

City of San Antonio



AGENDA - Final

Wednesday, May 27, 2020

6:30 PM

Video Conference

Animal Care Services Advisory Board

Livestream: <https://sanantonio.webex.com/sanantonio/onstage/g.php?MTID=e07a458abb9db9286fe7663ece43192cb>

Telephone Access: Call 1-415-655-0001; Enter Access Code 287 082 569

NO IN-PERSON PUBLIC ACCESS TO THIS MEETING.

Call to Order

Director's Report

Consent Agenda

1. [20-3387](#) Approval of Board Meeting Minutes for November 20, 2019 and January 18, 2020
2. [20-3388](#) Approval of ACS Advisory Board FY 2020 First Quarter Report
3. [20-3389](#) Approval of ACS Advisory Board FY 2020 Second Quarter Report
4. [20-3390](#) Review of ACS Advisory Board Facility Inspection(s) Report
5. [20-3392](#) Review of ACS Report on Year-to-Date Contracts' Performance

Individual Items for Consideration

6. [20-3394](#) Briefing on ACS's Response to COVID-19
7. [20-3397](#) Briefing on Pet Sales Survey Results and Next Steps
8. [20-3398](#) Discussion of Ad Hoc Committees for ACS Advisory Board Matters

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.

Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión. Para asistencia llame al (210)207-7268 por voz/servicio de 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 | Katie Jarl, Dist. 8 Appointee | Susan
Beldon, Vice Chair, Dist. 9 Appointee | Sallie Scott, Dist. 10 Appointee**



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

November 20, 2019 6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78227

ACS Board Members: Rita Braeutigam-Chair (District 4), Susan Beldon-Vice-Chair¹ (District 9), Karen Speer-Secretary (District 5), Cynthia Cox (District 1), Martha Banda (District 2), George Garcia (District 3), Kathy Davis (District 6), Valerie Moore (District 7), Katie Jarl (District 8), Sallie Scott (District 10), Michael Shannon¹ (Mayoral)

Ex-Officio Members: Heber Lefgren, Maria Villagómez¹, Dr. Marilyn Gotbeter

I. Call to order

Rita Braeutigam, Board Chair, convened the meeting at 6:27 p.m. Braeutigam introduced new board member Katie Jarl and asked her to tell the board about herself. Braeutigam requested to move Public Comments before Individual Items for Consideration.

Motion: Chair Braeutigam motioned to move Public Comments before Individual Items for Consideration on the meeting agenda.
Garcia seconded the motion.

Vote: Ayes: Braeutigam, Speer, Cox, Banda, Garcia, Davis, Moore, Jarl, and Scott.
Nays: None.
Absent: Shannon and Beldon.

Action: **MOTION PASSED with 9 AYES, AND 0 NAYS. 2 ABSENT.**

II. Public Comments

Two residents signed up to speak.

1. John Bachman
2. Tina Dellinger

III. Approval of Minutes for the August 21, 2019 Animal Care Services Advisory Board meeting and the September 24, 2019 Animal Care Services Advisory Board special meeting

Motion: Davis motioned to approve the August 21, 2019 and September 24, 2019 meeting minutes.
Garcia seconded the motion.

Vote: Ayes: Braeutigam, Speer, Cox, Banda, Garcia, Davis, Moore, Jarl, and Scott.
Nays: None.
Absent: Shannon and Beldon.

¹Indicates not present at Board Meeting

Action: MOTION PASSED with 9 AYES, AND 0 NAYS. 2 ABSENT.

IV. Approval of the Animal Care Services Advisory Board FY 2019 Annual Report

Director Heber Lefgren led the board in a discussion of the Annual Report. After reviewing highlights from the report and discussing department services and priorities, Lefgren requested the Board approve the report.

Motion: Davis motioned to approve the FY 2019 Annual Report.
Moore seconded the motion.

Vote: Ayes: Braeutigam, Speer, Cox, Banda, Garcia, Davis, Moore, Jarl, and Scott.
Nays: None.
Absent: Shannon and Beldon.

Action: MOTION PASSED with 9 AYES, AND 0 NAYS. 2 ABSENT.

V. Briefing on the July Pet Sales Survey

Chase Fosse, Assistant to the Director, presented to the Board a presentation about the Pet Sales Survey conducted in July 2019. He discussed the background of the survey, outreach efforts, and the results. Full report handouts were provided to Board members.

VI. Discussion of the upcoming Animal Care Services Advisory Board Retreat

The Director led the board in a discussion of the upcoming Advisory Board retreat. He discussed possible timing, facilitation, and goals for the retreat.

VII. Report regarding facility Inspections.

Valerie Moore shared the results of the Brooks Facility inspection. Sallie Scott shared the results of the Paul Jolly facility inspection. Martha Banda shared the results of the ACS main campus inspection.

VIII. Recess

At 8:26 p.m., Chair Braeutigam recessed the meeting into Executive Session for consultation on attorney-client matters related to the purchase, exchange, lease, or value of real property in accordance with Chapter 551 of the Texas Government Code.

IX. Reconvene

The ACS Advisory Board reconvened the meeting at 9:35 p.m. Chair Braeutigam announced that no action was taken in Executive Session.

X. Determination of Next Meeting Date

The next ACS Advisory Board meeting is scheduled for March 18, 2020 at 6:30 p.m.

XI. Adjournment

There being no further business, Chair Braeutigam called for a motion to adjourn the meeting.

Motion: Davis motioned to approve the FY 2019 Annual Report.
Speer seconded the motion.

Vote: Ayes: Braeutigam, Speer, Cox, Banda, Garcia, Davis, Moore, Jarl, and Scott.
Nays: None.
Absent: Shannon and Beldon.

Action: MOTION PASSED with 9 AYES, AND 0 NAYS. 2 ABSENT.
The meeting adjourned at 9:37 p.m.



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

January 18, 2020 8:30 a.m.
8400 NW Military Hwy
San Antonio, TX 78231

ACS Board Members: Rita Braeutigam-Chair (District 4), Susan Beldon-Vice-Chair (District 9), Karen Speer-Secretary (District 5), Cynthia Cox (District 1), Martha Banda¹ (District 2), George Garcia (District 3), Kathy Davis (District 6), Valerie Moore (District 7), Katie Jarl (District 8), Sallie Scott (District 10), Michael Shannon¹ (Mayoral)

Ex-Officio Members: Heber Lefgren, Maria Villagómez, Dr. Marilyn Gotbeter

I. Welcome & Introductions

Board Chair Rita Braeutigam began the meeting by welcoming everybody and introducing facilitator Brad Hunt of the WHY Group. Braeutigam explained that the purpose of the day's meeting was not to make any decisions but to discuss specific topics and brainstorm ideas for the future.

II. Initial Overview & Team Activity

Facilitator Brad Hunt provided an overview of the day's agenda and led the board in a brief team activity.

III. Board Training: City Boards

City Attorney's Office representative Camila Kunau provided a review of State and Local laws associated with City boards and commissions.

IV. Board Discussion: Unified Board Direction

Hunt led the board in a discussion about establishing a unified direction for the board.

V. Board Training: 10-Year Review

Director Heber Lefgren provided a review of ACS and major programs over the last 10 years.

VI. Board Discussion: Next 10-Year Focus

The board discussed and expressed support for areas they would like to see Animal Care Services focus on over the next ten years. No action was taken. Areas discussed include:

1. **Increased resources for Adoption in order to eliminate euthanasia for space** (10 board members expressed support). The board discussed potential additional resources, such as adding an adoption center in the northwest part of town; increasing operational support on site for Adoption, Foster, Rescue, and Clinic; and stretching shelter capacity with the City's anticipated growth.
2. **Build a full-service vet hospital at ACS** (7 board members expressed support).
3. **Increased community spay/neuter efforts** (7 board members expressed support). The board discussed seeking funding for spay/neuter services from local private organizations and creating a spay/neuter transport program.

¹ Indicates not present at Board Meeting

4. **Increased community collaboration** (7 board members expressed support). The board discussed collaboration with private vets to increase high-volume spay/neuter proficiency and ability; more alignment between local cities and laws; and expanding Animal Care Officer certificates for Police Officers.
5. **Enhance Enforcement** (7 board members expressed support). The board discussed future enforcement goals, including: 100% compliance for spay/neuter violations; increased prosecution for backyard breeders; mandating basic vaccinations; improved court time; reduced impoundments; eliminating the sale of dogs at pet stores.
6. **Other.** The board also discussed additional focus areas, including: Stop using 3-1-1 as a call center (2 board members expressed support); including more information in utility bills (1 board member expressed support); Launching an elderly support animal program (1 board member expressed support); and improving the tone of ACS communications (1 board member expressed support).

VII. Discussion of the Animal Care Services Mission Statement

The board discussed the current Animal Care Services mission statement and brainstormed ideas for a potential new statement that is simplified in a quick phrase. No action was taken. Mission statement ideas included:

1. ACS: Advocating Responsibility & Respect
2. ACS: Creating Compassion, Changing Lives
3. ACS: Together, we make lives better
4. ACS: Advocating responsibility and respect for all animals

VIII. Discussion of the Use of the Animal Care Services Advisory Board

The board discussed the functions of the Advisory Board and felt that there is strong passion, diligence, and vision among the board members, but there are opportunities for improvement, primarily in their knowledge, and secondarily in their collegiality and discretion. They identified ways to help, which include: developing a list of education topics for board meeting; regularly providing updated fact sheets about ACS, current programs, and events; streamlining portions of board meetings by placing certain items on a consent agenda; and updating the facility inspection form and providing follow-up memos to board members. No action was taken.

IX. Wrap Up & Review

Hunt led the board in a review of the day's activities and discussions.

X. Closing Remarks

Braeutigam provided closing remarks and adjourned the meeting.



ACS Fiscal Year 2020 First Quarter Report



The community has shown their support with so many donations this year! Animal Care Services thanks you for your generosity!

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The Director's Desk

As I think about the last 8 ½ years I have been with Animal Care Services (ACS), I am grateful to ACS staff, partners, and community members who give their time, ideas, and hard work to help ACS achieve our mission. I'm proud of how the community comes together to support San Antonio pets in so many different ways. For example the K9s For Warriors groundbreaking brought together representatives from the City Council, K9s For Warriors, ACS, Guido Construction, Project Control, and elsewhere in the community to celebrate the construction of a new facility that will help rescue more San Antonio dogs each year. BCFS, a company with more than 6,000 employees in San Antonio, offered to pay for all pet

adoption fees for any employee adopting an animal from ACS, and promoted ACS's foster program throughout their company. We were also shown amazing support this quarter from the community through an abundance of donations of all types.



ACS Director
Heber Lefgren

There are many ways the community can continue to help ACS. We have many amazing pets available for adoption or foster, or available for a Shelter Paws outing. We have volunteer opportunities of all kinds that are of immense value to ACS operations. We also have an ongoing need for donations, which is communicated through requests on social media and on our [Amazon wish list](#). Finally, an excellent way to get involved in protecting the welfare of San Antonio pets is to encourage those around you to be responsible pet owners. We know that our pets care for us and when we care for them, we improve our lives and the lives of our community. Thank you to ACS staff, partners, and community members who do everything they can to provide excellent care to San Antonio animals!



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

A new year is here and that brings new opportunities to care for and protect the pets of San Antonio. ACS and its partners are carrying over last year's theme of compassion into FY 2020 in many different ways. The Shelter Paws program is in full force, allowing residents to spend time with a shelter dog off campus. Not only does this program give animals some time away from the kennels to decompress, but it also socializes them to help with their adoptability and it gives potential adopters more time to connect with their new best friend. ACS is also beginning to train its Animal Care Officers to implant microchips in the field, which will help reunite lost pets with their owners. Thanks to this and other forward-thinking policies, the Return-to-Owner rate was at an all-time high in the 1st Quarter.

