

City of San Antonio



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2018 OCT 19 PM 3:36

AGENDA Animal Care Services Advisory Board

Wednesday, October 24, 2018

6:30 PM

4710 State Hwy 151

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

A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, OCTOBER 24, 2018 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

Call to Order (6:30pm)

Individual Items for Consideration

1. Approval of Minutes for the August 15, 2018 Animal Care Services Advisory Board Meeting.
2. Director's Report regarding Animal Care Services performance measures pertaining to field, live release, shelter, clinic operations, education and outreach. [Heber Lefgren, Director, Animal Care Services]
3. Discussion of the Spay/Neuter Strategies for Fiscal Year 2019. [Heber Lefgren, Director, Animal Care Services]
4. Discussion regarding responding to animal neglect/cruelty service requests by Animal Care Services. [Heber Lefgren, Director, Animal Care Services]
5. Report regarding the inspections of the Animal Care Services facility located at 4710 State Hwy 151, the Brackenridge facility located at 210 Tuleta, the ADL Stray facility located at 11300 Nacogdoches Rd and the Brooks Clinic located at 8034 City Base Landing. [Rita Braeutigam, ACS Advisory Board Chair]

Citizens to be Heard

Determination of Next Meeting Date

Adjournment

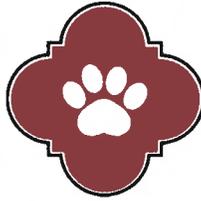
At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted above in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.

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

Animal Care Advisory Board Members:

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

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ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes for Work Session

August 15, 2018, 6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78284

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

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

Staff Liaison: Maria Kieke

I. Call to order

Rita Braeutigam, Board Chair, convened the meeting at 6:37 PM. Logan Montez (Logan Project) was present with his family. He collected over 600 pounds of pet food for the ACS Pet Pantry. Board members donated food on behalf of Logan and he was introduced and thanked in the Board meeting.

II. Approval of Minutes for the April 18, 2018 and June 20, 2018 Animal Care Services Advisory Board meetings

Sallie Scott motioned to approve the April 18, 2018 Advisory Board meeting minutes seconded by Val Moore. Motion passed.

Kathy Davis motioned to approve the June 20, 2018 minutes seconded by Cindy Cox. Motion passed.

III. Director's Report

Heber Lefgren provided the Animal Care Services Advisory Board with an update on the following topics: Chapter 5 Shade Ordinance, ACS Big Yard Play Area, Stray Dog Survey, Best Friends National Conference, Animal Care Officer Academy, Live Release Rate City Comparison, Staffing Update, Upcoming Events and Statistical for June 2018 thru July 2018 performance indicator report. Full report handouts were provided to Board members.

IV. Election of Animal Care Services Advisory Board Officers

On August 15, 2018 the ACS Board conducted their Annual Board Member Elections to take effect October 1, 2018 the City of San Antonio's Fiscal Year. Board voted as follows: Rita Braeutigam was elected as Board Chair, Susan Beldon elected as Vice-Chair and Karen Speer was elected as Board Secretary.

V. Discussion of the Budget FY2019 and Action Plan

The Director presented to the Board a presentation regarding the FY2018 Performance Results & the FY2019 Budget. He discussed the various strategic priorities, improvements and accomplishments that helped increased the live release rate in FY 2018, enhanced the enforcement process, increased control of stray animal population and the expansion of education and outreach in the community. He also discussed the upcoming preparation of the FY2019 Budget which includes comparative cities analysis, proposed FY2019 budget and proposed enhancements to improve customer service response, creation of a puppy mill pilot program to combat illegal sale of puppies, full implementation of a redesigned Volunteer Program and a timeline set for implementation. Full report handouts were provided to Board members.

VI. Report regarding the inspections of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta, ADL Stray Kennels facility located at 11300 Nacogdoches Rd and Brooks Clinic located at 8034 City Base Landing.

Cynthia Cox presented the June 2018 inspection report for the Brooks facility. Rita Braeutigam presented the June 2018 inspection report for the Brackenridge facilities and Petco Spay Neuter Clinic. Valerie Moore presented the August 2018

² Indicates not present at Board Meeting

inspection report of the 151 main campus facilities. Kathy Davis presented August 2018 the inspection report for the ADL Stray Kennels facility.

