

# City of San Antonio



## AGENDA Animal Care Services Advisory Board

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Wednesday, November 20, 2019

6:30 PM

4710 State Hwy 151

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

**A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, NOVEMBER 20, 2019 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:**

**Call to Order: 6:30 PM**

### **Individual Items for Consideration**

1. 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.
2. Approval of the Animal Care Services Advisory Board FY 2019 Annual Report. [Heber Lefgren, Director, Animal Care Services]
3. Briefing on the July Pet Sales Survey. [Chase Fosse, Assistant to the Director, Animal Care Services]
4. Discussion of the upcoming Animal Care Services Advisory Board retreat. [Heber Lefgren, Director, Animal Care Services]
5. Report regarding facility inspections. [Rita Braeutigam, ACS Advisory Board Chair]

**Public Comments**

**Determination of Next Meeting Date**

At any time during the Animal Care Service Advisory Board Meeting, the Board may recess into Executive Session in the ACS Conference Room to consult with the City Attorney's Office (Texas Government Code Section 551.071) and deliberate or discuss the following:

- A.** The purchase, exchange, lease or value of real property pursuant to Texas Government Code Section 551.072 (real property) regarding the Stray Animal Kennels Project Facility Ground/Sub-Ground Leases with Animal Defense League of Texas.
  
- B.** Legal issues associated with amending Chapter 5 of the San Antonio City Code.

**Adjournment**

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 for Work Session

August 21, 2019, 6:30 p.m.  
4710 State Highway 151, Annex Training Rooms 1 & 2  
San Antonio, TX 78284

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

**Ex-Officio Members:** Heber Lefgren, Marilyn Gotbeter, Jerry Trevino<sup>2</sup>

**Staff Liaison:** Daniel Gonzalez

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

Rita Braeutigam, Board Chair, convened the meeting at 6:33 PM.

### **II. Approval of Minutes for the April 17, 2019 & June 19, 2019 Animal Care Services Advisory Board meeting**

Val Moore motioned to approve the April 17, 2019 Advisory Board meeting minutes seconded by Cindy Cox. Motion passed. Val Moore motioned to approve the June 19, 2019 Advisory Board meeting minutes seconded by Cindy Cox. Motion passed.

### **II. Discussion of ACS Third Quarter Report**

Chase Fosse, the Assistant to the Director presented to the Board an overview of the ACS Third Quarter Report. He highlighted the record-breaking number of pets returned to owners during the month of June, and the success of the Wednesday adoption specials during the month of May. He briefly discussed the FY2018 Comparable Cities Analysis and shared the third quarter performance metric results.

### **III. Briefing on the FY2020 Proposed Budget Briefing PowerPoint**

Heber Lefgren, Director of ACS presented to the Board a presentation regarding the FY2020 Proposed Budget. He highlighted the FY2018 Comparable Cities Analysis. He updated the board with the FY2019 Budget and Non-Budget Initiatives. He discussed the details from the ACS Spay & Neuter Forum and elaborated on the importance of building relationships and understanding the for-profit animal welfare businesses. Board Chair Rita Braeutigam concurred with the Director's comments and emphasized the perspective that was presented by the for-profit animal welfare business representatives. The Director proceeded to showcase a comparison of various ACS performance metrics with FY2019 year end projections. He presented the proposed \$15.9M budget with the areas of focus and improvements.

### **III. Spay/Neuter Policies PowerPoint**

Heber Lefgren, Director of ACS delivered a presentation to the Advisory Board regarding the adjustment to ACS Spay/Neuter Policies. He explained his lack of support for mandatory spay and neuter policies. He reviewed the spay and neuter ordinances that are required by the City of San Antonio. He provided insight to the reasons behind policy changes related to dangerous dogs, required spay and neuter for owned roaming dogs, and feral cats. He provided the board with the recommendations that ACS has made to strengthen spay and neuter requirements. Board Member Val Moore suggested a policy to be more stringent on unaltered pets, but the Director confirmed that there is already a policy in place to incentivize good behavior.

### **IV. Brooks Facility Inspection**

August 8<sup>th</sup> at 8:35 AM. George Garcia praised the customer service with nothing out of place.

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

#### **V. ACS Stray Kennels at ADL Facility Inspection**

8/20/19 10:00AM. Many puppies in kennels but very clean. They mentioned that they did 134 adoptions over 1 weekend. Updated the AB with the ADL hospital expansion. Rita B

#### **VI. Brackenridge Facility Inspection**

June – Martha Banda Council District 2, reported that staff was busy but attended to all guests in a timely manner. One item of notice was the door being open during x-rays, and unsure of the proper practice at the facility. Director Heber Lefgren ensured that it would be investigated.

#### **VII. ACS 151 Main Campus Facility Inspection**

3:30PM. Staff was helpful, friendly, and stopped to help customers with questions. Cleanliness was up to standard and there was nothing out of the ordinary worth noting. – Cindy Cox

#### **VIII. Determination of Next Meeting Date**

October 16.

#### **IX. Adjournment**

There George motion to end, seconded by Martha Banda the meeting adjourned at 8:33 p.m.



# ANIMAL CARE SERVICES ADVISORY BOARD

## Special Meeting Minutes

September 24, 2019, 6:30 p.m.  
4710 State Highway 151, Annex Training Rooms 1 & 2  
San Antonio, TX 78284

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### I. CALL TO ORDER.

Board Chair Braeutigam called the meeting to order at 6:33 p.m.

### II. ROLL CALL.

The roll was called by Michael Shannon.

Present: Michael Shannon (Mayoral), Cynthia Cox (Dst. 1), Martha Banda (Dst. 2), George L. Garcia (Dst. 3), Rita Brauetigam (Dst. 4), Karen Speer (Dst. 5), Kathleen Davis<sup>1</sup> (Dst. 6), Valerie Moore (Dst. 7), Susan Beldon (Dst. 9), and Sallie Scott (Dst.10)

Ex-Officio Members: Heber Lefgren (ACS), Maria Villagómez (CM).  
Dr. Gotbetter (Health) walked in at 7:15 pm

Absent: None.

### III. CITIZENS TO BE HEARD.

None

### IV. INDIVIDUAL ITEM FOR CONSIDERATION.

**Item 1. Election of ACS Advisory Board Officers.** Shannon led the election of the new advisory board.

#### **Election of Advisory Board Vice- Chair**

**Motion:** Brauetigam moved to elect Susan Beldon as Advisory Board Vice-Chair.  
Speer seconded the motion.

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

**Action:** **MOTION PASSED with 10 AYES, AND 0 NAYS. 0 ABSENT.**

#### **Election of Advisory Board Secretary**

**Motion:** Beldon moved to elect Karen Speer as Advisory Board Secretary.  
Moore seconded the motion.

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

**Action:** **MOTION PASSED with 10 AYES, AND 0 NAYS. 0 ABSENT.**

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<sup>1</sup> Indicates present by video conference

**Election of Advisory Board Chair.**

Shannon invited those interested in the Chair position to make a statement. Garcia asked those interested to express what direction they would like to see the board take. Baeutigam spoke about priorities enforcement and live-release rates. Cox spoke about community engagement and improving relationships with different stakeholders. Moore spoke on behalf of Cox. Speer spoke on behalf of Braeutigam.

Motion: Moore moved to elect Cynthia Cox as Chair.  
Garcia seconded the motion.

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

**Action: MOTION FAILED with 4 AYES, AND 6 NAYS. 0 ABSENT.**

Motion: Speer moved to re-elect Rita Braeutigam as Chair.  
Beldon seconded the motion.

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

**Action: MOTION PASSED with 6 AYES, AND 4 NAYS. 0 ABSENT.**

**III. RECESS.**

At 7:07 p.m., Chair Baeutigam 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.

Davis left the meeting at 8:15 p.m.

**IV. RECONVENE.**

The ACS Advisory Board reconvened the meeting at 8:20 p.m. Chair Braeutigam announced that no action was taken in Executive Session.

**VII. ADJOURN.**

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

Motion: Moore moved to adjourn the meeting.  
Garcia seconded the motion.

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

**Action: MOTION PASSED with 9 AYES, AND 0 NAYS. 0 ABSENT.**  
The meeting adjourned at 8:26 PM.



# ACS Fiscal Year 2019 Annual Report



Shelter pets dressed up as aliens for the Storm Area 151 Adoption Event that generated 102 out of this world adoptions!

