

# City of San Antonio



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CITY CLERK  
18 DEC 14 PM 3:14

## AGENDA Animal Care Services Advisory Board

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Wednesday, December 19, 2018

6:30 PM

4710 State Hwy 151

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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, DECEMBER 19, 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 October 24, 2018 Animal Care Services Advisory Board Meeting.
2. Director's Report regarding Animal Care Services performance measures pertaining to field, live release, shelter, clinic operations, education and outreach. [Heber Lefgren, Director, Animal Care Services]
3. Briefing regarding how ACS responds to calls for service request submitted through the City of San Antonio's 311 Call Center. [Heber Lefgren, Director, Animal Care Services]
4. Briefing on the updated Asilomar Report. [Heber Lefgren, Director, Animal Care Services]
5. Report regarding the inspections of the Animal Care Services facility located at 4710 State Hwy 151, the Brackenridge facility located at 210 Tuleta, the ADL facility located at 11300 Nacogdoches Rd and the 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 above 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 | Kathy Davis, Dist. 6 Appointee | Valerie Moore, Dist. 7 Appointee | Vacant, Dist. 8 Appointee | Susan Beldon, Vice Chair, Dist. 9 Appointee | Sallie Scott, Dist. 10 Appointee

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# ANIMAL CARE SERVICES ADVISORY BOARD

## Meeting Minutes

October 17, 2018, 6:30 p.m.  
4710 State Highway 151, Annex Training Rooms 1 & 2  
San Antonio, TX 78284

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**ACS Board Members:** Rita Braeutigam-Chair, Susan Beldon-Vice-Chair<sup>2</sup>, Karen Speer-Secretary, Valerie Moore, Sallie Scott, Martha Banda, George Garcia, Michael Shannon<sup>2</sup>, Kathy Davis, Cynthia Cox

**Ex-Officio Members:** Heber Lefgren, Maria Villagomez and Lori Calzoncit<sup>2</sup>

**Staff Liaison:** Maria Kieke

### **I. Call to order**

Rita Braeutigam, Board Chair, convened the meeting at 6:37 PM.

### **II. Approval of Minutes for the August 15, 2018 Animal Care Services Advisory Board meeting**

Cynthia Cox motioned to approve the August 15, 2018 Advisory Board meeting minutes seconded by Val Moore. Motion passed.

### **III. Director's Report**

Heber Lefgren provided the Animal Care Services Advisory Board with an update on the following topics: A Happy Tails story about a dog named Oatmeal, Adoption Events such as (clear the shelter & name your own price), Snake Confiscation, Animal Care Officer Academy, Staffing Update, Upcoming Events and Statistical for August 2018 thru September 2018 performance indicator report. Full report handouts were provided to Board members.

### **IV. Discussion of the Spay/Neuter Strategies for Fiscal Year 2019**

The Director presented to the Board a presentation about the ACS Spay and Neuter Program. He discussed the various strategic priorities, spay/neuter objectives, 2011-2018 spay/neuter efforts, spay/neuter program assessment comparison with cities such as El Paso, Dallas, Houston and Austin. He also discussed the FY 2019 spay/neuter strategies; spay/neuter voucher program and a tentative timeline for implementation of the strategic plan. Full report handouts were provided to Board members.

### **V. Discussion regarding responding to animal neglect/cruelty service requests**

The Director presented to the Board a presentation pertaining to animal neglect and cruelty. He discussed the neglect and cruelty process in great detail by providing process flowcharts for each one. He also discussed key terminology, desired outcomes based on city code and state law.

### **VI. 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 presented the October 2018 inspection report for the ADL Stray Kennels facility. Cynthia Cox presented the October 2018 inspection report for the Brackenridge facility and Petco Spay Neuter Clinic. Sallie Scott presented the October 2018 inspection report for the Brooks Facility.

### **VII. Citizens to be heard**

1. Vicky Steerman
2. Jessica Flores
3. Jan Managbanag

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<sup>2</sup> Indicates not present at Board Meeting

4. Michelle Womack – gave time to Jan Managbanag
5. Richard Alrich
6. Tatyana Garcia

**VIII. Determination of Next Meeting Date**

The next ACS Advisory Board meeting is scheduled for December 19, 2018 at 6:30 p.m.

**IX. Adjournment**

There being no further discussion meeting adjourned at 9:06 p.m.