VII. Citizens to be heard

1. Marlena Perez
2. Belinda Corona – gave time to Marlena Perez
3. Alexis Gres – gave time to Marlena Perez
4. Vicky Steerman – gave time to Rachel Bauman
5. Rachel Bauman
6. Michael Bauman– gave 1 minute of his time to Rachel Bauman
7. Shelley Kelosey – gave time to Joey Kelosey
8. Joey Kelosey

VIII. Determination of Next Meeting Date

The next ACS Advisory Board meeting is scheduled for October 17, 2018 at 6:30 p.m.

IX. Adjournment

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



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



October 24, 2018

HAPPY TAILS – OATMEAL

Overseeing the operations of Animal Care Services (ACS) presents many rewarding opportunities, but among the most rewarding experiences is to see the pride our employees feel when they receive a “Happy Tail” from a resident. Recently, our staff received a heartwarming e-mail from Serina Camiliere about the adoption of her new best friend, Oatmeal. Below is part of their story, and what Serina would call “the best part of my 2018.”

“On December 7, 2017, I came across the most beautiful baby I’d ever seen. I had no intention of adopting a dog, but the moment I saw his picture I ran on over to ACS and knew I had to make him my best friend. I remember looking at the hairless ring around his neck, the hairless elbows and the patches of missing fur around his ears and face. My heart broke for him and all I could think about was taking him home and making him forget about anything bad that happened by showering him with love.

I couldn’t get him that day as I was about to leave for nearly a month to go back to Illinois for the holidays. As soon as I got back, I received word that he had been moved to a couple of different facilities. It took about a week to track him down, but within 48 hours of getting a call of where he was, I adopted him. Pat from “A Doggie 4 You” reached out to me and reassured me that he was in good hands and that when I was ready, I could adopt him. He is the most amazing friend. He has [heartworms] and just finished his last shots, we are on the road to recovery! He definitely deserves a break after all of this. He’s my best friend and I am so grateful to have him! He makes each day better and he has taught me so much already. I couldn’t be more blessed!



While I have many photo albums of him, I attached a ‘couple’ of pictures to share my sweet baby and his amazing progress. He is so strong and everyone that meets him absolutely loves him! Even the girl that gave him a haircut asked me to ask for her again next time. His love is contagious like a smile.”

Serina and Oatmeal’s story is proof of how priceless it is to establish partnerships with other animal welfare organizations. Seeing the far-reaching impact of the staff’s hard work and how it can have such a positive impact on the pets in our care, our rescue partners, and the residents of San Antonio truly is one of the most rewarding aspects of being Director of Animal Care Services.

ADOPTION EVENTS: ACS operates as an open admission shelter and we frequently face concerns regarding availability of vacant kennels. Over the recent years, as ACS continues to bolster its impressive Live-Release percentage for an open admission municipality, the staff in our various divisions have become adept at finding solutions. The Adoptions Team within our Live-Release Division is typically one of the first to respond by hosting special adoption events. The adoption events, generally held over an entire weekend, draw in large crowds of residents looking to bring home the newest addition to their family and simultaneously provide ACS with much needed kennel space. Over the past couple of months space has been more limited than we would like, and the Live-Release Division was prompt to respond with three events. Below are the number of adoptions completed for each event, but these numbers are so much more than just numerical values – these are lives that all of the staff have worked diligently to save.

❖ **“CLEAR THE SHELTER” (AUG. 17-18)**

○ 117 ADOPTIONS

❖ **“NAME YOUR OWN PRICE” (SEP. 21-23)**

○ 132 ADOPTIONS

❖ **“NAME YOUR OWN PRICE” (SEP. 29-30)**

○ 94 ADOPTIONS



SNAKE CONFISCATION: In early September, the ACS Cruelty Team performed one of their largest animal seizures after they had been alerted to a residence housing snakes and rodents in what were referred to as “deplorable conditions.” When the resident failed to rectify the living conditions, the Cruelty Team along with members of the San Antonio Police Department entered the residence to remove the animals. Cruelty Officers seized 136 ball pythons and over 400 rats.