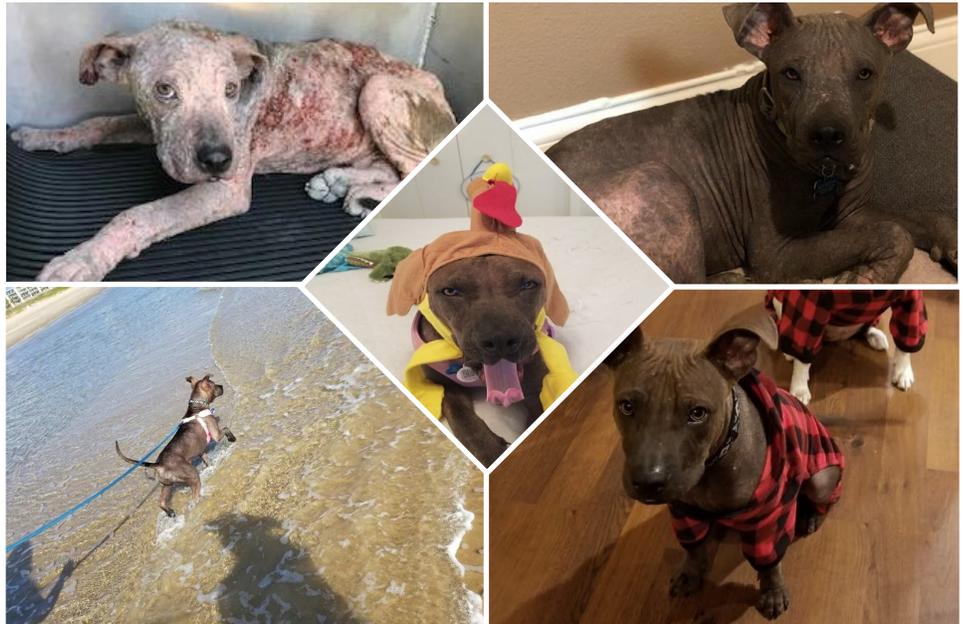
If you are also aiming to be more compassionate, why not start with our furry friends? If you want to add to your family, ACS has many wonderful animals available for adoption who would love nothing more than to come home with you. Fostering is also a lifesaving option that helps ease the space challenges that ACS often faces. Or if you'd like to donate your time, ACS has many opportunities for volunteers, from bathing and grooming, to walking and socializing, to taking pictures of our shelter animals to better promote them on the website. I encourage you to participate in any way you can, and in doing so, you'll contribute to building a more compassionate community.

Happy Tails: Rummy

Mange is something that is commonly seen at Animal Care Services (ACS), but it never fails to pull at everyone's heart each time an animal arrives that is in such desperate need of treatment and just some good ol' fashioned love and care. Some staff members have even made it their personal mission to foster and rehabilitate the more severe cases. This is precisely what happened in October with a young American Staffordshire Terrier named "Dante."

Dante was picked up as a stray by the ACS Field Division when a caller notified 311 that there was a stray dog that appeared very sick and suffering from mange. What the Animal Care Officer would find was a poor pup with almost complete hair loss, emaciated, and bleeding through his cracked and irritated skin. The staff veterinarians were quick to help start him on his road to recovery and a staff foster was ready and willing to nurture him back to health.

Approximately one month later, after much love and care from his foster mom, Dante's skin would heal and he could finally start to grow back some of his fur. Best of all, his luck would continue to turn for the better as Dante was about to find his "fur"ever home! On November 4th, Dante would leave with his new family and henceforth be known as "Rummy." And, as the pictures show, Rummy is living a wonderful life, and getting all of the attention and care he deserved all along!



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Distemper Update

During the first quarter of FY 2020, ACS staff noticed more pets were being impounded with various signs of respiratory illness and ACS was informed of cases where ACS dogs began showing potential signs of distemper two or three weeks after leaving campus. Although a very small amount (less than half a percent of all dogs that came into ACS care) were confirmed cases, increased reports compared to prior years caused concern among community partners and advocates.

ACS began working with San Antonio Pets Alive!, Animal Defense League, and multiple nationally recognized subject matter experts in distemper to ensure that our general population of pets continued to remain safe while we addressed the increase in potential distemper cases. ACS also implemented a few extra precautionary changes, such as minimizing the movement of animals throughout the shelter and creating a separate location for dogs showing respiratory or gastro-intestinal issues. In working with the Shelter Medicine Program at the University of Wisconsin's School of Veterinary Medicine, we confirmed that many of our existing policies and procedures in our disease management strategy were already helping to prevent the spread of disease. These include vaccinating all pets upon intake, not allowing puppies to be walked or placed on the floor, initially holding puppies away from the general population, and our daily cleaning protocols.

By the end of the quarter, reports of distemper had dramatically decreased. ACS continues to be diligent in its efforts to avoid the spread of disease and work with partner organizations to ensure all of our pets remain as safe as possible.



K9s For Warriors Groundbreaking Event

K9s For Warriors held a groundbreaking ceremony on Friday, December 6, 2019 at the property south of Animal Care Services' campus where they will build a facility to pull and house dogs from ACS. The dogs pulled by K9s For Warriors are trained to become service animals for veterans suffering from PTSD and other disabilities. The City of San Antonio City Council approved the pilot program and lease agreement with K9s For Warriors in January 2019, and the project has received support from the Petco Foundation through a grant of 2 million dollars. In attendance at the groundbreaking were members from the City Council, K9s For Warriors, ACS, Guido Construction, Project Control, and the community.

Construction on the new building is expected to begin in the early Spring of 2020 with completion of the new facility expected by the Fall of 2020.



Pictured from left-to-right: Andrew Hunt, Project Control; Heber Lefgren, Animal Care Services; Maryanne Guido, Guido Construction; Melissa Cabello Havrda, District 6 Councilwoman; Manny Palaez, District 8 Councilman; George P. Bush, Texas General Land Office Commissioner; Rory Diamond, K9's for Warriors; Brett Simon, K9's for Warriors

Facility Updates

The first quarter of Fiscal Year 2020 saw some upgrades to the Animal Care Services (ACS) facility. One upgrade was a much needed improvement to our Shelter Division’s office building. Their previous structure was beginning to show its age as the floor was beginning to sag, old small holes were turning into older, larger holes, and a lot of things just were not working as intended anymore. In order to better equip the Shelter Division and provide them with a safe and reasonable work space (and break area), ACS budgeted to replace their former double-wide office with a new mobile unit. Now, all of the supervisors and manager have adequate office space, the staff have sufficient space for meetings and breaks, and they have appropriate storage areas for their office supplies.

Another key upgrade to the ACS facility was when the “Big Yard” dog play yard underwent some improvements. ACS was able to make these necessary improvements thanks to the continued partnerships with the San Antonio Area Foundation, Petco, Best Friends Animal Society, and State Farm. Some of the key new features are awnings so that the dogs can still enjoy some quick time outside during the summer, an improved “catch pen” to help ensure animal safety when adding or removing dogs from the “Big Yard”, and widened gates to accommodate commercial mowers in order to properly maintain the area. Not only do all of these upgrades exemplify the committed and compassionate nature of ACS’ many partners, but it is all done to help enrich the lives of the dogs while at the ACS facility.



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FY 2020 First Quarter Staff Update

Employee Name	Position	Action
Madison Perez	Animal Care Officer	Promotion
Jason Martinez	Animal Care Officer	Promotion
Kendall Bradley	Animal Care Officer	New Hire
Shelby Bostian	Animal Care Attendant	New Hire
Alec Ojeda	Veterinary Technician	New Hire
Reeana Garcia	Veterinary Technician	New Hire

Cadets of 2020—Class Charlie



Clockwise, from left: Cadets in training; Officer Kendall Bradley; Officer Madison Perez; Officer Jason Martinez

Officer Madison Perez—Born and raised in San Antonio, Madison, started as a kennel tech at ACS in June 2016, was promoted to ACO October 2019, and loved it from the beginning. Growing up watching Animal Cops Detroit, she knew working at ACS was where she wanted to be with the positive work environment and great teamwork.

Officer Jason Martinez—Jason was born in Corpus Christi. Growing up on his family's ranch, he cultivated a love of animals and strong work ethic. After 13, years in the landscaping industry, he had a career change. As a Kennel attendant at ACS, he saw the hard work and dedication that goes on behind the scenes and decided he wanted to be an active participant. He is now a graduate of the ACO Academy where he will be a strong asset to ACS team.

Officer Kendall Bradley—Kendall was raised in Boerne and spent much of her time with horses, where she eventually became a professional in the equine industry as a horse trainer and barn manager and competed internationally. After 6 years and spending much of her time with animals and growing up in a family of law enforcement, she applied to the apprentice program at ACS where she became a full time officer. She strives to make a difference in the community through enforcing animal laws and educating the animal owners .

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FY 2020 First Quarter Budget Initiatives and Strategic Plan Updates

Strategic Priority	Project
Enhance Enforcement	Microchipping in the field by Animal Care Officers
Enhance Enforcement	New Position—District 6 Animal Care Officer
Engage & Educate Community	New Position—Senior Management Analyst

Microchipping by Animal Care Officers:

To further enforce microchips serving as the city license for dogs and cats, Animal Care Officers will now be trained and equipped to implant microchips. Not only will this help ensure strict adherence to the city ordinance, but it will also help with returning roaming or lost pets to their rightful owner.

District 6 Animal Care Officer:

City Council approved funding for one community-based District Animal Care Officer (ACO) for District 6. This ACO is expected to provide grassroots enforcement and education in high-volume areas. It is expected that the District 6 ACO will coordinate service delivery in specific problem areas and attend public meetings as requested, in addition to department mandated metrics for the position.

Senior Management Analyst:

Animal Care Services will add a new position to the Education & Outreach Division. The new Senior Management Analyst will support the department by engaging in strategic marketing work to include graphic design, media purchasing, and forward-thinking departmental branding.



FY 2020 First Quarter Statistical Analysis



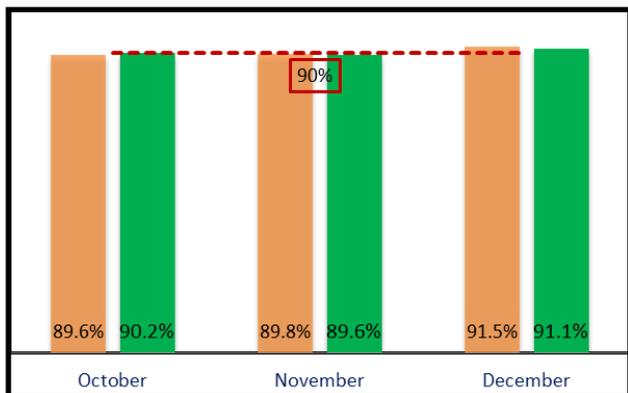
Analysis of the annual metrics for Fiscal Year 2020 will be a comparison of the results for Fiscal Year 2020 and the average of respective metric totals for the previous three years (Fiscal Year 2017, Fiscal Year 2018, and Fiscal Year 2019). Annual Fiscal Year 2020 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live-Release Rate

For the past three years, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners. These are just some of the ways in which ACS is pushing to maintain and raise the Live-Release rate.

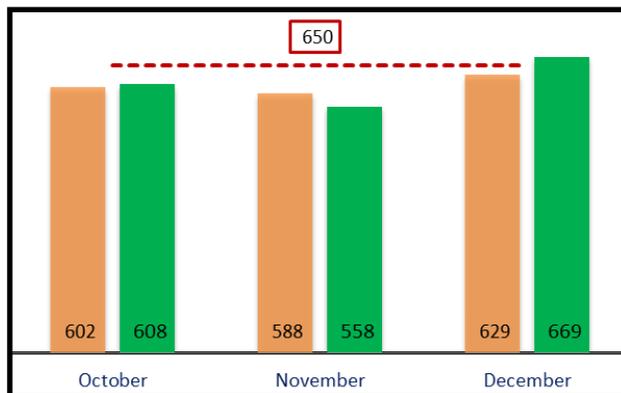
Live-Release Rate

FY20 Annual Goal: 90%
 FY20 Quarter 1 Avg. Results: 90.3%
 FY17-FY19 Quarter 1 Avg. Results: 90.3%



Adoptions

FY20 Annual Goal: 7,800
 FY20 Quarter 1 Results: 1,835
 FY17-FY19 Annual Avg. Results: 1,819



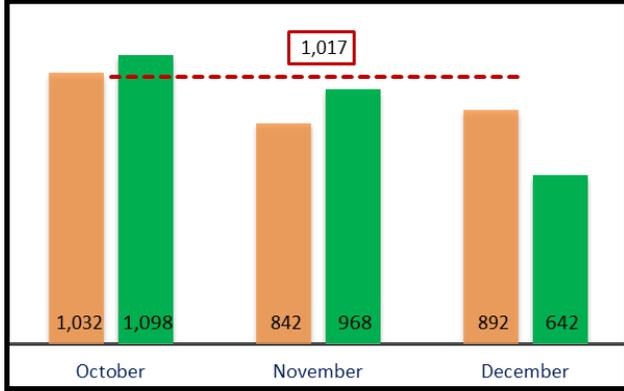
--- FY 2020 Target Prior 3-Year Average FY 2020 Actual

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Increasing the Live Release Rate (Cont.)