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

December 19, 2018

HAPPY TAILS – EVE

Each division of Animal Care Services (ACS) fulfills a unique role in assisting the lives of San Antonio pets. The collaborative efforts across multiple divisions create special moments that are among the most rewarding experiences anyone could ever ask for. ACS recently received a “Happy Tail” from a resident about an update on Eve (Left Dog) who now lives with her new brother Kylo (Right Dog) who is also an ACS Alumni. Below is Eve's story detailing how ACS assisted her to find her fur-ever home, and how a house filled with love transformed her life for the better.



On September 7, 2018, ACS responded to a call about a resident that had allegedly stolen a dog from ACS. ACS Animal Care Officers found the stolen dog and Eve with her six two-month-old puppies. Eve and her puppies were in terrible condition and were covered in ticks and fleas. All of the dogs were immediately impounded and safely transported to ACS.

Eve and her puppies received medical attention for hair loss, malnourishment, and parasites. After several days, Eve's puppies were welcomed by our rescue partner Cressie Animal Refuge and Enrichment (CARE) so that they could find loving families of their own. Although Eve came into ACS fearful, after some much needed tender love and care from shelter staff Eve showed that she was accepting and playful. It only took one walk with her new family to show them that Eve was the right dog for them. Eve's story is one of many that ACS encounters every day. As we continue into the colder months of winter, it is always wonderful to have a Happy Tail such as Eve's to warm our hearts. Please enjoy this holiday season with your pets and remind others to bring their pets indoors during the cold winter nights.

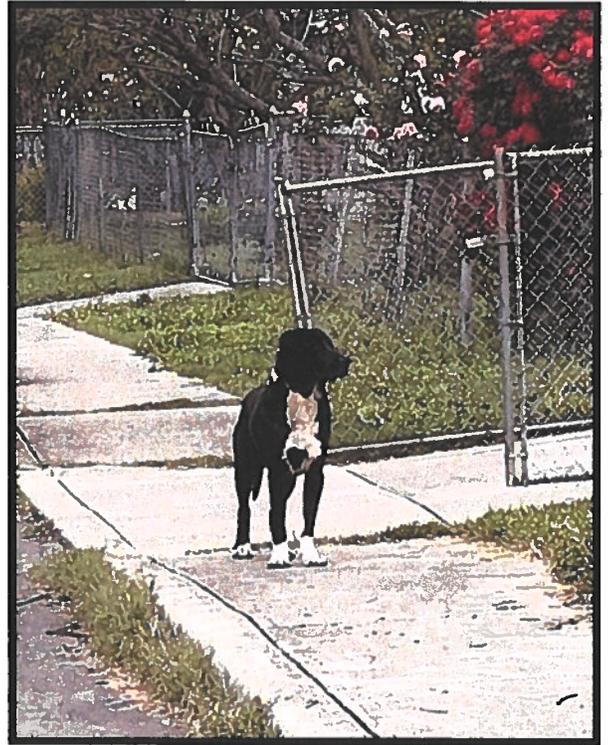
**PET PANTRY PARTNERSHIP:** To better serve San Antonio pets, Animal Care Services is announcing an exciting



new community partnership with DaisyCares. DaisyCares is a not-for-profit organization which was founded with the mission to provide pet food, urgent or emergency funds for veterinary care, and reduce animal abuse through pet education and awareness. DaisyCares is a large organization that partners with the San Antonio Food Bank, allowing them to have access to more than 60 pet pantries throughout Bexar County. ACS will transfer the entirety of our Pet Pantry food stores to DaisyCares for distribution to their pantries Wednesday, December 19th after which their locations throughout San Antonio will oversee the pet food assistance program. ACS will continue to accept donations, and scheduled deliveries from ACS to the San

Antonio Food Bank will be maintained so that DaisyCares can continue to help San Antonio pets and residents. We are thankful for our partnership with DaisyCares and their capacity to assist more households than ACS ever could on their own.

**STRAY DOG SURVEY UPDATE:** The Fiscal Year 2018 Stray and Roaming Dog Survey was completed with the assistance of ACS Advisory Board Members, local volunteers, and ACS staff. After a thorough review of the methodology used by other cities and those recommended by WSPA (World Society for the Protection of Animals), ACS determined the best course of action would be to take a physical count of stray and roaming dogs within random areas of the city, forming a representative sample of the total city population. The Fiscal Year 2018 Stray and Roaming Dog Survey is the first of its kind for San Antonio. The findings from the Fiscal Year 2018 Stray and Roaming Dog Survey will be used to 1) gain an understanding of the total number of stray/roaming dogs in San Antonio. 2) identify how much of the issue is associated with stray dogs vs. improper owner responsibility; and 3) identify other metrics that can be more easily used to estimate stray/roaming dog population. The data has provided ACS with a 95% confidence interval to support the notion that approximately 88.5% of all free of restraint dogs in San Antonio are roaming owned dogs. A full detailed report with methodology, findings, and data analysis will be published to the ACS website by January 18th, 2019.