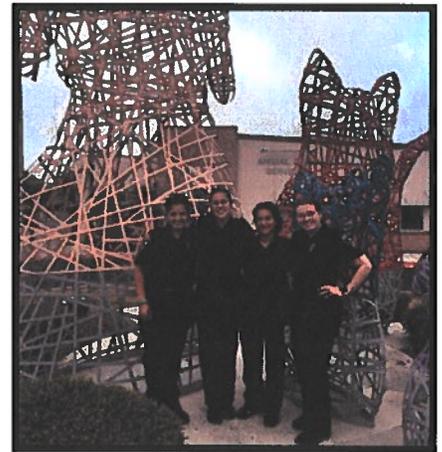


All of the animals, rats included, were provided housing and care at ACS while the Cruelty Team continued their investigation. During this time period, our Shelter and Clinic Divisions worked closely with specialists from the San Antonio Zoo and SeaWorld in order to make certain all of the animals were receiving proper treatment. After approximately 10 days for the snakes and approximately 15 days for the rodents, ACS obtained legal ownership of the animals and was able to transfer them to a partner organization that would provide them with the care they deserved.

While some people may have the misconception that ACS only provides care for dogs and cats, this case is a prime example of how some days in the life of our staff are a little outside of the norm. It makes me very proud to see how diligent they are in their work, and their willingness to learn to ensure the safety and well-being of all shelter animals.

ANIMAL CARE OFFICER ACADEMY: The cadets featured in the previous Director's Report have completed the Animal Care Officer Academy and have officially graduated! It is with tremendous pride that we welcome the following four individuals into our Field Division:

- ❖ **Jenny Huron**
- ❖ **Erica Paige Wickstrom**
- ❖ **Amanda De La Fuente**
- ❖ **Alexandra Killeen**



EMPLOYEE TRANSFERS: It is always bittersweet when such talented staff members receive new and exciting employment opportunities. Former ACS Assistant to the Director, Michael Rodriguez, has accepted a new position as Assistant Director at the Neighborhood and Housing Department. Joining Michael this month at Neighborhood and Housing will be our Special Projects Manager, Sony Peronel. Our Human Resources Business Partner, Gino Macias, has also accepted a new position offer with Transportation and Capital Improvements Department as their new Senior Management Analyst. While we are saddened to see them leave our family, we are appreciative for all of their hard work and we know that they will continue to be valuable assets to the City of San Antonio in their new positions. I wish all three of them nothing but the very best in life!

STAFF UPDATE: While we may be losing three wonderful team members, it is with great joy that we celebrate the promotion of current employees, the return of a former employee, and the addition of several new members to the ACS family. Here are some of the recent additions and promotions I would like to highlight.

- ❖ **Camille Shelton** recently began her new position with ACS as the *Volunteer Services Coordinator*. She previously served as the Volunteer & Education Coordinator with Wildlife Rescue & Rehabilitation and prior to that position she co-coordinated the Master Composter volunteer program with Clark County Solid Waste in Washington State. She also has over five years of experience volunteering with the Oregon Zoo, and also spent several years volunteering with the Clark College International Student Department as a Peer Mentor, Legacy Salmon Creek Hospital as a Hospital Volunteer, Mt. St. Helen's Institute as a Volcanic Naturalist and Ecology Project International as a Sea Turtle Volunteer in Costa Rica. Camille is passionate about animal welfare, and she is excited to be a part of the ACS team.
- ❖ **Andrew Toledo** has been selected as the new *Clinic Manager*. Andrew has spent the last four and half years working for the Arizona Humane Society. For most of his tenure Andrew was the Adoptions and Transport Manager, and for the last 8 months was a Project Manager focused on operation improvements. Andrew has a Bachelor's Degree in Business Administration and brings nearly 9 years of management experience with just over 4 years managing in animal welfare. Andrew pursued this position for the opportunity to round out his knowledge in animal welfare, and he is looking forward to making a positive impact on ACS.
- ❖ **Chase Fosse** has been selected as the new *Assistant to the Director*. Chase has spent the last four years working for the City's Solid Waste Management Department as manager of their long-term planning and innovation team. Chase has a Master's Degree in Public Administration and brings nearly 10 years of data analysis and process improvement experience to ACS. Chase pursued this position for the opportunity to work collaboratively with residents and ACS partners on important community issues, and is looking forward to helping ACS maintain the momentum of the last few years.