## Inside this issue:

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## The Director's Desk

Most fiscal years that I have experienced with ACS had a beginning, middle, and end. However, FY 2019 felt only like a beginning that demands a much deserved sequel. During FY 2019, ACS staff worked diligently to complete high profile projects, pilot new programs, and revamp existing practices in an effort to create a strong foundation for future fiscal years. These efforts included a pilot program for field officers to microchip pets in the field. This pilot program expanded on the previous commitments to microchipping and resulted in an increase in pets returned to owners. For the first time in ACS history, our shelter returned over 8,000 pets to their owners within one fiscal year. Additionally, the ACS Volunteer Program and field dispatch services were evaluated and adjusted to deliver twice as many volunteer hours as last year and a record breaking month for field SLA compliance.



ACS Director  
Heber Lefgren

With the help of the ACS Advisory Board and community input, ACS staff developed the FY 2020 strategic plan to continue the FY 2019 progress by emphasizing compassion in all that we do. It was truly a pleasure to host and meet the animal advocate community that attend my Meet the Director events. And the community members who we visited with during the many community activities held during the year.

I sincerely express my greatest thanks to everyone that has contributed to the ACS municipal shelter and improving the lives of San Antonio pets. We will continue to lead by example and use compassion to attract the highest caliber of employees and empower them to do good. THANK YOU!!!!



*Rita Braeutigam*

ACS Advisory Board Chair  
Rita Braeutigam

## Chair's Corner

As we close out another fiscal year and prepare for winter festivities, it is fitting that we end FY 2019 and begin FY 2020 with the theme of compassion. This past fiscal year, ACS utilized community support to craft new programs and make adjustments to existing practices. One shining example was the increased involvement and embrace of the new ACS Volunteer Program. Thank you to all that participated in increasing total volunteer hours from 9,489 last year to 18,674 hours this year. Your contribution equals 9 full-time employees! Through selfless acts of compassion, we will change the culture of our community for the better.

One of the many goals for FY 2020 is to improve the local understanding of ACS. ACS has always welcomed and encouraged community involvement by educating one another. Please share your knowledge with others to increase responsible pet ownership. I encourage individuals, families, businesses, and social groups to participate in any of the rewarding engagement opportunities ACS has to offer. Volunteer registration for first-time volunteers has never been easier, and fostering a pet creates an immediate impact on shelter space challenges. Enjoy the holidays and when nights get cold cuddle up with a four-legged friend.

## Compassion Lives Here!



During the FY 2019 budget presentation, ACS highlighted the role that animal welfare partners and active community leaders play in changing the treatment of pets in our community. The municipal shelter's efforts are multiplied when kind people take care of their pets and teach others how to care for their pets. ACS announced its journey to lead by example as the City of San Antonio's flagship of compassion. In FY 2019, compassion from the local community triumphed by increasing total pets placed in foster care by 43% from the previous fiscal year. The continued commitment made by animal welfare partners and active community leaders has shaped parts of the FY 2020 strategic plan. ACS aims to align its efforts with community needs by reviewing and adjusting the mission statement and shelter practices. In addition to aligning shelter practices with community needs, ACS will create a desirable and meaningful place of work for its employees through training and mentorship programs. By working together and seeking public feedback, ACS will recruit the highest caliber of employees who are empowered to do good. Go to [https://youtu.be/dJEKb\\_EI5IE](https://youtu.be/dJEKb_EI5IE) to view our compassion message and share it with someone you care about.

## FY 2019 Programs and Projects Update

### Future Pet Sales Survey

ACS administered a survey to San Antonio residents and visitors to garner feedback on the future of pet sales. The online survey was available in English and Spanish during July 2019 on SASpeakUp.com. Resident feedback on potential ordinance changes to pet law enforcement is necessary to understand how much support ACS would receive from the community for such changes. Controlling the stray and roaming dog population is dependent on the community's support for responsible pet ownership. Over 3,200 people responded to the survey, making it one of the most responsive surveys through SASpeakUP ever.

As ACS evaluates several potential changes to community pet laws and forms recommendations for City Council, residents provided their feedback on a variety of survey prompts. The majority of respondents expressed consistent support for adjusting pet laws in San Antonio. Nearly 95% of survey respondents agreed that there are too many loose and unowned dogs and cats within San Antonio. Over 70% of survey respondents strongly agreed that businesses and individuals breeding pets for the sole purpose of selling pets contribute to the problem of too many unowned pets in San Antonio. Over 67% of respondents strongly agreed that San Antonio should create laws that prohibit businesses and individuals from selling dogs and cats that did not come from an animal shelter or nonprofit rescue group. A full detailed version of the Future of Pet Sales Survey will be posted to the SASpeakUP website once all results have been analyzed.



### Pet Transport Program Pilot Test



In July 2019, the Live Release Team began testing an in house transport program to pull pets from the ACS shelter and deliver them to non-profit shelters in the northern parts of the United States. ACS is working with the Humane Society of the United States through the Shelter Allies program and transporting pets to their hub shelter, Tulsa Humane Society.

ACS staff anticipates transports approximately 8-10 dogs per week with a focus on moms with puppies and large dogs. ACS staff has championed the responsibility of this test program by opening their offices as temporary living spaces to accommodate the transport schedule. These acts of compassion create more shelter space, and if this program test is successful ACS will continue the program in FY 2020.

## Clear the Shelter & Storm Area 151

During Q4 of FY 2019, ACS participated in two of the largest adoption events of the year. To capitalize on the popularity of the “Storm Area 51” media sensation, ACS created the “Storm Area 151” adoption event to coincide with the event taking place in Nevada. Residents were encouraged to storm the shelter in droves to select a companion that was out of this world. The volunteer group, Craftin’ for Critters, used donated art supplies to create alien crafts for the adoptable pets. Storm Area 151 successfully produced over 100 adoptions in one weekend. Additionally, ACS participated in the national Clear the Shelters adoption event which contributed to the highest quarterly adoption totals of FY 2019. These two events spurred ACS to outperform last year’s total adoptions by nearly 400 pets!



## Dispatch Revamp

Increasing response rates of calls for service was prioritized in Q4 of FY 2019 in an effort to better serve the community by improving the safety and protection of residents and their pets. ACS streamlined existing procedures by creating a database to forward calls for service where they are tracked and reviewed after their completion. Total calls for service increased by 7% from last fiscal year and were nearly 15% higher than the previous 3-year average. Despite the increase in calls for service, the dispatch revamp generated a 91% timely response rate in September 2019. This milestone eclipses the 79% timely response rate of August 2018, which was the record for highest response rate within the last four years. ACS will continue to pursue process improvements to expand upon this recent accomplishment, and performance metrics will be adjusted to reflect a new standard.

## FY 2020 Budget Items



ACS will receive two new positions as a result of the FY 2020 budget process. The first is an Education & Engagement Branding Coordinator to support the marketing efforts for the Education and Outreach Division. As a part of the Education and Outreach Division, ACS invested in rebuilding the ACS Volunteer Program during FY 2019 and celebrated twice as many volunteer hours as last year. ACS will commit the same effort to improve in-house marketing capabilities and provide the Education and Outreach Division with the resources necessary for independent media outreach.

The second position is an Animal Care District Officer for District 6. District Officers work with their council district to provide additional customer service to areas of higher need. Additionally, ACS has adopted field microchipping as a standard practice, and in FY 2020 all field officers will be trained and equipped to implant microchips in the field.

## FY 2019 Fourth Quarter Staff Update

Employee Name	Position	Action
Angela Coakley	Veterinary Technician	New Hire
Christina Harris	Animal Care Specialist	Promotion
Jason DeFelice	Animal Care Officer	New Hire
Kaitlan Helton	Live Release Program Coordinator	Transfer Full Time
Kendall Bradley	Apprentice	New Hire
Megan Dombeck	Animal Care Attendant	Transfer Full Time
Rocio Stringer	Education Coordinator	Transfer Full Time
Sherry Shankle	Live Release Program Coordinator	Transfer Full Time



City Manager Erik Walsh stopped by the ACS facility in celebration of Customer Service Week. Mr. Walsh took the time to meet with available staff and express his gratitude for all of their hard work.