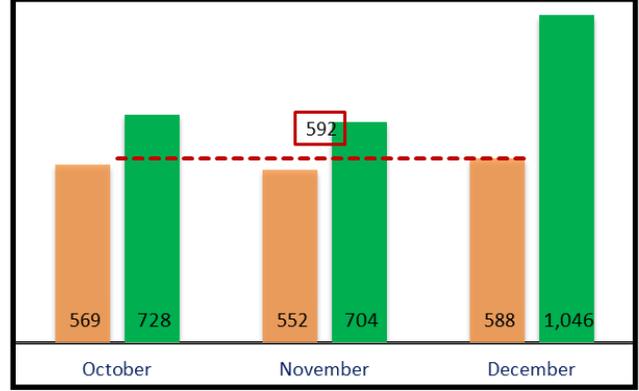
Rescues

FY20 Annual Goal: 13,000
 FY20 Quarter 1 Results: 2,708
 FY17-FY19 Quarter 1 Avg. Results: 2,766



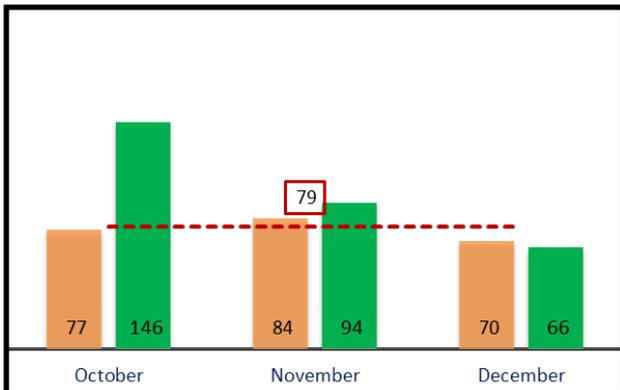
Return To Owner (Overall)

FY20 Annual Goal: 6,900
 FY20 Quarter 1 Results: 2,478
 FY17-FY19 Quarter 1 Avg. Results: 1,709



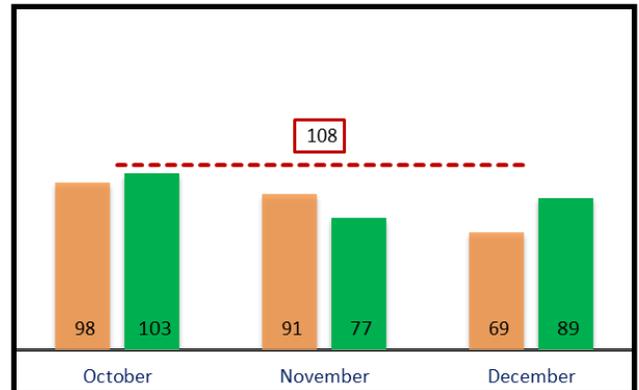
Trap Neuter Release

FY20 Annual Goal: 950
 FY20 Quarter 1 Results: 306
 FY17-FY19 Quarter 1 Avg. Results: 231



Pets Fostered

FY20 Annual Goal: 1,300
 FY20 Quarter 1 Results: 269
 FY17-FY19 Quarter 1 Avg. Results: 258



Control the Roaming Animal Population

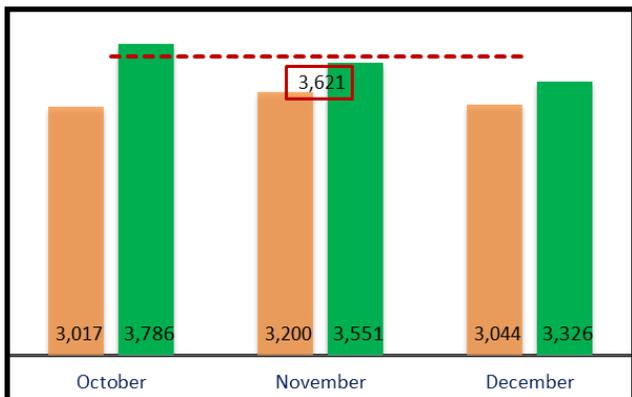
Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does micro-chipping, which allows ACS to reunite roaming pets with their owners. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

Total Spay & Neuter Surgeries

FY20 Annual Goal: 43,455

FY20 Quarter 1 Results: 10,663

FY17-FY19 Quarter 1 Avg. Results: 9,261

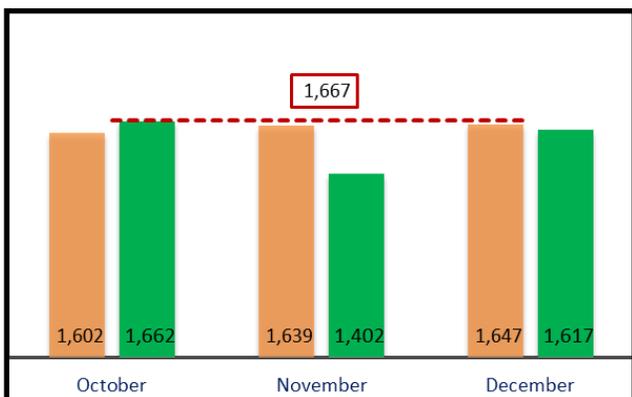


Microchips Registered

FY20 Annual Goal: 22,000

FY20 Quarter 1 Results: 4,681

FY17-FY19 Quarter 1 Avg. Results: 4,888

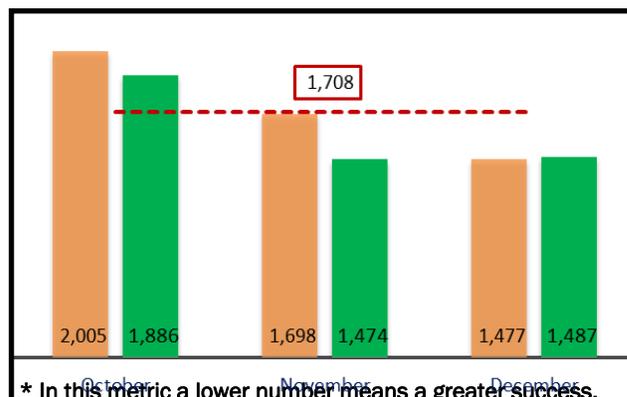


Deceased Dog/Cat Pick-up

FY20 Annual Goal: 20,500

FY20 Quarter 1 Results: 4,847

FY17-FY19 Quarter 1 Avg. Results: 5,180



* In this metric a lower number means a greater success.

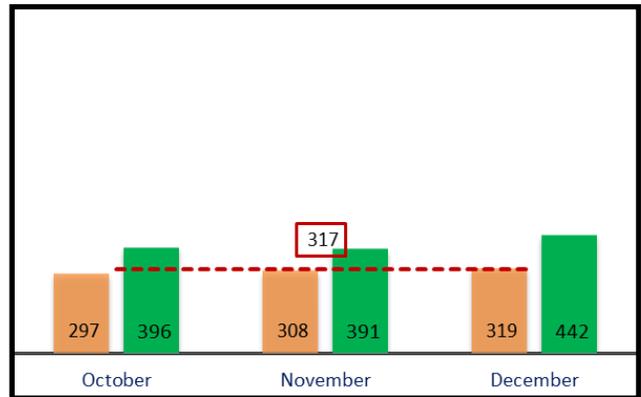
Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, 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. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has led to an increase in dangerous/aggressive dog designations, violations written, and cruelty cases filed.



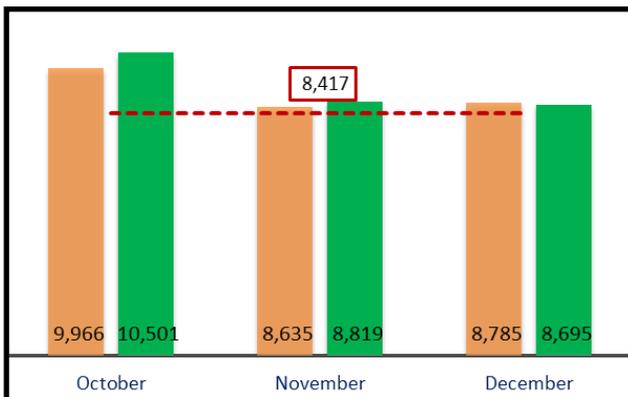
Pets Returned to Owner in the Field

FY20 Annual Goal: 3,800
 FY20 Quarter 1 Results: 1,229
 FY17-FY19 Quarter 1 Avg. Results: 924



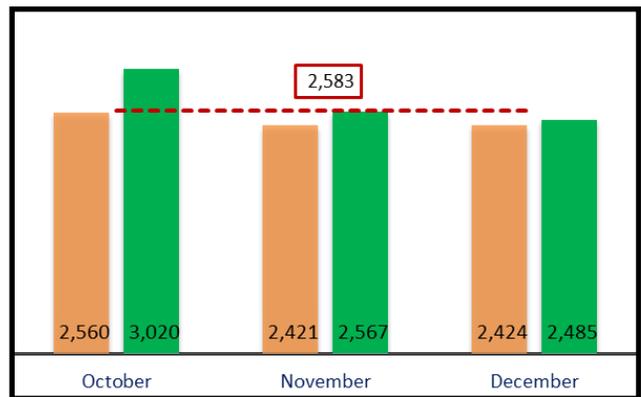
Calls for Service Requests

FY20 Annual Goal: 101,000
 FY20 Quarter 1 Results: 28,015
 FY17-FY19 Quarter 1 Avg. Results: 27,386



Impoundments

FY20 Annual Goal: 31,000
 FY20 Quarter 1 Results: 8,072
 FY17-FY19 Quarter 1 Avg. Results: 7,405

