal welfare cultivate a positive environment and culture at ACS.
- **Christopher Kastl** has joined the ACS as the Adoptions Supervisor in the Live Release division. Chris comes from Colorado comes with an associates degree in Zookeeping/Animal Husbandry and has extensive animal handling experience with big cats, bears, primates, livestock and reptiles. Chris brings over five years of experience working in animal shelters across Colorado. The ACS family welcomes his insight and anticipates he will make a great impact to the Live Release division.

- **Kimberly Russo** has been promoted as the first Lead Live Release Coordinator in the Live Release division. Kim has been with ACS for five years and brings over seven years of animal care experience to the ACS family. Kim has shown to be a great team member and I look forward to her continual growth and professional development at ACS.

UPCOMING EVENTS: The following are some of the many upcoming events at ACS:

SEPTEMBER

- Comprehensive Neighborhood Sweeps Initiative: September's efforts will be in District 3. These events will be held at Southside Lions Community Center at 3100 Hiawatha.
 - September 7: Free Microchip Clinic from 2:00 PM to 5:00 PM.
 - September 15: Blockwalking efforts from 8:00 AM to noon.
 - September 25: Rabies/Microchip Clinic from 2:00 PM to 5:00 PM.
- Meet the Director: September 19 from 5:00 PM to 6:00 PM. During each off month of the ACS Advisory Board Meeting, the ACS Director will hold an informal forum to "Meet the Director" with an opportunity to have respectful, open discussion about ACS. This event is an opportunity for citizens to provide input and feedback to the Department Director.



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



JUNE 2018 - JULY 2018

ENHANCED ENFORCEMENT

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	June Total	July Total
Call-for-Service Requests (Overall)	98,092	101,000	81,317	83,728	91,372	9,028	9,402
<i>Citizen-Initiated</i>	68,522	69,000	56,823	57,221	64,455	6,418	6,424
<i>ACS-Initiated</i>	29,570	32,000	24,494	26,507	26,917	2,610	2,978
Impoundments (Overall)	30,129	31,000	25,351	25,882	25,776	2,719	2,775
<i>Dogs</i>	24,083	24,547	20,328	20,559	21,161	2,185	2,264
<i>Cats</i>	6,046	6,453	5,023	5,323	4,615	534	511
Return-to-Owners (Field)	3,588	3,800	2,857	3,026	3,157	316	369
Citations/Warnings Issued	11,184	13,000	9,602	11,161	11,549	1,128	1,457
Aggr./Dang. Dog Designations	57		41		75		
Serious Bodily Injury Cases	7		6		6		
Cruelty Cases Filed	81		58		48		

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	June Total	July Total
Spay & Neuter Surgeries (Total)	41,857	43,455	34,680	29,934	31,104	3,811	1,694
<i>ACS</i>	14,052	13,000	11,777	10,897	10,548	1,335	1,232
<i>Community Cat Program</i>	4,865	4,000	3,988	3,270	3,736	499	462
<i>Partners*</i>	22,940	26,455	18,915	15,767	16,820	1,361	Pending
Microchips Registered	22,182	22,000	18,746	18,592	16,230	1,997	1,916
<i>Free 5K</i>	7,865	7,400	6,927	6,517	5,616	530	542
Deceased Dog/Cat Pick-Up	20,666		17,473		14,593	1,767	Pending

INCREASED LIVE RELEASE

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	June Total	July Total
Live Release Rate	91%	90%	90.8%	89.3%	91.6%	89.1%	90.6%
Adoptions	7,061	7,000	5,866	5,815	5,828	687	732
Rescues	12,688	13,000	10,444	10,701	10,317	1,022	976
Return-to-Owners (Overall)	6,918	6,900	5,676	5,661	6,019	580	582
Trap-Neuter>Returns	973	950	753	735	663	124	49
Pets Fostered	1,260	1,300	1,058	1,092	885	130	103
Volunteer Hours	15,700	17,000	13,759	12,495	7,318	1,113	Pending

ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	June Total	July Total
Education & Outreach Events	322	400	277	344	376	41	37
Media Interactions	853	830	592	576	1,225	76	67
FY 2017 Budget	\$13.93M	\$14.7M					

**This statistic represents surgeries performed by the five contracted rescue partners that provide free surgeries for residents in targeted zip codes and surgeries performed at the City owned facilities (Brooks Clinic operated by San Antonio Humane Society and Brackenridge Clinic operated by Pet Shotz). The surgeries associated with the City owned facilities are reported quarterly.*