- ❖ **Jessica Travis** has been selected as the newest *Shelter Operations Supervisor*. Jessica has spent the last 2 years at Metro Health as a Mobility Manager for the communicable disease section. Prior to this, Jessica spent 4 year with ACS serving as an Animal Care Officer, A Dangerous Dog Investigator and a Field Supervisor who was instrumental in launching the ACS Field Academy. Jessica has a Master's Degree in Health Education from Texas A&M and has 16 years of animal welfare experience. Although Jessica thoroughly enjoyed her time with Metro Health, she realized animal welfare was where she belongs. Jessica is excited to return to her ACS family and serve as an integral part of the Shelter Division.
- ❖ **Tatiana Matamoros** has been promoted to *Animal Care Specialist*. Tatiana has been with Animal Care Services for 3 years. She started at ACS in September 2015 as a temp and quickly accepted a full-time position within her first week. She spent over a year as an Animal Care Attendant, caring for shelter animals and doing what was needed the Shelter Division. She was accepted a promotion into the Field Division as an Animal Care Officer and spent a little over a year in that position before accepting her most recent promotion.

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

NOVEMBER

- Comprehensive Neighborhood Sweeps Initiative: November's efforts will be in District 1. These events will be held at Dellview Park located at 500 Basswood Dr.
 - November 2: Free Microchip Clinic from 2:00 PM to 5:00 PM.
 - November 10: Blockwalking from 8:00 AM to 12:00 PM.
 - November 17: Rabies/Microchip Clinic from 10:00 AM to 1:00 PM.
- Facility Closures: ACS will be closed to the general public I observance of the following:
 - November 12 – Veteran's Day
 - November 22 – Thanksgiving

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

AUGUST 2018 - SEPTEMBER 2018

ENHANCED ENFORCEMENT

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Aug. Total	Sep. Total
Call-for-Service Requests (Overall)	98,092	101,000	98,092	101,000	111,470	9,960	10,138
<i>Citizen-Initiated</i>	68,522	69,000	68,522	69,000	78,148	6,584	7,109
<i>ACS-Initiated</i>	29,570	32,000	29,570	32,000	33,322	3,376	3,029
Impoundments (Overall)	30,129	31,000	30,129	31,000	31,230	2,966	2,489
<i>Dogs</i>	24,083	24,547	24,083	24,547	25,571	2,388	2,022
<i>Cats</i>	6,046	6,453	6,046	6,453	5,659	578	467
Return-to-Owners (Field)	3,588	3,800	3,588	3,800	3,848	366	325
Citations/Warnings Issued	11,184	13,000	11,184	13,000	13,860	1,189	1,122
Aggr./Dang. Dog Designations*	42*		65*		86		
Serious Bodily Injury Cases**	7**		7**		6		
Cruelty Cases Filed**	81**		81**		68		

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Aug. Total	Sep. Total
Total Spay & Neuter Surgeries	41,857	43,455	41,857	43,455	41,214	3,900	3,531
Spay & Neuter Surgeries Performed	18,917	17,000	18,917	17,000	17,631	1,844	1,503
<i>ACS</i>	14,052	13,000	14,052	13,000	12,986	1,358	1,080
<i>Community Cat Program</i>	4,865	4,000	4,865	4,000	4,645	486	423
Partners	11,552	26,455	11,552	12,455	13,349	1,462	1,255
<i>Brackenridge & Brooks***</i>	11,325	14,000	11,325	14,000	10,971	849	850
Microchips Registered	22,182	22,000	22,182	22,000	19,848	1,984	1,634
<i>Free 5K</i>	7,865	7,400	7,865	7,400	6,549	494	439
Deceased Dog/Cat Pick-Up	20,666		20,666		19,447	1,647	1,587

INCREASED LIVE RELEASE

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Aug. Total	Sep. Total
Live Release Rate	91%	90%	91%	90.0%	91.6%	92.1%	91.1%
Adoptions	7,061	7,000	7,061	7,000	7,177	713	636
Rescues	12,688	13,000	12,688	13,000	12,401	1,186	899
Return-to-Owners (Overall)	6,918	6,900	6,918	6,900	7,464	642	808
Trap-Neuter>Returns	973	950	973	950	982	143	125
Pets Fostered	1,260	1,500	1,260	1,300	1,033	67	80
Volunteer Hours	15,700	17,000	15,700	17,000	9,489	727	412

ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Aug. Total	Sep. Total
Education & Outreach Events	322	350	322	400	438	32	30
Media Interactions	853	800	853	830	1,430	55	150
FY 2017 Budget	\$13.93M	\$14.7M					

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

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

***Includes surgeries performed at the City owned facilities (Brooks Clinic operated by SA Humane Society and Brackenridge Clinic operated by Pet Shotz).