## Statistical Analysis

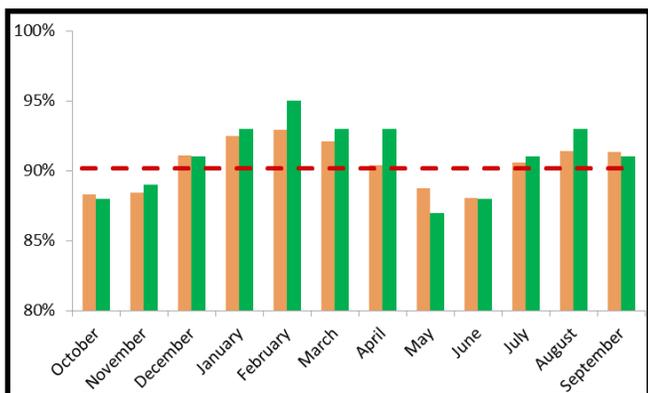
Analysis of the annual metrics for Fiscal Year 2019 will be a comparison of the results for Fiscal Year 2019 and the average of respective metric totals for the previous three years (Fiscal Year 2016, Fiscal Year 2017, and Fiscal Year 2018). Annual Fiscal Year 2019 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

### Increasing the Live Release Rate

In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department's 60-year history. Just a short four years later ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. Since achieving a 90% Live Release rate for the first time in December 2015, ACS has created targeted programming and forged animal welfare partnerships as a commitment to improving the Live Release rate. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed.

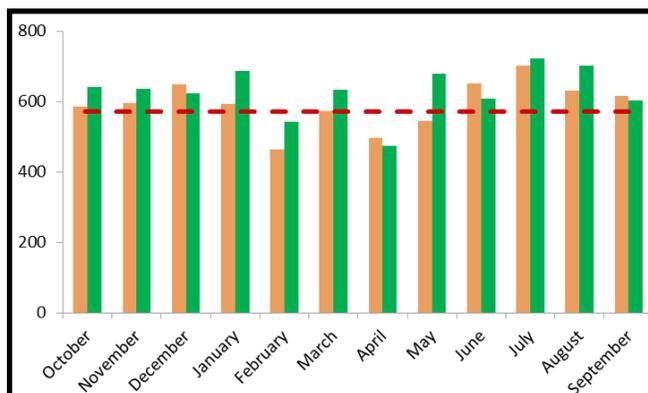
#### Live Release Rate

FY19 Annual Goal: 90%  
 FY19 Annual Results: 91%  
 FY16-FY18 Annual Avg. Results: 90%



#### Adoptions

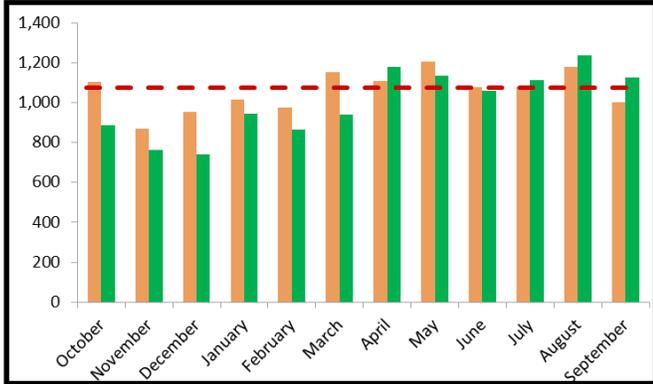
FY19 Annual Goal: 7,000  
 FY19 Annual Results: 7,551  
 FY16-FY18 Annual Avg. Results: 7,100



## Increasing the Live Release Rate (Cont.)

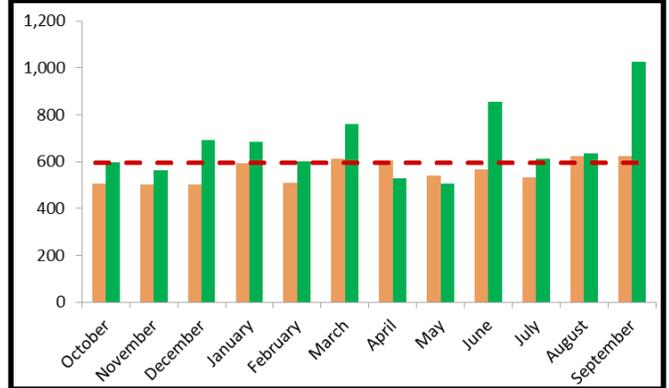
### Rescues

FY19 Annual Goal: 13,000  
 FY19 Annual Results: 11,983  
 FY16-FY18 Annual Avg. Results: 12,729



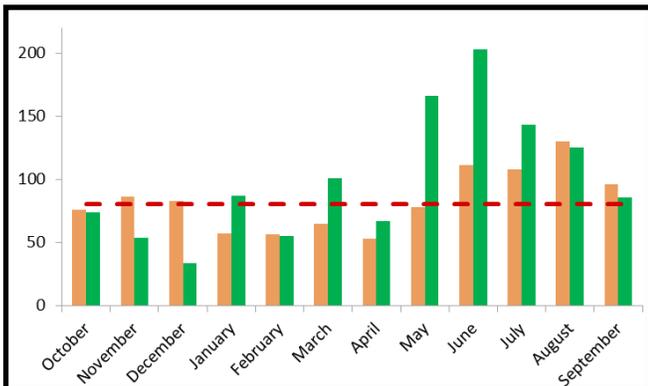
### Return To Owner (Overall)

FY19 Annual Goal: 6,900  
 FY19 Annual Results: 8,059  
 FY16-FY18 Annual Avg. Results: 6,717



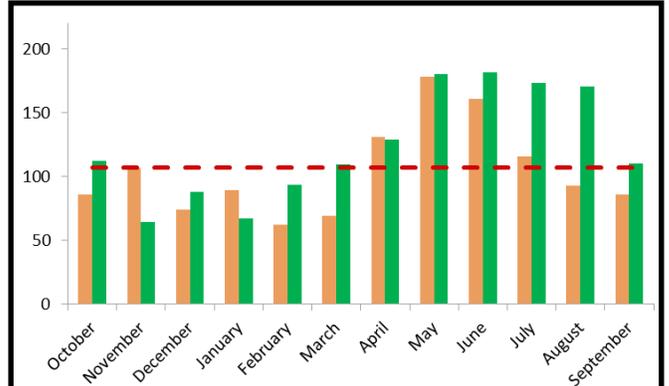
### Trap Neuter Release

FY19 Annual Goal: 950  
 FY19 Annual Results: 1,195  
 FY16-FY18 Annual Avg. Results: 1,002



### Pets Fostered

FY19 Annual Goal: 1,300  
 FY19 Annual Results: 1,476  
 FY16-FY18 Annual Avg. Results: 1,250



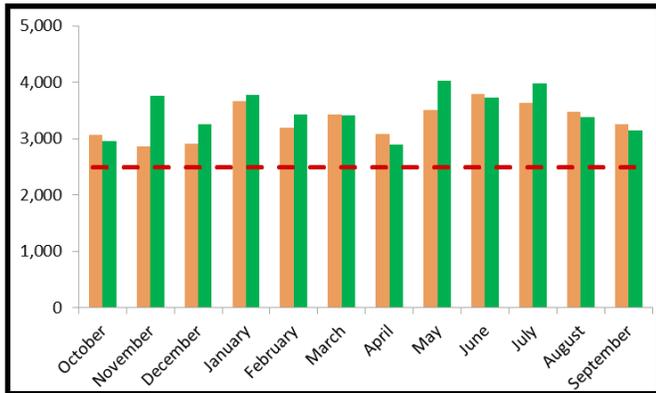
# Control the Roaming Animal Population

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 microchipping, 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.