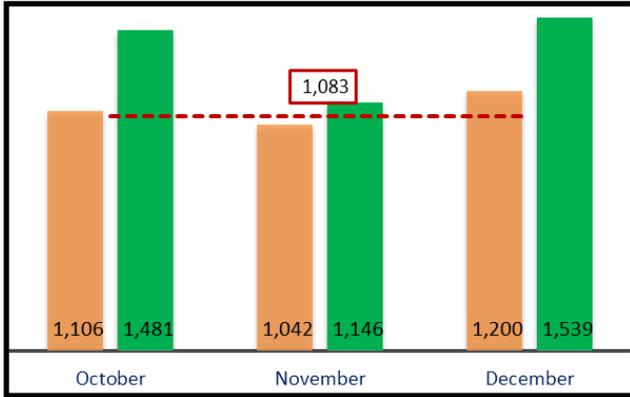


Citations Written

FY20 Annual Goal: 13,000

FY20 Quarter 1 Results: 4,166

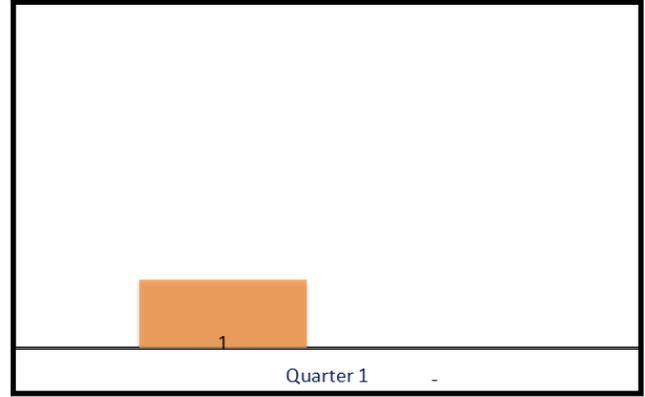
FY17-FY19 Quarter 1 Avg. Results: 3,348



Serious Bodily Injuries

FY20 Quarter 1 Results: 0

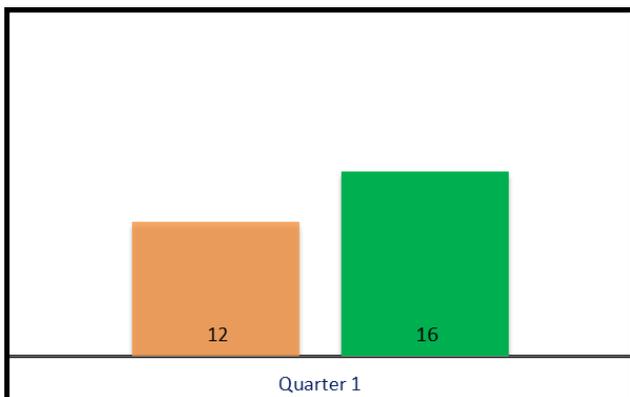
FY17-FY19 Quarter 1 Avg. Results: 1



Aggressive/Dangerous Designations

FY20 Quarter 1 Results: 16

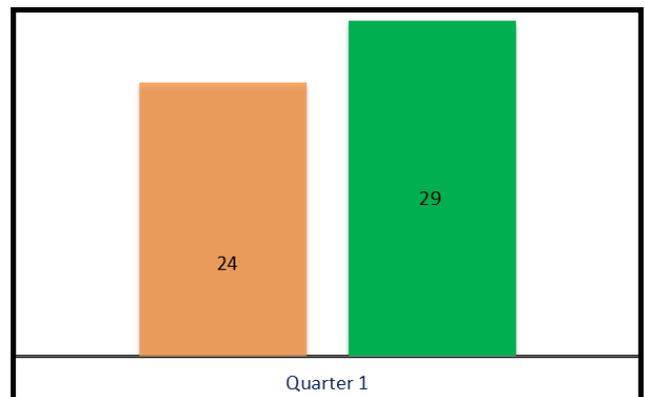
FY17-FY19 Quarter 1 Avg. Results: 12



Cruelty Cases Filed

FY20 Quarter 1 Results: 29

FY17-FY19 Quarter 1 Avg. Results: 24



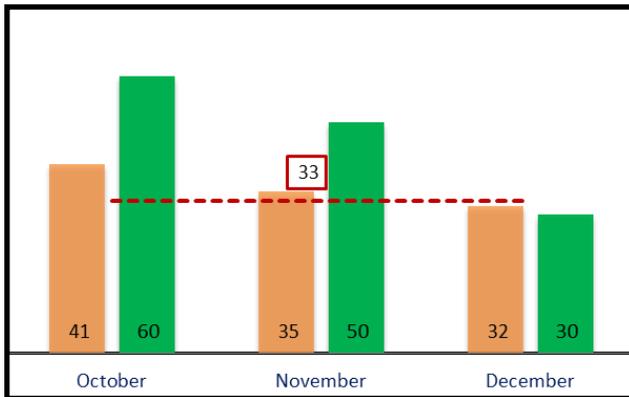
Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. 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 original target for total schools visited was designed with the intention that ACS would be awarded only one presentation during a school visit. ACS has tracked total school education presentations since Fiscal Year 2018, and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.



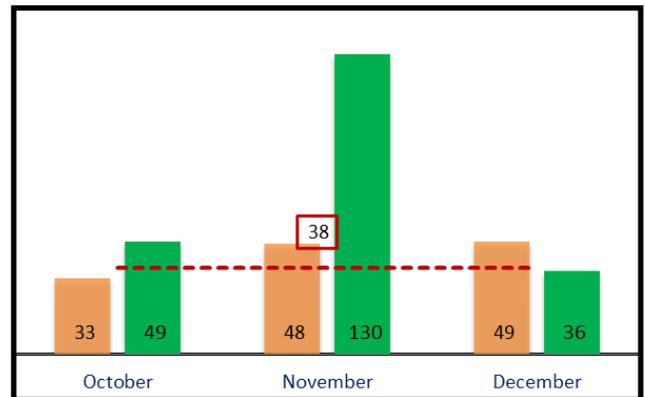
Education Events

FY20 Annual Goal: 400
 FY20 Quarter 1 Results: 140
 FY17-FY19 Quarter 1 Avg. Results: 108



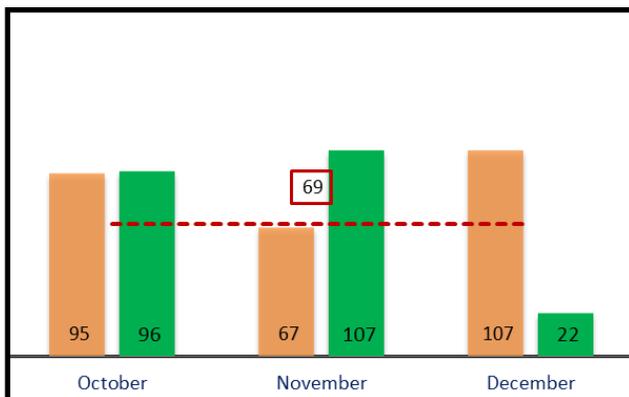
Schools Presentations

FY20 Annual Goal: 450
 FY20 Quarter 1 Results: 215
 FY17-FY19 Quarter 1 Avg. Results: 130



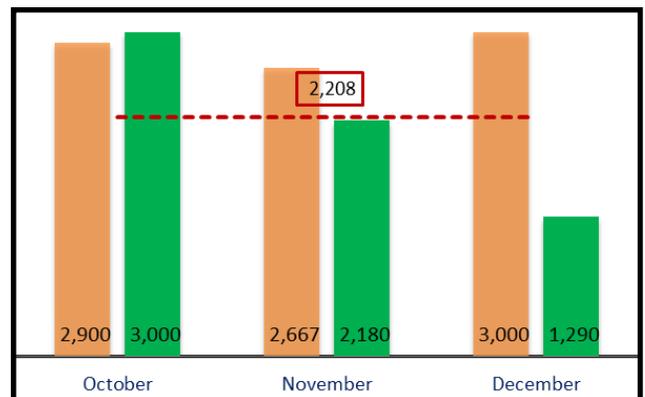
Media Interactions

FY20 Annual Goal: 830
 FY20 Quarter 1 Results: 225
 FY17-FY19 Quarter 1 Avg. Results: 269



CNSI Homes Visited

FY20 Annual Goal: 26,500
 FY20 Quarter 1 Results: 6,470
 FY17-FY19 Quarter 1 Avg. Results: 8,567



--- FY 2020 Target Prior 3 Year Average FY 2020 Actual

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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 ACSIntake@sanantonio.gov to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED

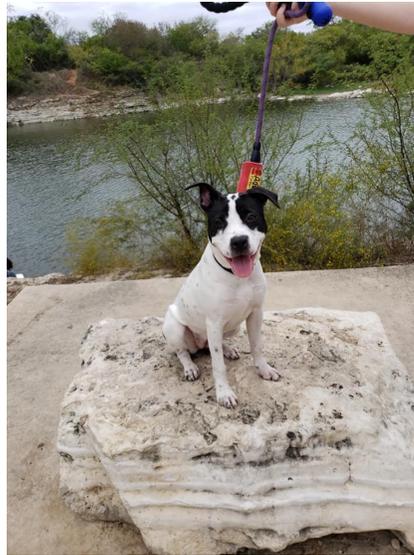
Our mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.



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ACS Fiscal Year 2020 Second Quarter Report



The Shelter Paws program was named San Antonio's "Best Creative Take on Volunteering" by San Antonio Magazine!

Inside this Issue:	
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Exemplifying San Antonio's Core Values	2
Happy Tails: Artie	3
Fumiko's Vest	3
COVID-19 Update	4
Staffing Updates	5
Strategic Plan Updates	6
Statistical Analysis	7

The Director's Desk

This time last year, ACS was launching a new pilot program that allows volunteers to treat shelter dogs to some time away from the ACS campus. The Shelter Paws program became a popular way for residents to take a dog out for a couple hours or even a day for outside play, socialization, and decompression from the shelter environment. The program is a creative way not only to treat the dogs in ACS care, but also to find out more information about how they behave out in the real world, which can help them get adopted quicker. San Antonio Magazine recognized this incredible program by naming it San Antonio's Best Creative Take on Volunteering in its 2020 Best of the City issue. The Shelter Paws program exemplifies the creativity and dedication that ACS staff display every day in caring for the pets in our care.



Heber Lefgren
 ACS Director
 Heber Lefgren

This creativity and dedication have been – and will continue to be – critical as we began facing an unprecedented challenge at the end of the 2nd quarter. In response to the global COVID-19 pandemic, ACS has made some necessary operational adjustments to ensure the safety of our staff, our customers, and our animals. As preliminary precautions, ACS has cancelled public events, such as Homeowner Association meetings, school presentations, and low-cost wellness clinics. Our Field division continues to provide services to the community and our campus remains open for adoptions by appointment. We also continue to find placement for animals with our rescue partners. Through the hard work of the ACS staff and the support of the community, ACS was able to maintain a live release rate over 91%, even toward the end of the quarter when the pandemic began affecting operations. I'm beyond grateful for a team that continues to perform above expectations in the face of a global crisis.



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

Spring has arrived in San Antonio, bringing with it a sense of renewal. It is with that same sense of renewal that the ACS Advisory Board came together in January for a retreat to review ACS operations over the past 10 years and discuss the board's vision for ACS in the next 10 years. The board discussed ideas that would build on past ACS accomplishments to further protect the welfare of San Antonio's pets, such as potential additional resources that would help eliminate the need to euthanize for space, increased community collaboration, and enhanced enforcement. The retreat was a great opportunity for the board to take a step back to brainstorm ideas for the future and rearticulate the board's passion, diligence, and vision for ACS.

The ACS Advisory Board remains incredibly grateful for the community's continued support. With help from the Cathy Kanga Foundation and PRAI Beauty, ACS was able to offer free adoptions one weekend in March and the community stepped up to "free the shelter" and finish the quarter with over 1,700 adoptions. The second quarter also saw an additional 218 pets go home with foster families and over 2,800 placed with local rescue organizations. It's amazing to see the community work together in such an uncertain and challenging time to better the lives of San Antonio's animals. Thank you!

Exemplifying San Antonio's Core Values During Chaos

On Sunday, Feb 23rd 2020 at approximately 2:00PM while working in the vicinity of Benavides Park on routine calls for service, Animal Care Officer Kristi Ortiz was startled by multiple gunshots in close proximity to her position. These shots caused immense chaos as three residents were struck and wounded by gunfire. Amidst the ensuing chaos, yelling, people running and cars speeding through the street to avoid the gun fire Officer Ortiz remained composed and immediately contacted Dispatcher JoAnn Fry via her handheld radio to request SAPD and EMS backup while simultaneously moving to the location of the injured individuals to render first aid to a 19-year-old resident that was shot in the leg. Dispatcher Fry calmly requested essential information about the description of the car used to flee the scene and nature of injuries from Officer Ortiz as she simultaneously contacted 911 and passed this critical information to the 911 Dispatch team. After notifying dispatch, Officer Ortiz proceeded to the victims and executed first aid to stop the bleeding while awaiting EMS and SAPD support to arrive.

The actions of the officer exemplify the City of San Antonio's Core Values and go beyond the scope of what the job entails.



*Officer Ortiz being interviewed by SAPD Investigators at crime scene
(Courtesy News4SA)*

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Happy Tails: Artie

On January 3rd, former ACS Clinic Manager, Joel Jenks, brought his family to the facility to participate in the Shelter Paws Program. The Shelter Paws Program allows approved residents to take dogs in ACS' care out for a "play date" and enjoy life outside of the shelter for an afternoon. This also serves as a wonderful opportunity for potential adopters to see how a dog will do outside of the shelter environment.

Artie is a male Australian Cattle Dog that had come to ACS under unfortunate circumstances. He was surrendered to ACS after his then owner admitted Artie had been hit by a car and was constantly escaping the yard. The owner had expressed no interest in bringing Artie indoors or getting him the care he needed. While Artie had not experienced the best life had to offer in his current home, that was about to change. Joel Jenks sums up Artie's big day out in the e-mail below. (Prior to being adopted, Artie was known as Buddy by the ACS staff.)



"ACS staff was terrific in helping us find the perfect dog to spend the afternoon with—an Australian Cattle Dog named Buddy. We took Buddy for a walk in the park and had a fun picnic in our front yard. We had a hard time taking a picture with Buddy because he was more interested in licking our kids. Upon returning Buddy to the shelter, we took a few minutes to see some of the other dogs in the kennels, while walking out we noticed an older gentleman sitting on a bench talking to Buddy. I told my wife "I have to go sell this dog" and we went over as a family to let him know about the terrific afternoon we had shared with Buddy and all the great qualities we enjoyed in him. After our conversation, he said he was convinced and decided to adopt the dog."

The gentleman and his wife completed the adoption that day and took Artie home the next day. While the adopter could not be reached for a follow-up prior to this story being written, they were bringing Artie to ACS to finish out his injury treatments and everyone was happy as could be.

Fumiko's Vest

One early, dark morning, Maria and Daniel Valdez, members of the Community Cat Program, as well as the San Antonio Feral Cat Coalition (SAFCC), saw Community Cat Program Coordinator Fumiko K. Fujimoto walking the line of cars to do the count for how many cats/kittens were there for surgery that morning. The lines had wrapped out onto the dark service drive of Highway 151. Out of concern for Fumiko's safety, the thoughtful couple decided to create a personalized safety vest to help protect Fumiko during the early-morning surgery check-ins. Daniel, who is a first-responder working police communications for 911, designed the vest. The vest also includes a personal safety light that is so bright that it can probably be seen by the planes/helicopters! Fumiko is truly overwhelmed by the care and concern shown by this couple.