**ANIMAL CARE OFFICER ACADEMY:** The cadets from Team Charlie 2018 have completed the Animal Care Officer Academy and have officially graduated! It is with tremendous pride that we welcome the following six individuals into our Field Division: *From left to right.*

❖ **Olivia Lumbreraz** has always had a passion for working with animals. She was born in Illinois and moved to Texas with her family when she was 13. She has completed her associate's degree at Northwest Vista College in criminal justice. Olivia is excited to work with a team that wants to make a difference. In her free time, she loves to play board games and work in her garden.

❖ **Christopher Harrington** lived in California up until October, when he followed his wife to San Antonio. He graduated from California Polytechnic State University in San Luis Obispo with a degree in Animal Science and had the opportunity to work with endangered and exotic animals in a previous position with Happy Hollow Park and Zoo. Christopher is excited for this new opportunity with ACS and is dedicated to making an impact on the community by making San Antonio a better place for all.

❖ **Michael Barrera** was born and raised in San Antonio, and he joined the United States Navy after he graduated from high school. Michael served in the United States Navy as an Electronic Technician on the USS Lake Champlain (CG-57) in San Diego. He completed one deployment in the Persian Gulf, and after military his service he worked in the power line construction industry. Michael enjoys competitive sports and hiking with his dogs.



- ❖ **Kyle Austin** served in the US Navy Reserve as a Master At Arms (Military Police) and was deployed three times to Chinhae, South Korea with the US Navy's 7th fleet at CFAC (Command Fleet Activities Chinhae). After he was honorably discharged from the US Navy Reserve, Kyle sought employment within his local government. Kyle has worked for the Copperas Cove Police Department, Lampasas Police Department/Sheriffs Department and as a kennel technician and animal care officer at Fort Hood Animal Control. Kyle has always enjoyed being around animals and doing his part to help those in need.
- ❖ **Tyler Winckler** recently moved to San Antonio from College Station where he studied Biology at Texas A&M University. He has relocated to San Antonio to further his education and begin his career in animal welfare. In college, he worked at Sit Means Sit Dog Training Academy as the operations manager and a dog trainer. During his time with Sit Means Sit, he gained experience handling animals as well as business administration and customer service skills. Tyler enjoys hiking with his dogs and traveling abroad with his family in his spare time.
- ❖ **Celena Ramirez** was born and raised in San Antonio, and after the graduation from high school enlisted in the United States Marine Corps. After her four year enlistment she made a career change to work closely with animals. Celena gained experience from two part-time jobs, one as a vet tech for a local clinic, and the other as a certified dog trainer for Petco. She later worked with the City of Garland as a kennel tech, and shortly after transferred to the City of Royse City as an Animal Care Officer. Within a few months, she was promoted to shelter supervisor and after two years decided to move back to San Antonio. Celena is happy to be a part of the City of San Antonio and is committed to making a difference within the community.

**STAFF UPDATE:** This month we are celebrating the addition of several new members to the ACS family. Here are some of the recent additions I would like to highlight.

- ❖ **Candace Harrington** recently began her new position with ACS as the *Rescue/Foster Supervisor*. She moved from California after working three years for San Jose Animal Care Services. From there she rose through the ranks to become the Animal Shelter Coordinator. Candace holds a Bachelor's Degree in Animal Science focusing on livestock animals. The pursuit of this position created the opportunity to learn more about the rescue/foster aspects of the shelter world and she looks forward to making a difference in the lives of ACS animals.
- ❖ **John Perez** is a newly hired *Veterinary Technician* with a passion to help animals. John has lived in San Antonio his whole life and enjoys music as well as anything outdoors. When he is not caring for animals at ACS he can be found recording bands in the recording studio he shares with his father.
- ❖ **Valeria Trevino** is a newly hired *Veterinary Technician* from Edinburg, TX. She attended Texas A&M University and received her bachelor's degree in Biomedical Science and Animal Science. Valeria has two dogs, a Chihuahua named coco and a dachshund named Luna. When she is not working at ACS she enjoys spending time with her family and traveling.

**UPCOMING EVENTS:** The following are some of the many upcoming events: A full list is available on the [ACS Events and News Page](#) on the ACS website.