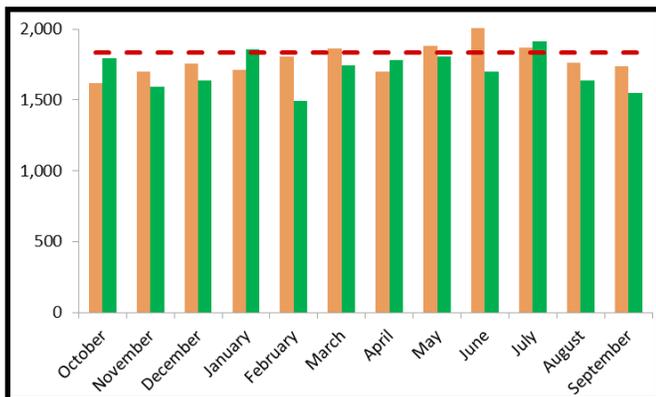
## Total Spay & Neuter Surgeries

FY19 Annual Goal: 44,933  
 FY19 Annual Results: 41,740  
 FY16-FY18 Annual Avg. Results: 39,863



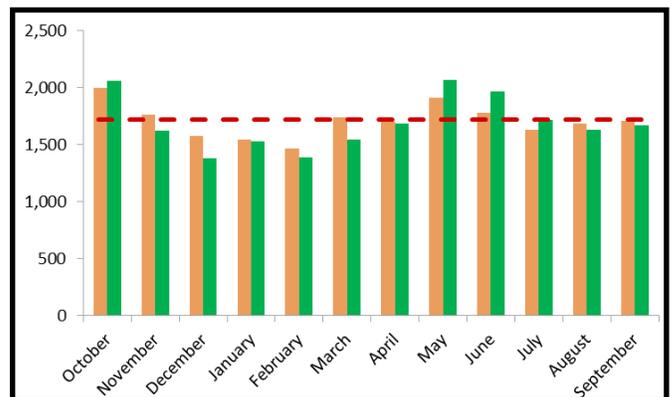
## Microchips Registered

FY19 Annual Goal: 22,000  
 FY19 Annual Results: 20,506  
 FY16-FY18 Annual Avg. Results: 21,427



## Deceased Dog/Cat Pick-up

FY19 Annual Goal: Less than 20,500  
 FY19 Annual Results: 20,240  
 FY16-FY18 Annual Avg. Results: 20,478



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

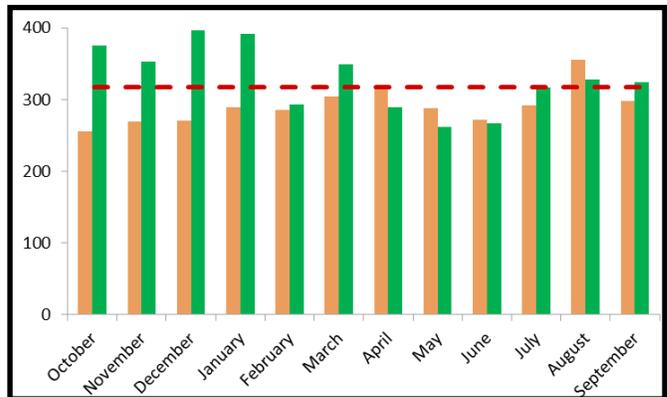
## Enhanced Enforcement

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.



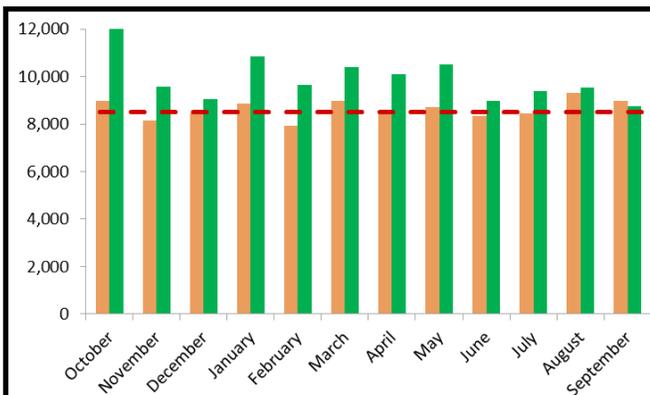
### Pets Returned to Owner in the Field

FY19 Annual Goal: 3,800  
 FY19 Annual Results: 3,945  
 FY16-FY18 Annual Avg. Results: 3,497



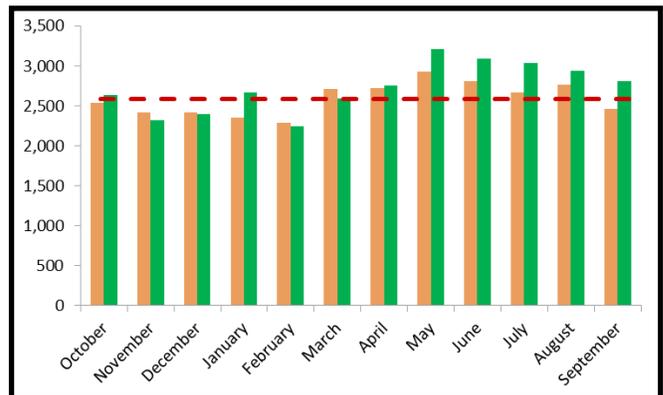
### Calls for Service Requests

FY19 Annual Goal: 101,000  
 FY19 Annual Results: 118,759  
 FY16-FY18 Annual Avg. Results: 103,508



### Impoundments

FY19 Annual Goal: 31,000  
 FY19 Annual Results: 32,670  
 FY16-FY18 Annual Avg. Results: 31,057

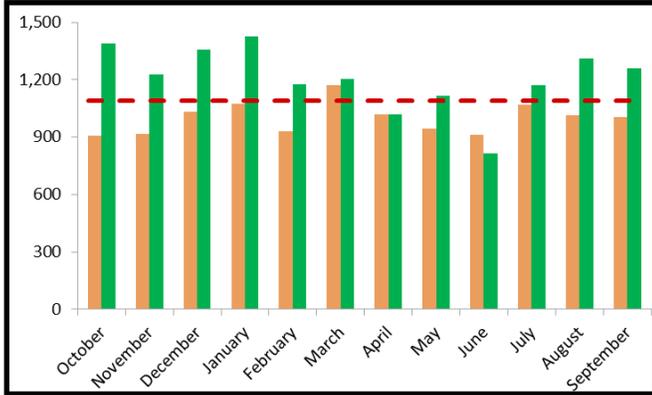


## Citations Written

FY19 Annual Goal: 13,000

FY19 Annual Results: 14,474

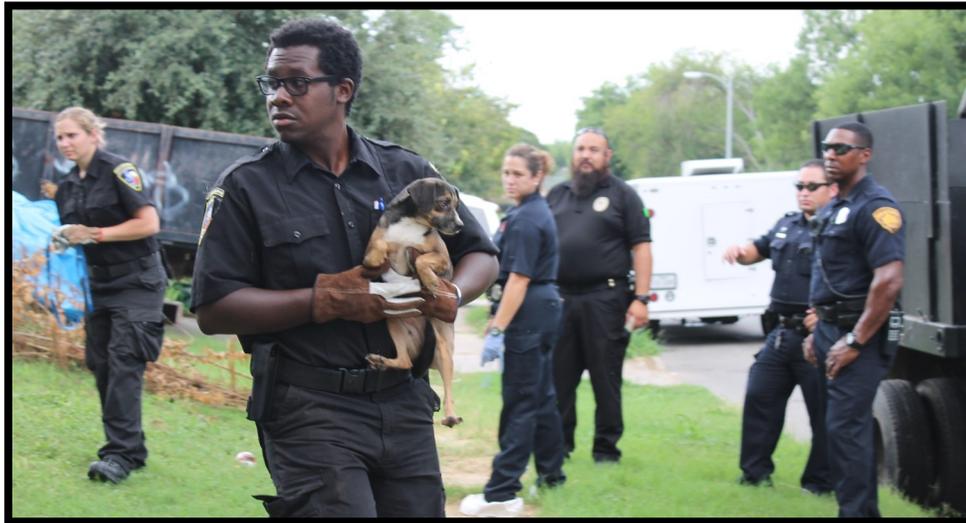
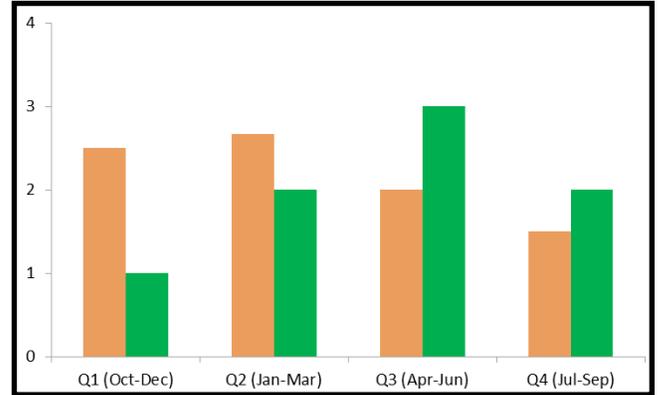
FY16-FY18 Annual Avg. Results: 11,992