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COVID-19 Updates

In response to the Mayor’s “Stay Home, Work Safe” order issued on March 23 and the COVID-19 emergency, ACS made some operational adjustments in order to protect staff and customers. These adjustments included closing public intake walk-ins and moving to appointment-based adoption and foster processes. ACS continues to provide field services to the community and maintains other operations using the “Social Distancing” protocols set in place by the City and State.

With various limitations, shortages and unforeseen circumstances during this unprecedented time, ACS staff was able to continue to work through issues as they arose.

One example was the shortage of distilled water. Due to city-wide shortages, ACS staff found themselves unable to purchase the distilled water needed for the Clinic’s surgical sterilization process. San Antonio Humane Society immediately stepped up by providing the distilled water they had so that ACS would not be forced to stop operations. In addition, Freetail Brewery (a local San Antonio Brewery) notified us that they were willing to donate to us as much distilled water as needed during this crisis.



San Antonio Humane Society staff (left) and Freetail Brewery staff (right) answered ACS’s call for distilled water donations.

In March, when businesses first began to close due to the coronavirus outbreak, there was great concern about having so many animals to take care of. ACS was determined to try to get as many animals fostered, adopted, or placed with rescue organizations as possible. The public stepped up and in March, more than 600 pets were adopted, 118 placed in foster homes, and more than 900 taken in by local rescue partners. This enabled the ACS staff to completely clear one of the Adoption buildings, an act that has never been accomplished before in ACS’s past! Staff took the opportunity to give the building an extra deep cleaning session.



Thanks to community efforts in March, ACS was able to completely clear one of the kennel buildings—the first such accomplishment in ACS history.

FY 2020 2nd Quarter Staff Update

Employee Name	Position	Action
Steve Wilson	Animal Care Officer	Rehire
Claudia Balarin	Senior Management Analyst	Promotion
Cecilia Villagomez	Animal Care Supervisor	Promotion
John Cortez	Animal Care Officer	New Hire
Michaela Flores-Molinar	Animal Care Attendant	New Hire
Ruddy Rodriguez	Veterinary Technician	New Hire

Cadets of 2020 – Alpha

Cadet John Cortez - Cadet Cortez has been with San Antonio Animal Care Services since February 2020. He retired from United States Army after more than 20 years serving all over the United States, including San Antonio, and the world, with tours in South Korea, Honduras, and the Middle East. He is proud to have served his country and excited to continue serving his community as an Animal Control Officer. He has always had a love for animals great and small. In his spare time he volunteers with The American Bullmastiff Association Rescue Service (ABARS), transporting rescues to their new homes in Texas and across the country. He holds a Bachelor of Science Degree in Management Studies from the University of Maryland Global Campus. His goal as an Animal Control Officer is to help educate animal owners so they can take better care of their pets. He is a proud owner of two rescue dogs, one of which was adopted from ACS.



Officer Steve Wilson - Officer Wilson has been at the City of San Antonio's Animal Care Services for over five years. Prior to working for ACS, Officer Wilson was a 68 Tangov (animal care specialist) in the world's greatest Army (HOOAH). While working as an animal care specialist he was stationed at Fort Sam Houston, during which time he was attached to the Veterinary command and helped over see the care of the local animals. This included helping Animal control with information on bites, assisting with surgeries, and the opportunity to run a clinic in Del Rio. Officer Wilson's favorite call involved a llama running free of restraint on Bandera Rd. Officer Wilson is currently attending Central Texas College, majoring in criminal justice, and is set to graduate in the fall of 2020. Officer Wilson is married with three kids and one grandchild. Officer Wilson enjoys helping the animals that need the help and educating the public on animal safety and responsible ownership.



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FY 2020 First Quarter Budget Initiatives and Strategic Plan Updates

Strategic Priority	Project
Enhance Enforcement	Microchipping in the field by Animal Care Officers
Enhance Enforcement	New Position—District 6 Animal Care Officer
Engage & Educate Community	New Position—Senior Management Analyst

Microchipping by Animal Care Officers:

To further enforce microchips serving as the city license for dogs and cats, Animal Care Officers have been trained and equipped to implant microchips. Not only will this help ensure strict adherence to the city ordinance, but it will also help with returning roaming or lost pets to their rightful owner.

District 6 Animal Care Officer:

City Council approved funding for one community-based District Animal Care Officer (ACO) for District 6. This ACO is expected to provide grassroots enforcement and education in high-volume areas. It is expected that the District 6 ACO will coordinate service delivery in specific problem areas and attend public meetings as requested, in addition to department mandated metrics for the position.

Senior Management Analyst:

Animal Care Services added a new position to the Education & Outreach Division. The new Senior Management Analyst supports the department by engaging in strategic marketing work to include graphic design, media purchasing, and forward-thinking departmental branding.



FY 2020 Second Quarter Statistical Analysis



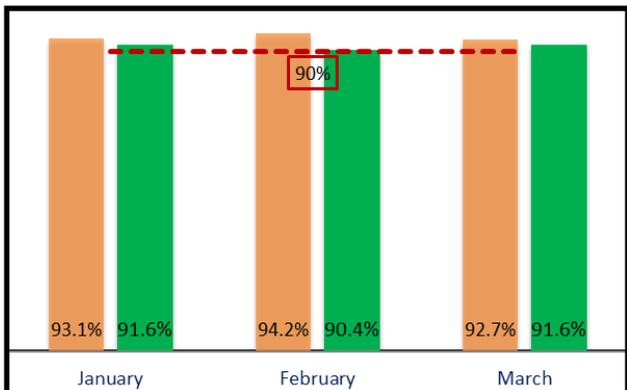
Analysis of the annual metrics for Fiscal Year 2020 will be a comparison of the results for Fiscal Year 2020 and the average of respective metric totals for the previous three years (Fiscal Year 2017, Fiscal Year 2018, and Fiscal Year 2019). Annual Fiscal Year 2020 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live-Release Rate

For the past three years, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners. These are just some of the ways in which ACS is pushing to maintain and raise the Live-Release rate.

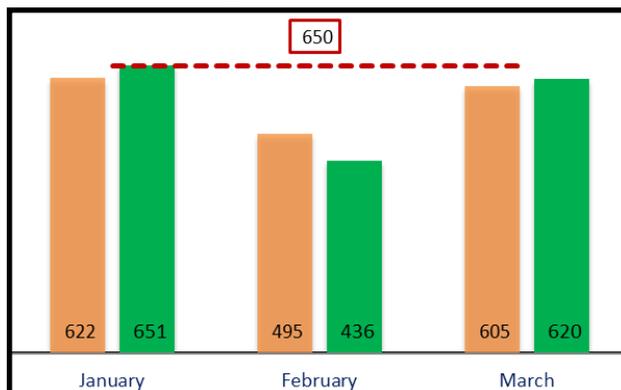
Live-Release Rate

FY20 Annual Goal: 90%
 FY20 Quarter 2 Avg. Results: 91.2%
 FY17-FY19 Quarter 2 Avg. Results: 93.3%



Adoptions

FY20 Annual Goal: 7,800
 FY20 Quarter 2 Results: 1,707
 FY17-FY19 Annual Avg. Results: 1,722

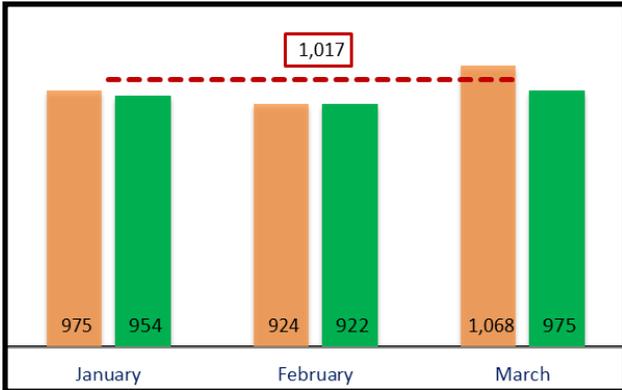


--- FY 2020 Target █ Prior 3 Year Average █ FY 2020 Actual

Increasing the Live Release Rate (Cont.)

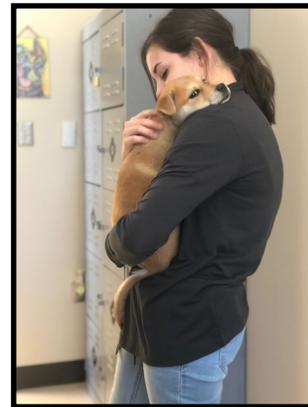
Rescues

FY20 Annual Goal: 13,000
 FY20 Quarter 2 Results: 2,851
 FY17-FY19 Quarter 2 Avg. Results: 2,967



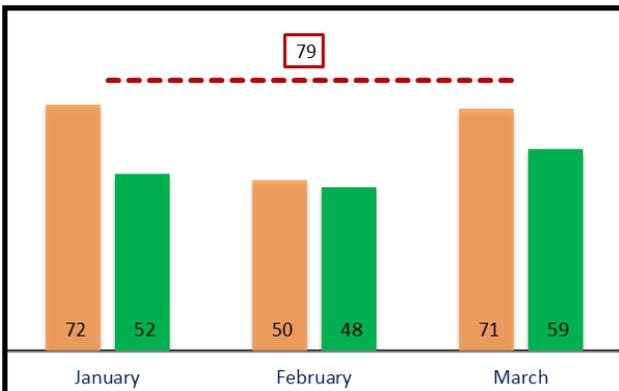
Return To Owner (Overall)

FY20 Annual Goal: 6,900
 FY20 Quarter 2 Results: 2,190
 FY17-FY19 Quarter 2 Avg. Results: 1,901



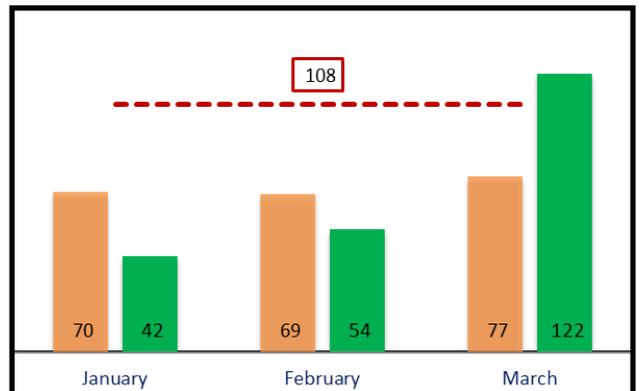
Trap Neuter Release

FY20 Annual Goal: 950
 FY20 Quarter 2 Results: 159
 FY17-FY19 Quarter 2 Avg. Results: 193



Pets Fostered

FY20 Annual Goal: 1,300
 FY20 Quarter 2 Results: 218
 FY17-FY19 Quarter 2 Avg. Results: 216



- - - FY 2020 Target
 Prior 3 Year Average
 FY 2020 Actual

Control the Roaming Animal Population

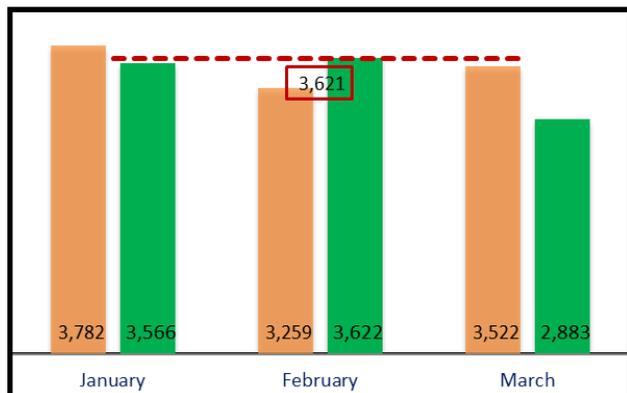
Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does micro-chipping, which allows ACS to reunite roaming pets with their owners. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

Total Spay & Neuter Surgeries

FY20 Annual Goal: 43,455

FY20 Quarter 2 Results: 10,071

FY17-FY19 Quarter 2 Avg. Results: 10,563

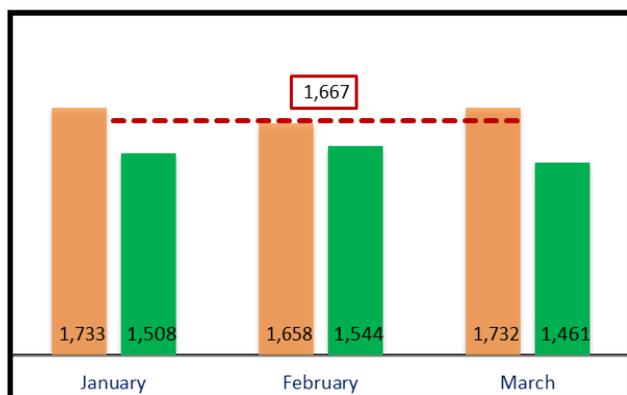


Microchips Registered

FY20 Annual Goal: 22,000

FY20 Quarter 2 Results: 4,513

FY17-FY19 Quarter 2 Avg. Results: 5,123

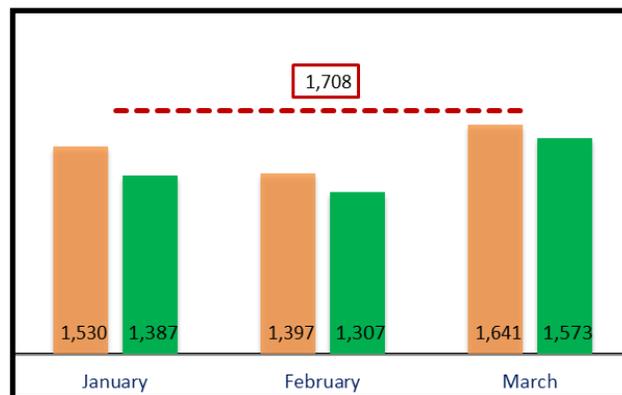


Deceased Dog/Cat Pick-up

FY20 Annual Goal: 20,500

FY20 Quarter 2 Results: 4,267

FY17-FY19 Quarter 2 Avg. Results: 4,568



* In this metric a lower number means a greater success.