## JANUARY

- Comprehensive Neighborhood Sweeps Initiative: January's efforts will be in District 3. These events will be held at Harlandale Community Center 301 Sussex Ave, San Antonio, TX 78221
  - January 4: Free Microchip Clinic from 2:00 PM to 5:00 PM.
  - January 12: Blockwalking from 8:00 AM to 12:00 PM.
  - January 19: Rabies/Microchip Clinic from 10:00 AM to 1:00 PM.
- Facility Closures: ACS will be closed to the general public in observance of the following:
  - January 1 – New Year's Day

## FEBRUARY

- Comprehensive Neighborhood Sweeps Initiative: February's efforts will be in District 6. These events will be held at Yates Community Center 568 Rasa Drive, San Antonio, TX 78227
  - February 1: Free Microchip Clinic from 2:00 PM to 5:00 PM.
  - February 9: Blockwalking from 8:00 AM to 12:00 PM.
  - February 16: Rabies/Microchip Clinic from 10:00 AM to 1:00 PM.


**City of San Antonio**  
**Animal Care Services Department**  
**Director's Report: October 2018 - November 2018**


**ENHANCED ENFORCEMENT**

Performance Indicators	FY 18 Actual	FY 19 Target	FY 18 YTD Actual	FY 19 YTD Target	FY 19 YTD Actual	Oct. Total	Nov. Total
Call-for-Service Requests (Overall)	111,470	101,000	18,187	16,479	20,820	11,235	9,585
<i>Citizen-Initiated</i>	78,148	69,000	12,811	11,316	14,609	7,853	6,756
<i>ACS-Initiated</i>	33,322	32,000	5,376	5,163	6,211	3,382	2,829
Impoundments (Overall)	31,230	31,000	4,858	4,836	5,043	2,629	2,414
<i>Dogs</i>	25,571	24,550	3,922	3,773	4,160	2,147	2,013
<i>Cats</i>	5,659	6,450	936	1,063	883	482	401
Return-to-Owners (Field)	3,848	3,800	544	543	745	375	370
Citations/Warnings Issued	13,860	13,000	1,654	1,551	2,587	1,374	1,213
Aggr./Dang. Dog Designations*	86		0*		0*		
Serious Bodily Injury Cases**	6		0**		0*		
Cruelty Cases Filed**	68		0**		0**		

**IMPROVED CONTROL OF STRAY POPULATION**

Performance Indicators	FY 18 Actual	FY 19 Target	FY 18 YTD Actual	FY 19 YTD Target	FY 19 YTD Actual	Oct. Total	Nov. Total
Total Spay & Neuter Surgeries***	41,951	43,455	6,225***	4,291	4,945	2,072	2,873
Spay & Neuter Surgeries Performed	17,631	17,000	2,732	2,640	2,844	1,492	1,352
<i>ACS</i>	12,986	13,000	2,003	2,012	2,139	1,143	996
<i>Community Cat Program</i>	4,645	4,000	729	628	705	349	356
Partners	13,349	12,455	1,770	1,651	2,101	580	1,521
Brackenridge & Brooks***	10,971	14,000	0***	3,500	0***	0***	0***
Microchips Registered	19,848	22,000	2,794	3,097	3,307	1,785	1,522
<i>Free 5K</i>	6,549	7,400	1,020	1,153	850	459	391
Deceased Dog/Cat Pick-Up	19,447		3,695		3,678	2,059	1,619

**INCREASED LIVE RELEASE**

Performance Indicators	FY 18 Actual	FY 19 Target	FY 18 YTD Actual	FY 19 YTD Target	FY 19 YTD Actual	Oct. Total	Nov. Total
Live Release Rate	91.6%	90%	91.6%	90%	88.3%	88.0%	88.6%
Adoptions	7,176	7,000	1,039	1,014	1,270	639	631
Rescues	12,403	13,000	2,011	2,108	1,649	885	764
Return-to-Owners (Overall)	7,455	6,900	1,024	948	1,158	597	561
Trap-Neuter>Returns	983	950	170	164	128	74	54
Pets Fostered	1,034	1,300	156	196	175	112	63
Volunteer Hours	9,489	17,000	1,333	2,388	1,679	661	1,018

**ENGAGE & EDUCATE THE COMMUNITY/OTHER**

Performance Indicators	FY 18 Actual	FY 19 Target	FY 18 YTD Actual	FY 19 YTD Target	FY 19 YTD Actual	Oct. Total	Nov. Total
Education & Outreach Events	438	400	58	53	111	57	54
Media Interactions	1,430	830	107	62	262	167	95
Department Budget	\$14.7M	\$15.5M					

\*This statistic represents cases that have actually been deemed and designated as aggressive/dangerous and presented quarterly.