## Serious Bodily Injuries

FY19 Annual Results: 8

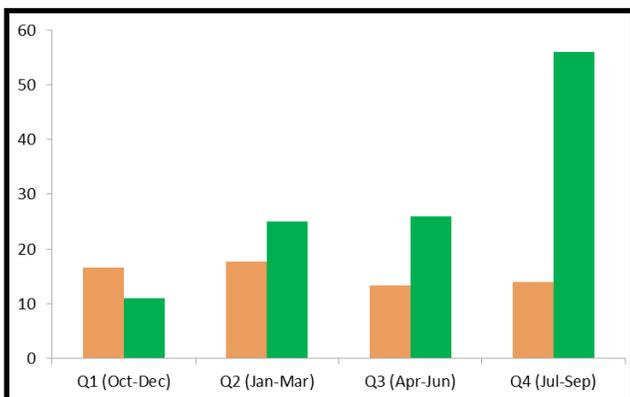
FY16-FY18 Annual Avg. Results: 7



## Aggressive/Dangerous Designations

FY19 Annual Results: 118

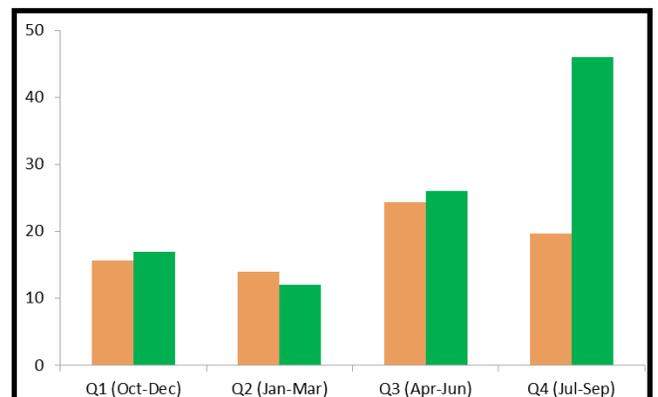
FY16-FY18 Annual Avg. Results: 62



## Cruelty Cases Filed

FY19 Annual Results: 101

FY16-FY18 Annual Avg. Results: 74



--- FY 2019 Target    ■ Prior 3 Year Average    ■ FY 2019 Actual

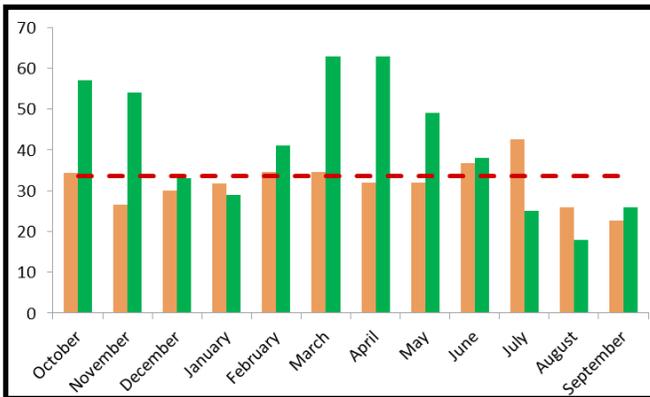
## Engage and Educate the Community

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. 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.



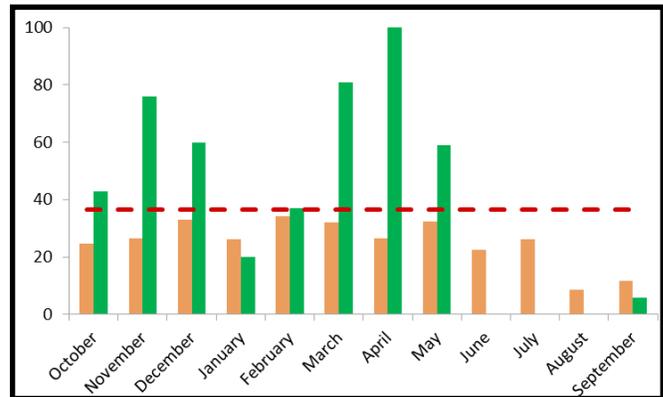
### Education Events

FY19 Annual Goal: 400  
 FY19 Annual Results: 470  
 FY16-FY18 Annual Avg. Results: 384



### Schools Presentations\*

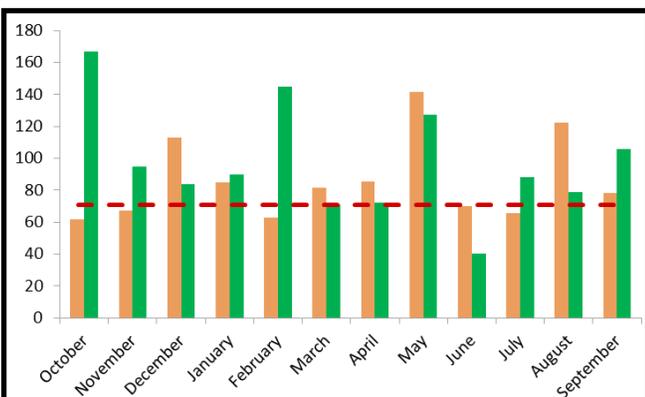
FY19 Annual Goal: 450  
 FY19 Annual Results: 483  
 FY18 Annual Results: 547



\*ACS did not host an on campus summer camp June - August 2019.

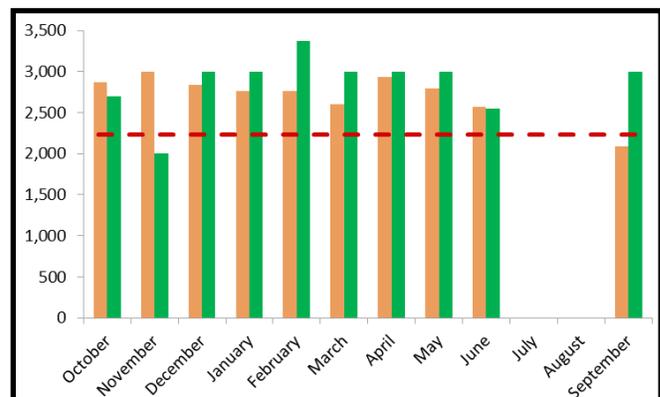
### Media Interactions

FY19 Annual Goal: 830  
 FY19 Annual Results: 1,164  
 FY16-FY18 Annual Avg. Results: 1,033



### CNSI Homes Visited

FY19 Annual Goal: 26,500  
 FY19 Annual Results: 25,620  
 FY16-FY18 Annual Avg. Results: 27,217



--- FY 2019 Target    Prior 3 Year Average    FY 2019 Actual



## *Animal Care Services*

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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](mailto: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.*



# July 2019 Pet Sales Survey

And Associated Next Steps

## Background

FY 2019 Budget Presentation:  
Investigate prohibiting the sale of dogs

Recommendations from HSUS

Findings from Other Locations

- 280+ Cities around the United States
- States of California & Maryland
- Austin & El Paso in Texas
- Both Dogs and Cats



Community Input

“SASpeakUp” guidelines established in February of 2019

Four Stages of Campaigns:

- Community Engagement
- Internal Review
- Final Report
- Implementation



July Pet Sales Survey

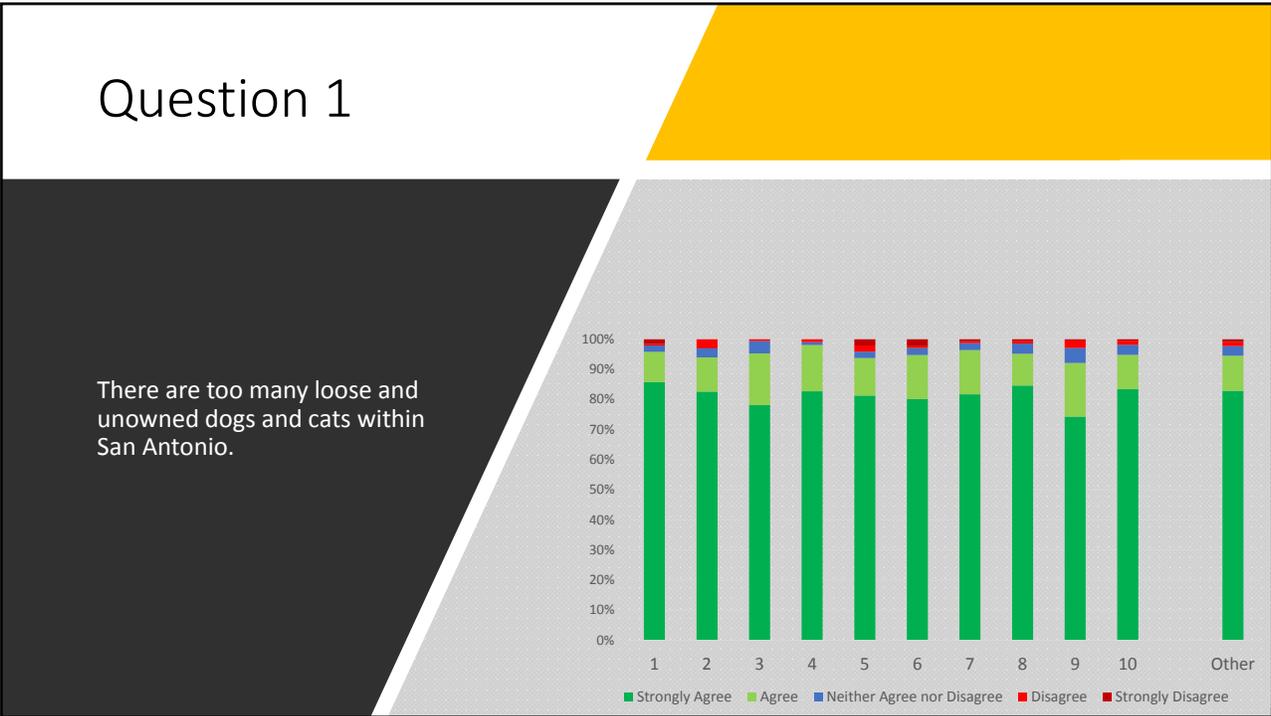
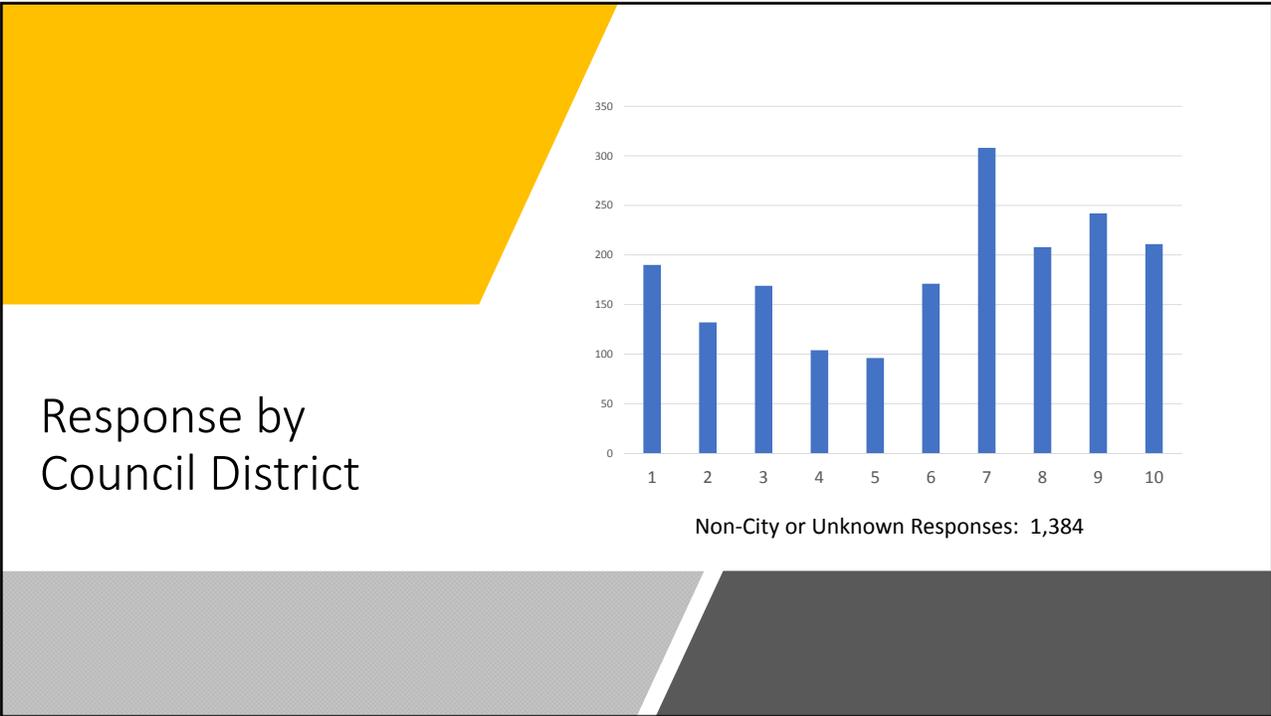
Initial Survey to Determine Community Interest and Sentiment

Open from July 1 to July 31, 2019

Multi-Channel Outreach

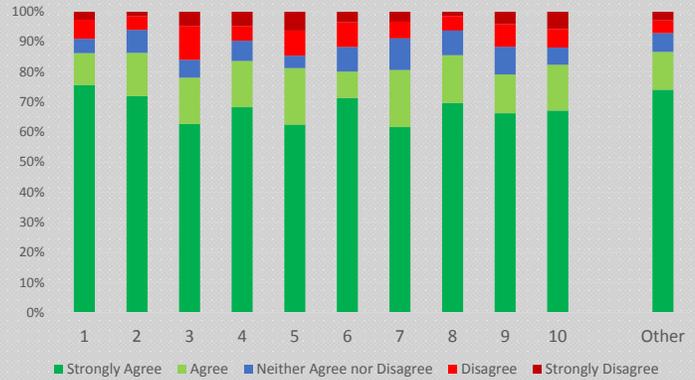
- Campus Visitors
- Pet Wellness Clinics
- Email Distribution Lists
- City Council Newsletters
- Weekly ACS Facebook Posts

3,215 Total Responses



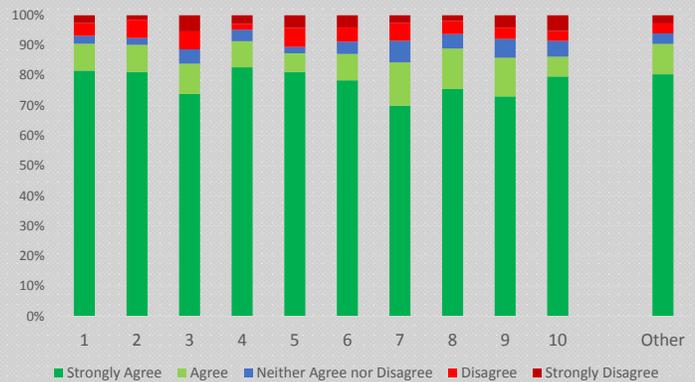
## Question 2

**Businesses** breeding dogs and/or cats for the sole purpose of selling pets contribute to the problem of too many unowned pets in San Antonio.



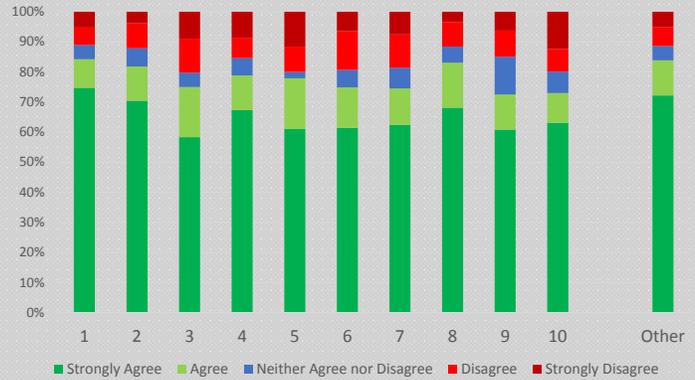
## Question 3

**Individual residents** breeding dogs and/or cats for the sole purpose of selling pets contribute to the problem of too many unowned pets in San Antonio.



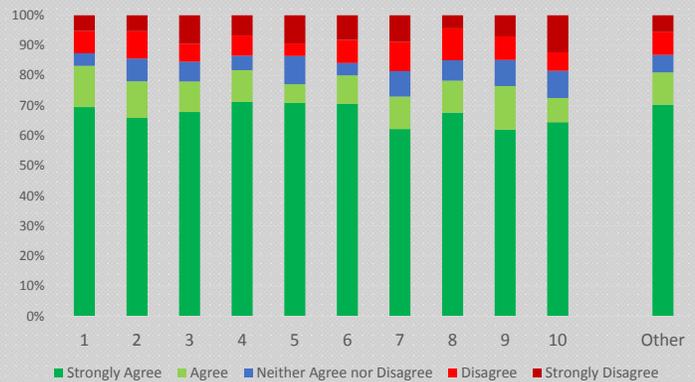
## Question 4

The City of San Antonio should create laws that prohibit businesses from selling dogs and cats that did not come from an animal shelter or nonprofit rescue group.



## Question 5

The City of San Antonio should create laws that prohibit individual residents from selling dogs and cats that did not come from an animal shelter or nonprofit rescue group.