--- FY 2020 Target ■ Prior 3 Year Average ■ FY 2020 Actual

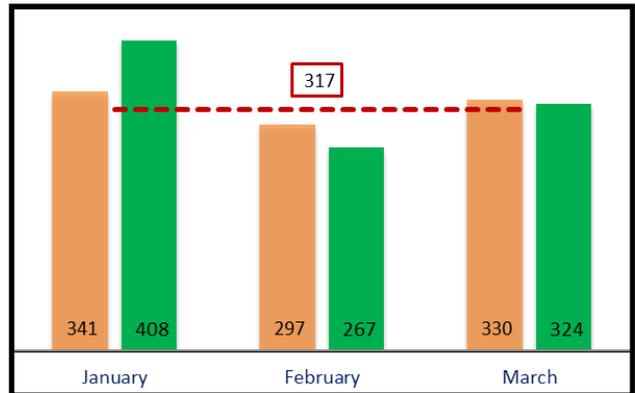
Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, 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. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has led to an increase in dangerous/aggressive dog designations, violations written, and cruelty cases filed.



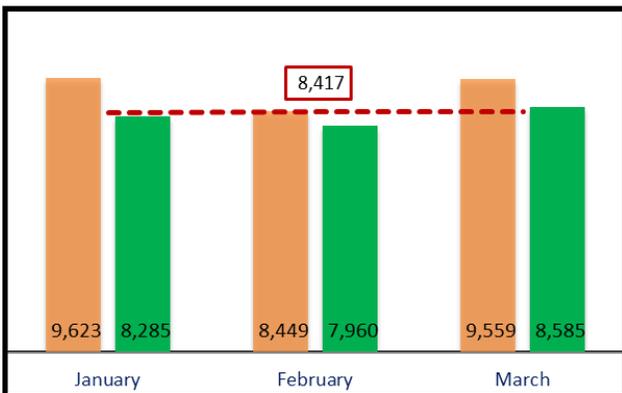
Pets Returned to Owner in the Field

FY20 Annual Goal: 3,800
 FY20 Quarter 2 Results: 999
 FY17-FY19 Quarter 2 Avg. Results: 968



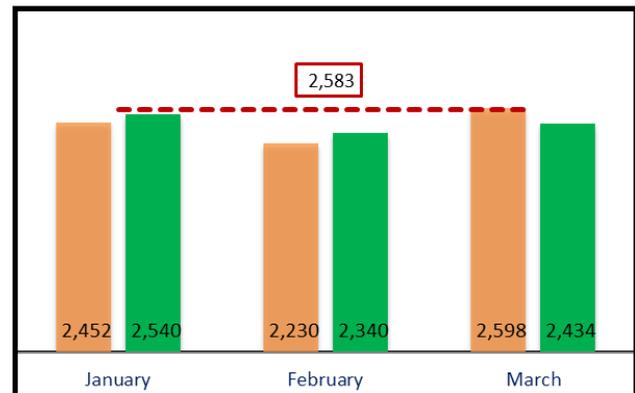
Calls for Service Requests

FY20 Annual Goal: 101,000
 FY20 Quarter 2 Results: 24,830
 FY17-FY19 Quarter 2 Avg. Results: 27,631



Impoundments

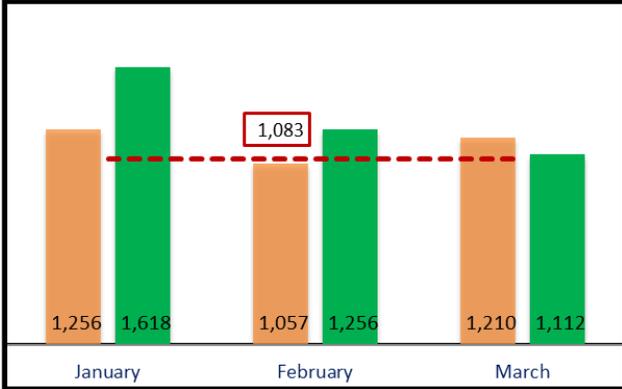
FY20 Annual Goal: 31,000
 FY20 Quarter 2 Results: 7,314
 FY17-FY19 Quarter 2 Avg. Results: 7,280



- - - FY 2020 Target
 Prior 3 Year Average
 FY 2020 Actual

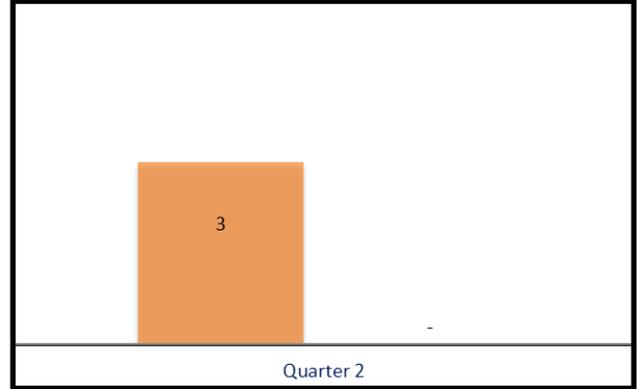
Citations Written

FY20 Annual Goal: 13,000
 FY20 Quarter 2 Results: 3,986
 FY17-FY19 Quarter 2 Avg. Results: 3,523



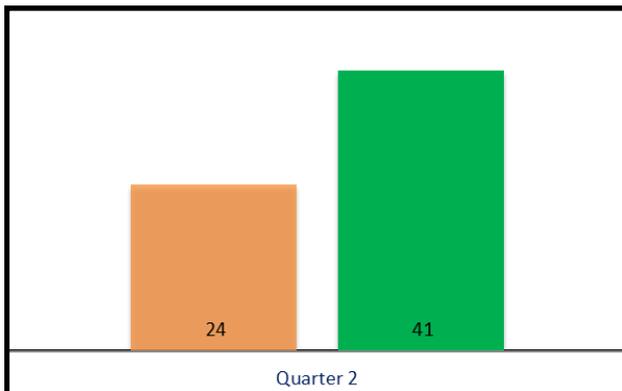
Serious Bodily Injuries

FY20 Quarter 2 Results: 0
 FY17-FY19 Quarter 2 Avg. Results: 3



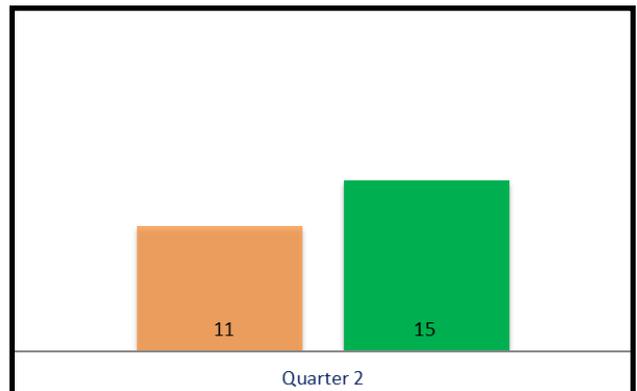
Aggressive/Dangerous Designations

FY20 Quarter 2 Results: 41
 FY17-FY19 Quarter 2 Avg. Results: 24



Cruelty Cases Filed

FY20 Quarter 2 Results: 15
 FY17-FY19 Quarter 2 Avg. Results: 11



--- FY 2020 Target ■ Prior 3 Year Average ■ FY 2020 Actual

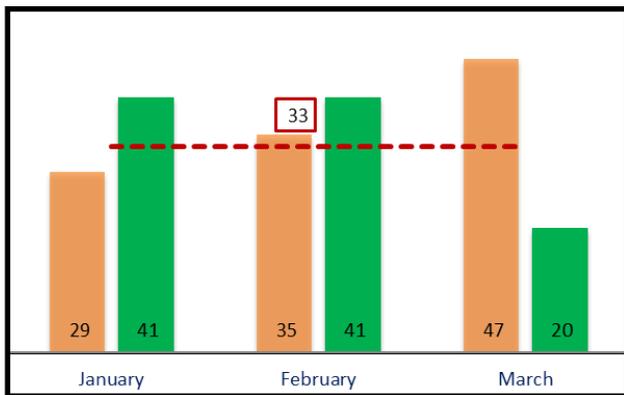
Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached metric has been combined with their digital outreach efforts and is now referred to as Residents Reached.



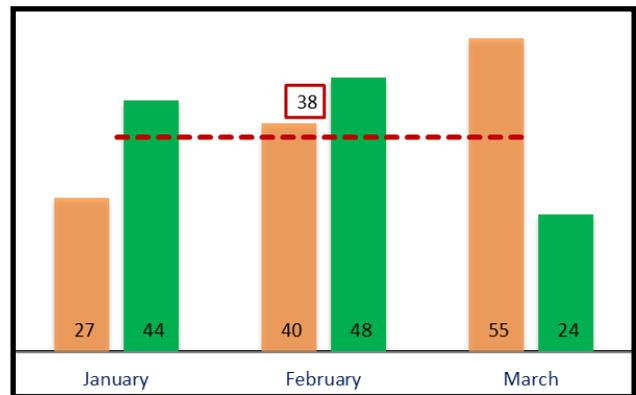
Education Events

FY20 Annual Goal: 400
 FY20 Quarter 2 Results: 102
 FY17-FY19 Quarter 2 Avg. Results: 111



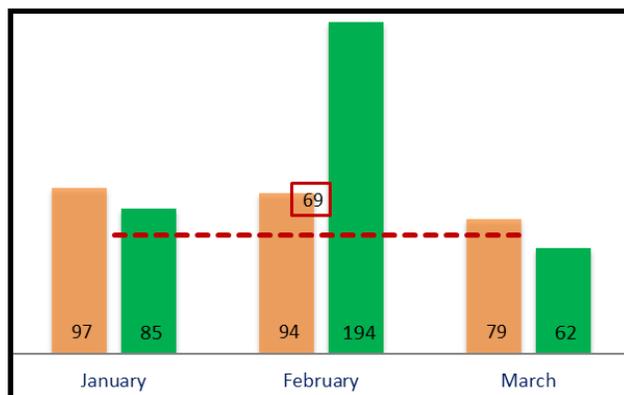
School Presentations

FY20 Annual Goal: 450
 FY20 Quarter 2 Results: 116
 FY17-FY19 Quarter 2 Avg. Results: 122



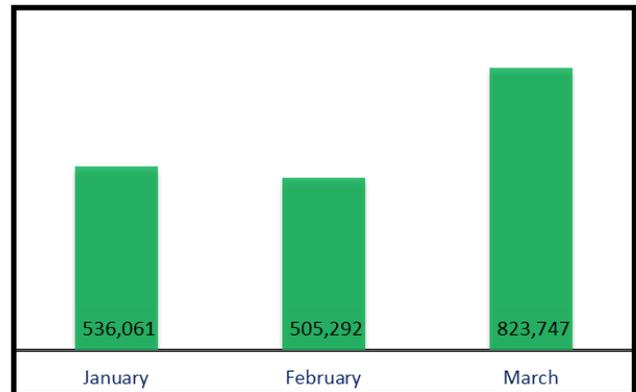
Media Interactions

FY20 Annual Goal: 830
 FY20 Quarter 2 Results: 341
 FY17-FY19 Quarter 2 Avg. Results: 270



Residents Reached

FY20 Annual Goal: N/A
 FY20 Quarter 2 Results: 1,865,100



* This metric was adjusted for FY20, it does not include prior years

--- FY 2020 Target ■ Prior 3 Year Average ■ FY 2020 Actual



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 ACSIntake@sanantonio.gov to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED



DRAFT



City of San Antonio
Animal Care Services Department



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

Advisory Board Member Name(s): Rita Braeutigam _____

Date of Inspection: March 10, 2020 _____ **Time of Inspection:** 12:15

BROOKS CITY BASE SPAY/NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Excellent	Good	Fair	Poor	N/A
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				

Comments/Actions Needed

Wellness exams were going on. Lobby was full of dogs and their owners.