\*\*This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution and presented quarterly.

\*\*\*Includes surgeries performed at City owned facilities and reports are presented quarterly. (1/3 Total surgeries for each of the three months within the quarter)



City of San Antonio  
Animal Care Services Department



**Advisory Board Inspection Checklist**  
**– ACS Stray Kennels at Animal Defense League –**

Advisory Board Member Name(s): George L. Garcia

Date of Inspection: 12-05-2018 Time of Inspection: 12:40

Adult Dog Kennel #1	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run	X				
Aisles are free of debris or safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X				
Pooper Scoopers are kept in a clean disinfectant solution between scooping each run	X				
Runs and cages are thoroughly cleaned and sanitized between occupants					X
Hand sanitizer available	X				
Drains free of debris	X				
Drains in full repair	X				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X				
Sinks and tubs are in working order, clean, and free of debris	X				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day					X
Clean floors, doors, and windows	X				
There is no offensive odor	X				
Kennel building and equipment are in good repair		X			

**Comments/Actions Needed**

Adult Dog Kennel #2	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run	X				
Aisles are free of debris or safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	X				

General Premises	Excellent	Good	Fair	Poor	N/A
Landscaped area free of feces	X				
Doors to agility area are operational and free of feces	X				
Dog waste stations stocked	X				
Trash receptacles not overflowing	X				
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes	X				
Comments/Actions Needed					

**Additional Notes:**

- ① Special floor top coat surface failing. Surface is scabing.
- ② Kennel #2 has one ceiling light out.
- ③ ceiling fans need cleaning.



**City of San Antonio**  
Animal Care Services Department



**Advisory Board Inspection Checklist**  
**– Brooks Facility–**

Advisory Board Member Name(s): Martha Banda

Date of Inspection: 12/6/2018

Time of Inspection: 2:45pm

**BROOKS CITY BASE SPAY/NEUTER CLINIC**

<b>Main Lobby/Reception Area/Exam Rooms</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
All Customers greeted when they arrive	X				
Clean floors & windows	X				
Proper signage in place	X				
Reception area neat & orderly	X				
Men's restroom clean and stocked	X				
Women's restroom clean and stocked	X				
<b>Comments/Actions Needed</b>					
<b>Cat Holding Area</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Cages & cage doors are clean	X <sup>1</sup>				
All cages are cleaned & sanitized between occupants	X <sup>2</sup>				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with cat has correct kennel card	X <sup>3</sup>				
Any post-surgery cats are being recovered properly	X				
Stainless steel shelving is cleaned	X				
<b>Comments/Actions Needed</b>					
1 no cages; pet travel carriers 2 all travel carriers were in use post-surgery 3 names taped on travel carrier					
<b>Dog Holding Area (Right)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with dog has correct kennel card	X <sup>4</sup>				
Any post-surgery dogs are being recovered properly	X				
<b>Comments/Actions Needed</b>					
4 name written with dry-erase marker on kennel name placard					

<b>Prep Area</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Staff are wearing proper medical attire to include gloves					X <sup>5</sup>
Prep sinks are in working order, clean, and free of debris	X				
Medical equipment are in working order and clean	X				
Controlled Medical Drugs are properly secured	X				
Clean floors and tables	X				
There are no offensive odors	X				
<b>Comments/Actions Needed</b>					
5 Surgeries were completed for the day; staff was actively cleaning prep area					

<b>Surgery Suite</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Staff are wearing proper medical attire to include gloves					X <sup>6</sup>
Medical equipment are in working order and clean	X				
Fresh surgery packs are used for each pet					X <sup>7</sup>
Pets are properly sedated, and secured to surgery table					X <sup>8</sup>
Clean floors and tables	X				
<b>Comments/Actions Needed</b>					
6, 7, 8 Surgery suite activity was not observed as surgeries were complete for the day; suite was clean and tidy					
<b>Dog Holding Area (Left)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with dog has correct kennel card	X				
Any post-surgery dogs are being recovered properly	X				
Sink area is clean and free of debris	X <sup>9</sup>				
<b>Comments/Actions Needed</b>					
10 Krista, Clinic Manager, noted that sink area was being used to temporarily review paperwork pulled from nearby file cabinet. Area was clean and tidy otherwise.					

**Additional Notes:**

Staff were friendly and helpful. Krista was welcoming and quickly showed me around to refresh my memory about the site layout before my inspection.