Review of Results

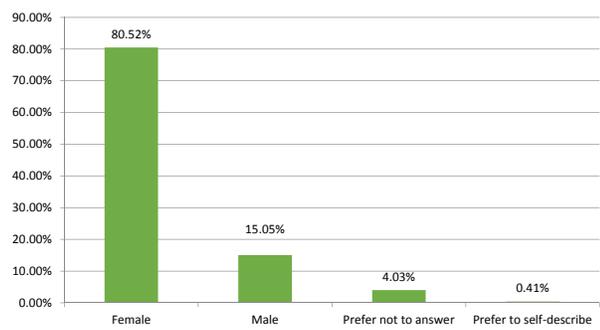
- Overwhelming Support for City Action
- Best Practices Focused on Puppy Mills (Retail Operations)
- Existing Regulations Exist for Individual Sellers

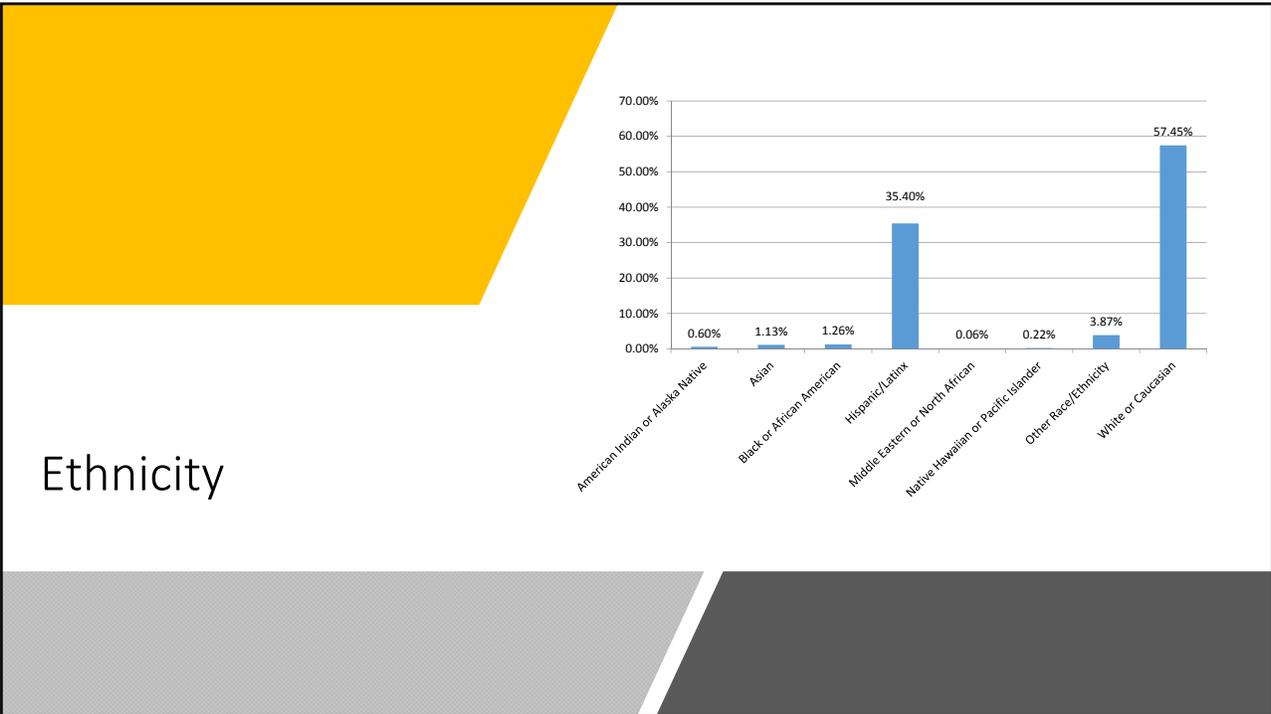
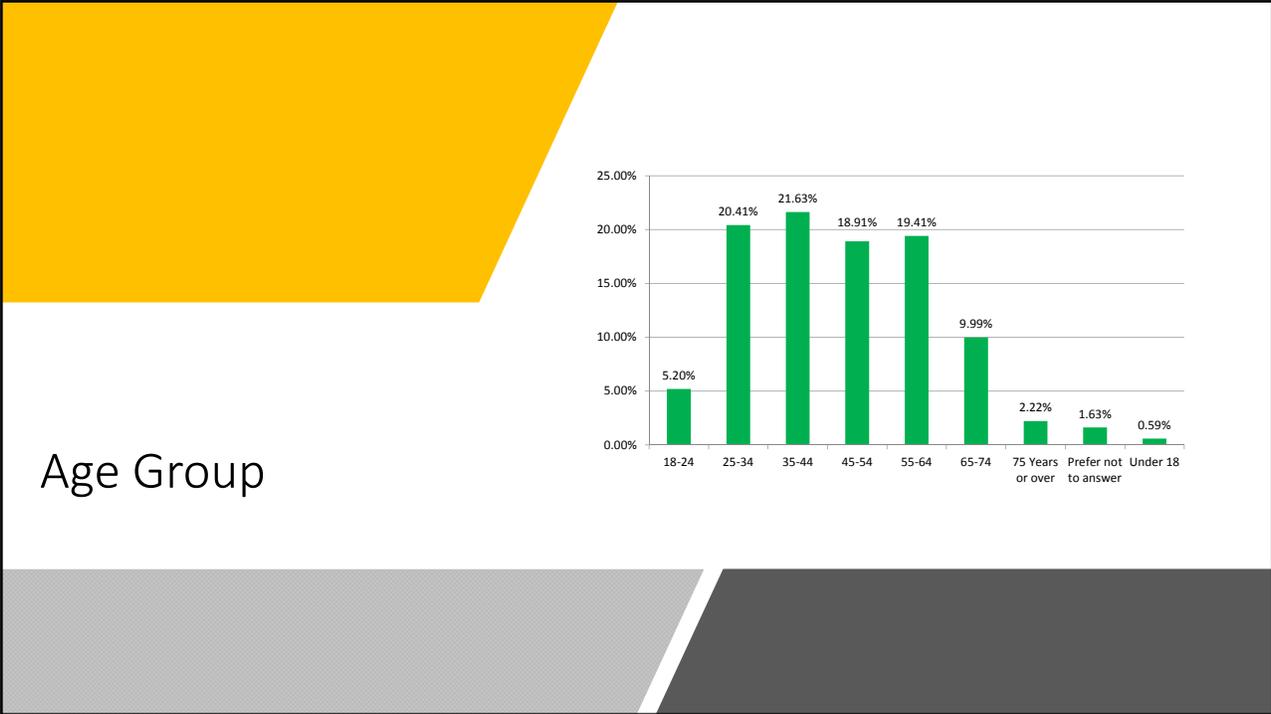
Next Steps

-  December 2019: Present July Survey Results to Community Health & Equity Subcommittee
-  January 2020: Conduct Second SASpeakUp Campaign on Specific Ordinance Language
-  February 2020: Revise Ordinance Changes based on Feedback
-  March 2020: Present Final Recommendations to Community Health & Equity Subcommittee
-  April 2020: Propose Ordinance Changes at City Council A-Session

Questions?

Gender







City of San Antonio  
Animal Care Services Department



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

Advisory Board Member Name(s): Valerie L. Moore

Date of Inspection: 12 Nov 2019 Time of Inspection: 0930

**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				
<b>Comments/Actions Needed</b>					
Very pleasant atmosphere. Greeted with hospitality by Priscilla.					
Cat Holding Area	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 cat has correct kennel card	X				
Any post-surgery cats are being recovered properly					X
Stainless steel shelving is cleaned	X				
<b>Comments/Actions Needed</b>					
Nice quiet pre/post-surgery resting area for cats. No cats in Post-op. All cats had soft, comfortable bedding.					
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				
<b>Comments/Actions Needed</b>					
Super clean area – void of any smells or bad odors. All dogs post-op closely monitored All dogs clearly labeled for pending actions required (if any).					
Prep Area	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves	X				

Prep sinks are in working order, clean, and free of debris	X				
Medical equipment are in working order and clean	X				
Controlled Medical Drugs are properly secured	X				
Clean floors and tables	X				
There are no offensive odors	X				
<b>Comments/Actions Needed</b>					
Observed pre and post –ops dogs in this area...very clean and free of odors and debris. Well trained/informed staff, pleasantly answered all questions. Dogs very closely monitored and cared for at all times.					