Cat Holding Area	Excellent	Good	Fair	Poor	N/A
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	N/A*				
Fresh newspaper in each cage	N/A**				
There are no offensive odors	X				
Each cage with cat has correct kennel card	X				
Any post-surgery cats are being recovered properly	X				
Stainless steel shelving is cleaned	X				

Comments/Actions Needed

***All cats are in individual carriers. **Following surgery fresh newspaper is put in the carriers before the cat is returned to the carrier.**

Dog Holding Area (Right)	Excellent	Good	Fair	Poor	N/A
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				

Comments/Actions Needed

Five or six name plates are missing off the kennel doors. In addition, five or six metal holders for the kennel dividers are broken and five or six of the dividers are bent. The damage is caused by rambunctious dogs being contained in the kennel.

Prep Area	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves & medical masks	X				
Prep sinks are in working order, clean, and free of debris	*				
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				
Comments/Actions Needed					
<p>*Prep sinks were clean and free of debris. The 2 prep sinks have very poor water pressure. About a year ago, a crew came out to check the water pressure. No change was noted. The pressure remained the same but has gotten increasingly worse in the past 3 months. The sink closest to the surgery suite has a slow leak.</p>					

Surgery Suite	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves	X				
Medical equipment are in working order and clean	X				
Fresh surgery packs are used for each pet	X				
Pets are properly sedated, and secured to surgery table	X				
Clean floors and tables	X				
Comments/Actions Needed					
Dog Holding Area (Left)	Excellent	Good	Fair	Poor	N/A
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				
Comments/Actions Needed					

Additional Notes:

____ There are less no shows than the previous 2 years. On midnight on the 25th of each month the appointment schedule is posted for the month. When staff arrives the following morning, the schedule is full. They no longer need to advertise. _____



City of San Antonio
Animal Care Services Department



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

Advisory Board Member Name(s): Cindy Cox

Date of Inspection: 1/16/2020 Time of Inspection: 12:05 pm

Kennel #10	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					
Hand sanitizer available	X				
Drains free of debris	X				
Drains in full repair					
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

Kennel 10 was the only one open to the public, since they had closed intake because of the distemper outbreak. They had a lot of medium and large dogs that often go unnoticed and thus are at most risk.
 * The day was rainy and cool and I didn't see any members of the public—staff were courteous to me.
 ** The ADL Director mentioned that he was going through the third iteration of trying to get the floors that are delaminating in these kennels (and there are many in the kennels I saw) repaired. The facilities were otherwise in good repair.
 -- Everything was very clean, well-organized, well-labelled, etc.
 -- This has been brought up during a previous inspection, but they have great kennel cards that provided good information on temperament, likes/dislikes, etc.
 -- They also pointed out the enrichment activities that they tailor for each dog's needs. They provide integrated care.

Kennel #11	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
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					
-- This building had been converted to a distemper quarantine area during the outbreak and still had one dog that not yet out of the woods. We did not tour the facility.					
Kennel #12	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					
-- This facility was being reopened in the afternoon to receive 5 puppies from ACS. So it there was some actions being taken but no staff or puppies were in there.					

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					
Everything looked good.					

Additional Notes:

As mentioned above, the day I visited the staff were preparing to start pulling dogs again from ACS, at least puppies, as they had been working to treat many dogs who contracted distemper and had a completely empty puppy building. Besides the delaminating floors, everything looked clean and well-cared for.



City of San Antonio
Animal Care Services Department



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

Advisory Board Member Name(s): Karen Speer

Date of Inspection: March 12, 2020 **Time of Inspection:** 11:10 a.m.

Kennel #10	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

2 kennels had holes in the concrete. I was concerned that the dogs in these kennels might cut their paws. There was a brick in the middle of the floor in the bathroom. I am sure that is used to hold the door open when cleaning and was not moved back against the wall. This is a hazard since when you first walk in the light is turned off.

Kennel #11	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	x				

cage					
Pooper Scoopers are kept in a clean disinfection 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 Holes in the floor in some kennels					
Kennel #12	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 Holes in the floor on some kennels					

General Premises	Excellent	Good	Fair	Poor	N/A
Landscape 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:



City of San Antonio
Animal Care Services Department



Advisory Board Inspection Checklist
– 151 Main Campus –

Advisory Board Member Name(s): Susan Beldon

Date of Inspection: January 21, 2020

Time of Inspection: 9:32am-11:40am

Alyssa McMullin, Special Projects Manager at Animal Care Services, accompanied me on the Inspection

Administration Building	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public					X *
Clean floors, windows, and doors	X				
Proper signage in place	X				
Intake area neat & orderly	X				
Floors are clear of safety hazards	X				
Every animal is being scanned upon intake	per staff				
Comments/Actions Needed *At the time of inspection the facility was not open to the public					
Clinic	Excellent	Good	Fair	Poor	N/A
Staff is courteous and informative to all members of the public as well as fosters	X				
Clean floors, doors, & windows		X			
Hand sanitizer available	X				
Back Kennel runs are free of feces and urine			X*		
Exam tables are cleaned between animals receiving treatment or exams	per staff				
Exam room washing station fully stocked with gloves	X				
Halls and walkways are free of debris and safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X**				
All cleaning tools are disinfected at the end of the day	per staff- soak in bowls then placed in autoclave				
Recovery room washing station fully stocked with gloves	X				
Surgical room washing station fully stocked with gloves	X				
Any temporary holding cages outside clinic are clean	vacant-no dogs or cats				X
Controlled substances stored in locked cabinet when not	per staff-				

in use	key card access				
Surgical patients are recovered using proper protocol and recovery sheet present	X				
The clinic building is in good repair		X***			
Humane number of cats/kittens in each cage	X				

Comments/Actions Needed

Some were dirty and had slight odor**One TNR cat was in a cage that had no kennel card due to the fact that staff brought him in last night due to the cold weatherOne dryer was broken and was not heating up. A work order was submitted two weeks ago. In the post-op area a ladder step broke this morning and staff was emailing management.**

Surgery started at 9:30 am and was currently being conducted. Dr. Gill was performing surgery and when she stepped out she introduced herself.

Cattery (Building 5)	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Cat cages are clean	X				
Litter boxes are clean with no offensive odor	X				
All cages have fresh water	X				
All counter surfaces are clean	X				
Hand sanitizing stations are visible and full	X				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X				
Appropriate signage and kennel card on each occupied cage	X				
All cages are cleaned and sanitized between occupants	per staff				
Floor is free of debris or safety hazards	X				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	per staff once in morning				
Intake vaccinations recorded on each kennel card	X				
The Cattery building is in good repair		X			

Comments/Actions Needed

Spoke to Venus Aguilar. In the sick bay there was one cat with ringworm. One of the squeegee heads is loose. One of the ringworm kennels has a cracked back glass panel and is sometimes used to house a cat

Outside Cattery	Excellent	Good	Fair	Poor	N/A
Litter boxes are clean with no offensive odor					X
Fresh water is available					X
Area is free of debris or safety hazards	X				
Appropriate signage and kennel card(s) visible					X

Comments/Actions Needed

No cats were present as they were TNR as reported by staff. In this area the cats are given blankets, food and water daily and their litter boxes are changed every other day.

Livestock Area	Excellent	Good	Fair	Poor	N/A
Corrals are clean and free of feces	X				
Fresh water is available for any occupants	X				
Fresh hay/feed is available for any occupants	X				
Area is free of debris or safety hazards				X*	
Comments/Actions Needed					
<p>There was a pig present in one enclosure. In another adjoining area there was one chicken in a smaller wire enclosure/cage. There was a power washer in this area along with an igloo shelter, three pallets stacked against the fence and metal fence pieces. In a third area were a group of chickens. The tool shed was open with a metal piece laying outside. There was loose hay and other tools inside the shed. There was also an old sign dated 2/7/18 with directions posted for care of horses. No horses were present in the corral.</p>					

Dog Kennel (Building 4)	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				
Intake vaccinations recorded on each kennel card	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	per staff				
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	per staff				
Stainless steel cages are clean and have fresh newspaper		X getting cleaned			
Clean floors, doors, and windows	X				
There is no offensive odor	X				
Kennel building and equipment are in good repair			X*		
Comments/Actions Needed					
<p>John Alvarado and Shelby Boston answered questions. *All four hoses that have been replaced are leaking again perhaps at the connections. Buckets are used to collect water that pools on the floor. Signs helpful-USE NEW LEASH-with several clean leashes hanging close by. Signs inviting patrons to JOIN OUR FOSTER TEAM. Shelter Paws-ACS Field Trip report cards were placed by those dog's runs that had participated providing useful information for potential adopters on how they did on their outing.</p>					

Outdoor Sally Port Runs (Behind Building 4)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine		X			
Fresh water in each occupied run	X				
Area is free of debris or safety hazards					X being cleaned
Comments/Actions Needed					
Outdoor Exercise Yards (Between Buildings 3 & 4)	Excellent	Good	Fair	Poor	N/A
Clean and free of feces			X		
Play pools (if available) filled with fresh water					X
Doors operate properly		X			
Waste stations are stocked		X			
Comments/Actions Needed Pooper scoopers were in the run and play area					

Dog Kennel (Building 3)	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				
Intake vaccinations recorded on each kennel card	X				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	X				
Runs and cages are thoroughly cleaned and sanitized between occupants	per staff				
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	per staff				
Stainless steel cages are clean and have fresh newspaper	per staff				
Clean floors, doors, and windows	X				
There is no offensive odor	X				
Kennel building and equipment are in good repair			X*		
Comments/Actions Needed Spoke with Megan Dombeck. Kennel just cleaned and smelled great. *Paper towels out. **Hose leaking and three of the four hoses have low water pressure.					

Outdoor Sally Port Runs (Behind Building 3)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine					X
Fresh water in each occupied run	per staff				
Area is free of debris or safety hazards					X
Comments/Actions Needed					
Cleaning was in progress. Two dogs were in temporary holding cages while the runs were being cleaned.					

Dog Kennel (Building 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				
Intake vaccinations recorded on each kennel card	X				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	per staff				
Runs and cages are thoroughly cleaned and sanitized between occupants	per staff				
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	per staff				
Stainless steel cages are clean and have fresh newspaper					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
Spoke to Christina Harris Cleaning in process. New protocol gates locked by runs cannot walk down aisle.
***Hoses dripping on the floor causing puddles**

Outdoor Sally Port Runs (Behind Building 2)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine	No Runs Outside				
Fresh water in each occupied run					
Area is free of debris or safety hazards			X*		

Comments/Actions Needed
***Non-operational stove and refrigerator in sally port area**

EBI Building	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces or urine		X			
Incinerator in proper working condition	per staff				
Enough receptacles for remains	per staff				
All remains are either in receptacle or in cooler	per staff				
Remains not to be incinerated properly labeled in cooler	per staff				
Halls and walkways are free of debris or safety hazards	X				
Appropriate signage and kennel card on each occupied cage					X
Every animal scanned for microchip prior to euthanasia	per staff*				
Controlled substances stored in locked cabinet when not in use	per staff				
EBI room a quiet environment for animals	euthanasia was presently not being performed				X
All surfaces are clean and free of unnecessary clutter	X				
Cats euthanized by IP injection and kept in quiet location pre and post injection	per staff				
EBI room is clean and free of odor	X				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	per staff				
EBI building and equipment in good repair	X				

Comments/Actions Needed

All outside cages were empty. One cage outside was dirty. Another outside cage had a tag that said Stop Do Not Euthanize 7pm. Another three cages had signs that stated this cage for contagious disease only.

***Staff member advised that after sedation a full body microchip scan is conducted**

Wash Bay/Laundry	Excellent	Good	Fair	Poor	N/A
Laundry area orderly and fully stocked				X*	
ACO Trucks are washed and sanitized after unloading	per staff				
Area is free of debris or safety hazards			X**		

Comments/Actions Needed

***There was a large quantity of laundry stacked up outside of the designated laundry area. Both large bins and black trash bags were piled up. Also on the wall by the wash bay were some empty small animal cages**

****To the right of the dryer were two large containers filled with laundry soap with hoses attached and neither had caps. There was also an open bottle of liquid with no cap that was on top of one of these barrels. This barrel had metal bowls and dog toys on top.**

Annex Building	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and	X				

courteous to all members of the public					
Training Rooms are clean and orderly	X				
Lobby is clean and orderly					X
Men's restroom is clean and stocked					X
Women's restroom is clean and stocked					X

Comments/Actions Needed

Shane Reed, one of the volunteers, was present. Lobby and Restrooms had not been cleaned yet

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

Dog waste stations have biodegradable bags.*Doors need adjustment/ gaps by some gates. Pooper scoopers in all four areas.

Building 1	Excellent	Good	Fair	Poor
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			
Runs and cages are thoroughly cleaned and sanitized between occupants	per staff			
Hand sanitizer available	X			
Drains free of debris	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	per staff			
Stainless steel cages are clean and have fresh newspaper	X use blankets in cages and wash daily			
Foot bath mats are filled with disinfectant	N/A			

Clean floors, doors, and windows	X			
There is no offensive odor	X			
Kennel building and equipment are in good repair		X**		
Comments/Actions Needed				
<p>Spoke to Kim Virdelo and Jesse Garcia. Signs say SAPA Pet Adoptions. Adopt Your New Best Friend. Staycation SAPA Take A Dog Out For The Day.</p> <p>Staff also have a portable floor A/C Unit to provide cool air for the pets.</p> <p>*There is no paper towel dispenser by sink staff uses clean rag. **One of the lights on the wall is not working.</p>				
Outdoor Exercise Yards (Next to Building 1)	Excellent	Good	Fair	Poor
Clean and free of feces		X		
Play pools (if available) filled with fresh water	N/A			
Doors operate properly		X		
Waste stations are stocked	X			
Comments/Actions Needed				
<p>Runs repaired with concrete where there was damaged turf. Wood has been added to areas where the metal fence was too short. There is pooled water between building and exercise yards.</p>				

Additional Notes:

During the course of my inspection staff was very professional and helpful.



City of San Antonio
Animal Care Services Department



Advisory Board Inspection Checklist
– 151 Main Campus –

Advisory Board Member Name(s): _____ Kathy Davis _____

Date of Inspection: _____ 3-11-20 _____ **Wed.** _____ **Time of Inspection:** _____ 2:30 PM _____

Administration Building	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Clean floors, windows, and doors	X				
Proper signage in place	X				
Intake area neat & orderly	X				
Floors are clear of safety hazards	X				
Every animal is being scanned upon intake	X				

Comments/Actions Needed

Watched incoming ACO's at Clinic scanning for chips.

Clinic	Excellent	Good	Fair	Poor	N/A
Staff is courteous and informative to all members of the public as well as fosters	X				
Clean floors, doors, & windows	X				
Hand sanitizer available	X				
Back Kennel runs are free of feces and urine	X				
Exam tables are cleaned between animals receiving treatment or exams					X
Exam room washing station fully stocked with gloves	X				
Halls and walkways are free of debris and safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X				
All cleaning tools are disinfected at the end of the day					X
Recovery room washing station fully stocked with gloves	X				
Surgical room washing station fully stocked with gloves	X				
Any temporary holding cages outside clinic are clean	X				
Controlled substances stored in locked cabinet when not in use	X				
Surgical patients are recovered using proper protocol and recovery sheet present	X				
The clinic building is in good repair	X				
Humane number of cats/kittens in each cage	X				

Comments/Actions Needed

Surgeries were not in progress at time of inspection. Disinfecting of surgical instruments was in progress.

Cattery (Building 5)	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	x				
Cat cages are clean	x				
Litter boxes are clean with no offensive odor	x				
All cages have fresh water	x				
All counter surfaces are clean	x				
Hand sanitizing stations are visible and full	x				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	x				
Appropriate signage and kennel card on each occupied cage	x				
All cages are cleaned and sanitized between occupants	x				
Floor is free of debris or safety hazards	x				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	x				
Intake vaccinations recorded on each kennel card	x				
The Cattery building is in good repair	x				
Comments/Actions Needed					
Clean, smells good. No kittens – good sign!					
Outside Cattery	Excellent	Good	Fair	Poor	N/A
Litter boxes are clean with no offensive odor	X				
Fresh water is available	X				
Area is free of debris or safety hazards	X				
Appropriate signage and kennel card(s) visible	X				
Comments/Actions Needed					
Mostly empty and clean – one cat.					
Livestock Area	Excellent	Good	Fair	Poor	N/A
Corrals are clean and free of feces	X				
Fresh water is available for any occupants					X
Fresh hay/feed is available for any occupants					X
Area is free of debris or safety hazards	X				
Comments/Actions Needed					
Empty and clean – no animals present.					

Dog Kennel (Building 4)	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				
Intake vaccinations recorded on each kennel card	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				
Stainless steel cages are clean and have fresh newspaper	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 All in good order. Staff working with multiple customers.					
Outdoor Sally Port Runs (Behind Building 4)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run	X				
Area is free of debris or safety hazards	X				
Comments/Actions Needed All Kennels were clean.					
Outdoor Exercise Yards (Between Buildings 3 & 4)	Excellent	Good	Fair	Poor	N/A
Clean and free of feces	X				
Play pools (if available) filled with fresh water					X
Doors operate properly	X				
Waste stations are stocked	X				
Comments/Actions Needed No dogs present at time of inspection.					

Dog Kennel (Building 3)	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				
Intake vaccinations recorded on each kennel card	X				
Pooper Scoopers are kept in a clean disinfection 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				
Stainless steel cages are clean and have fresh newspaper	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					
Staff was actively helping customers (adoption event).					
Outdoor Sally Port Runs (Behind Building 3)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run					X
Area is free of debris or safety hazards	X				
Comments/Actions Needed					
Empty and clean – no dogs present.					

Dog Kennel (Building 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				
Intake vaccinations recorded on each kennel card	X				
Pooper Scoopers are kept in a clean disinfection 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				
Stainless steel cages are clean and have fresh newspaper	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					
Quiet, clean and smells good.					
Outdoor Sally Port Runs (Behind Building 2)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run					X
Area is free of debris or safety hazards	X				
Comments/Actions Needed					
Empty and clean at time of inspection. No dogs present.					

EBI Building	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces or urine	X				
Incinerator in proper working condition	X				
Enough receptacles for remains	X				
All remains are either in receptacle or in cooler	X				
Remains not to be incinerated properly labeled in cooler	X				
Halls and walkways are free of debris or safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X				
Every animal scanned for microchip prior to euthanasia					X
Controlled substances stored in locked cabinet when not in use	X				
EBI room a quiet environment for animals	X				
All surfaces are clean and free of unnecessary clutter	X				
Cats euthanized by IP injection and kept in quiet location pre and post injection					X
EBI room is clean and free of odor	X				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	X				
EBI building and equipment in good repair	X				
Comments/Actions Needed					
No cat EBI at time of inspection. Incinerator not in use during inspection. Necropsy for cruelty case in progress at time of inspection.					
Wash Bay/Laundry	Excellent	Good	Fair	Poor	N/A
Laundry area orderly and fully stocked	X				
ACO Trucks are washed and sanitized after unloading	X				
Area is free of debris or safety hazards	X				
Comments/Actions Needed					
Trucks in wash bay at time of inspection. Washer and dryer in use at time of inspection.					

Annex Building	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Training Rooms are clean and orderly	X				
Lobby is clean and orderly	X				
Men's restroom is clean and stocked					X*
Women's restroom is clean and stocked	X				
Comments/Actions Needed					
*Not going in there.					
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					
Lots of weeds...					

Additional Notes:

Building 1	Excellent	Good	Fair	Poor
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			
Runs and cages are thoroughly cleaned and sanitized between occupants	X			
Hand sanitizer available	X			
Drains free of debris	X			
Staff work area has a hand washing station with soap,	X			

paper towels, and hand sanitizer				
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			
Stainless steel cages are clean and have fresh newspaper	X			
Foot bath mats are filled with disinfectant				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 Smells good, clean and quiet.				
Outdoor Exercise Yards (Next to Building 1)	Excellent	Good	Fair	Poor
Clean and free of feces		X		
Play pools (if available) filled with fresh water	X			
Doors operate properly	X			
Waste stations are stocked	X			
Comments/Actions Needed Several dogs present.				

Additional Notes:

Lots of prospective adopters on campus (event in progress) and staff in all areas were doing a great job of answering questions and working with customers. _____

FY 2020 ACS Contract Plan Performance
Through April 2020

Paul Jolly Center Contract (November 1, 2019 - October 31, 2020)

		November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	Total
ADL - Paul Jolly Center	Plan ¹	383	75	0	3	0	0	257	257	257	257	257	254	2,000
	Actual	383	75	0	3	0	0							461

ADL Kennel Contract (June 10, 2019 - June 9, 2020)

		June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	Total
ADL - Kennels	Plan ¹	279	389	427	385	414	4	33	341	366	339	207	0	3,184
	Actual ²	279	389	427	385	414	4	33	341	366	339	348		3,325

HVPP Contracts (October 1, 2019 - September 30, 2020)

		October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	Total
AWSBC	Plan	13	7	9	10	7	11	15	10	16	8	3	16	125
	Actual	3	0	1	3	8	12	1						28
CARE	Plan	24	23	23	32	26	27	19	36	33	21	32	19	315
	Actual	27	15	14	19	39	17	1						132
God's Dogs	Plan	25	29	16	30	27	22	40	48	31	31	32	25	355
	Actual	24	29	17	6	17	48	24						165
Missy's Haven	Plan	36	20	20	24	32	25	25	26	41	21	35	18	325
	Actual	46	9	18	17	44	13	10						157
SA Humane	Plan	70	61	38	48	63	55	47	72	59	70	61	37	680
	Actual	52	11	1	66	40	14	0						184
SAPA!	Plan	388	322	291	312	284	412	449	483	396	377	392	364	4,470
	Actual	401	374	372	381	296	430	429						2,683
SNIPSA	Plan	9	18	20	14	30	27	21	34	33	27	36	30	300
	Actual	18	32	30	4	3	36	13						136
Texas Chihuahua	Plan	16	11	15	18	14	14	17	12	14	10	9	13	160
	Actual	3	3	12	3	11	15	8						55

SPAY/NEUTER PARTNERS (October 1, 2019 - September 30, 2020)

		October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	Total
ADL	Plan	98	76	82	128	111	87	111	146	165	194	170	137	1,505
	Actual	76	26	0	28	18	21	0						169
Pet Spots	Plan	318	352	395	391	299	335	310	341	314	264	281	302	3,900
	Actual	401	357	300	422	353	343	470						2,646
SA Humane	Plan	44	419	454	481	501	504	431	436	515	575	254	235	4,850
	Actual	41	654	611	745	666	274	12						3,003
SNIPSA	Plan	348	235	54	377	85	60	60	515	152	62	120	131	2,200
	Actual	594	48	39	22	482	33	45						1,263

Pet Shotz Brackenridge Clinic (November 1, 2019 - October 31, 2020)

		Q1 Oct-Dec 2019	Q2 Jan-Mar 2020	Q3 Apr-Jun 2020	Q4 Jul-Sep 2020	Total
Pet Shotz Brack	Plan	1,380	2,397	2,223	2,000	8,000
	Actual	1,282	1,269			2,551

SA Humane Brooks Clinic (March 6 2020 - March 5 2021)

		Q1 Mar-May 2020	Q2 Jun-Aug 2020	Q3 Sept-Nov 2020	Q4 Dec 2020-Feb 2021	Total
SA Humane Brooks	Plan	2,000	2,000	2,000	2,000	8,000
	Actual	257				257

¹ Plan(s) Based upon revised and updated plans provided by ADL to ACS on April 27, 2020

² Pets pulled beyond required amount under this contract will be redirected to prior year deficits

¹ Q1 Actual includes only March; Pending April