<b>Surgery Suite</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Staff are wearing proper medical attire to include gloves	X				
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				
<b>Comments/Actions Needed</b>					
Vet was performing spays during the inspection so I limited intrusion into surgical area and observed from a small distance. Very clean, sterile environment. Vet was pleasant and informative during operation. Clearly the staff love their work and understand the importance of it. Dogs closely monitored during surgery by both vet and vet tech. Great teamwork to get dogs safely to recovery.					
<b>Dog Holding Area (Left)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with dog has correct kennel card					X
Any post-surgery dogs are being recovered properly					X
Sink area is clean and free of debris	X				
<b>Comments/Actions Needed</b>					
Area inspected, but no dogs were present on this side during the inspection.					

**Additional Notes:**

Extremely professional staff and pleasant atmosphere to work in. Alot was going on but they worked and coordinated well together to ensure the dogs pre and post- surgery were well cared for. Very clean facility and zero odors in any of the inspection areas. Excellent secure locker and procedures for controlled drugs.

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



**Advisory Board Inspection Checklist**  
**- Paul Jolly Pet Adoption Center-**

Advisory Board Member Name(s): Sallie Scott

Date of Inspection: November 13, 2019 Time of Inspection: 3:30 p.m.

**PAUL JOLLY CENTER PET ADOPTIONS & PETCO PAVILION**

General	YES	NO
Pavilion event calendar utilized and current <b>USE ONLY FOR ADL EVENTS</b>		
Adequate level of staffing provided ensuring satisfactory level of pet care and customer service. Staff is attentive and friendly to all customers.	<b>X</b>	

Main Lobby/Reception Area	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

Cattery	Excellent	Good	Fair	Poor	N/A
Staff is friendly and attentive to all customers	X				
Hand sanitizer available	X				
Clean floors & windows	X				
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Clean litter boxes	X				
Daily cleaning is complete before facility opens to public	X				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	X				

There are no offensive odors	X				
Fresh food & water in each occupied cage	X				
Each cage with cat has correct kennel card	X				
Toys available	X				
Humane number of cats/kittens in each cage	X				

**Comments/Actions Needed**

<b>Break Room</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Clean floors & counter-tops	X				
Food storage area neatly stocked	X				
Men's restroom clean & stocked		X			
Women's restroom clean & stocked		X			
Sinks clean and free of "caked-on" debris	X				

**Comments/Actions Needed**

<b>Back Deck/Heritage Tree Garden</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Deck is clean & free of debris	X				
Garden area free of feces	X				

**Comments/Actions Needed**

<b>Puppy Room</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Hand sanitizer available	X				
Clean floors & windows	X				
Cages and cage doors are clean	X				
Clean newspaper in cages	X				
Fresh water in each occupied cage	X				
Daily cleaning is complete before facility opens to public	X				
There are no offensive odors	X				
Each cage with puppy has correct kennel card	X				

Toys & bedding available	X				
Sink area is clean and free of debris	X				
Humane number of puppies in each cage/run	X				
<b>Comments/Actions Needed</b>					
<b>Work Room</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Clean floors & counter-tops	X				
Washer & Dryer in working condition	X				
Dishwasher in working condition	X				
Sinks, tubs and tables clean and free of “caked-on” debris	X				
Storage area neat and orderly	X				
Cleaning equipment and chemicals are properly stored	X				
<b>Comments/Actions Needed</b>					

<b>Indoor Dog Runs</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Hand sanitizer available	X				
Clean floors and windows	X				
Kennel guillotine doors are clean	X				
Kennel runs are free of feces and urine	X				
Humane number of dogs in each cage	X				
Each kennel has correct kennel card	X				
There is variety in the dogs available for adoption	XXXXX				
There are no offensive odors	X				
All occupied runs have fresh water	X				
Drains free of debris	X				
Runs have proper bedding & toys available	X				

Food storage area clean and neatly stocked	X				
Aisles are free of debris or safety hazards	X				
<b>Comments/Actions Needed</b>					
<b>Outdoor Dog Runs</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Outdoor Dog Runs	X				
Clean floors and windows	X				
Kennel guillotine doors are clean	X				
Kennel runs are free of feces and urine	X				
Humane number of dogs in each cage	X				
Drains free of debris. CLEAN DAILY	XXXXXX				
Aisles are free of debris or safety hazards	X				
<b>Comments/Actions Needed</b>					
<b>Outdoor Play Yards</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Clean and free of fecal matter	X				
Doors to the play yards operate properly	X				
<b>Comments/Actions Needed</b>					
<b>Exterior Grooming/Driveway/Mechanical Yard</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Cages and cage doors are clean					X
Clean newspaper in cages					X
Fresh food and water in each occupied cage					X
Each cage with puppy has correct kennel card					X
Humane number of puppies in each cage/run					X
Bathing sink is clean and free of debris	X				
Trash dumpster not overflowing	X				
Intake area floor clean and free of debris	X				

Comments/Actions Needed					
Pavilion	Excellent	Good	Fair	Poor	N/A
Clean floors	X				
Fencing and doors around pavilion in working order	X				
Fans and outside lights in working order	X				
Comments/Actions Needed					
General Premises	Excellent	Good	Fair	Poor	N/A
Landscaped area 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:**

Play yards have artificial turf coming up - needs to be replaced! Both the Operations Manager and Executive Director were there to inspect and meeting. Joel, the ED, is watching closely the number of adoptions and monitors this closely. I believe, with this oversight and not mostly pit bulls for adoption, ADL will meet their goals. It was cold by San Antonio standards while there with rain intermittent.

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## PETCO 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			
<b>Comments/Actions Needed</b>					
Cat Holding Area	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 cat has correct kennel card	x				
Any post-surgery cats are being recovered properly	x				
<b>Comments/Actions Needed</b>					
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				
Sink area is clean and free of debris	x				
<b>Comments/Actions Needed</b>					

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	x				
Medical equipment are in working order and clean	x				
Controlled Medical Drugs are properly secured	x				
Clean floors and tables	x				
There are no offensive odors	x				
<b>Comments/Actions Needed</b>					

Surgery Suite	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves & medical masks	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				
<b>Comments/Actions Needed</b>					

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					
Work Area	Excellent	Good	Fair	Poor	N/A
Work tables and cabinets are clean		x			
Medical equipment are in working order and clean		x			
Comments/Actions Needed					

**Additional Notes:**

Talked with Dr. Rogers and front staff-built-in cabinet in front office. It is ACS's responsibility either to repair or replace two drawers. Air leak in surgery suite wall-repair person replaces small part every time it happens.

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City of San Antonio  
Animal Care Services Department



**Advisory Board Inspection Checklist  
– 151 Main Campus –**

**Advisory Board Member Name(s):** \_\_\_\_\_ Martha Banda \_\_\_\_\_

**Date of Inspection:** \_\_\_\_\_ Sunday 11/17/19 \_\_\_\_\_ **Time of Inspection:** \_\_\_\_\_ 2:40pm \_\_\_\_\_

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**

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**

\*station with sign visible but no sanitizer

\*\* No exams being conducted; exam tables covered with boxes, plastic food container, basket of laundry, empty soda can, newspaper

<b>Cattery (Building 5)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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			
<b>Comments/Actions Needed</b>					
<b>Outside Cattery</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					
<b>Livestock Area</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					

<b>Dog Kennel (Building 4)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					
<b>Outdoor Sally Port Runs (Behind Building 4)</b>					
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*			
<b>Comments/Actions Needed</b>					
*squeegees resting on kennels can pose a tripping hazard					
<b>Outdoor Exercise Yards (Between Buildings 3 &amp; 4)</b>					
Clean and free of feces			X		
Play pools (if available) filled with fresh water			X		
Doors operate properly	X				
Waste stations are stocked	X				
<b>Comments/Actions Needed</b>					

<b>Dog Kennel (Building 3)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					
*Back sink missing soap, paper towels and sanitizer					
<b>Outdoor Sally Port Runs (Behind Building 3)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					

<b>Dog Kennel (Building 2)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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					
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			
<b>Comments/Actions Needed</b>					
<b>Outdoor Sally Port Runs (Behind Building 2)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					
No kennels present					

<b>EBI Building</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					
<b>Wash Bay/Laundry</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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		
<b>Comments/Actions Needed</b>					

<b>Annex Building</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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			
<b>Comments/Actions Needed</b>					
<b>General Premises</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
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				
<b>Comments/Actions Needed</b>					

**Additional Notes:**

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