

***Their voice...***  
***Our mission.***



CITY OF SAN ANTONIO  
**ANIMAL CARE SERVICES  
DEPARTMENT**

***FY17 Annual Report***

# THE DIRECTOR'S DESK



ACS Director  
Heber Lefgren

It's been more than five years since Animal Care Services completed a focused review of the way the shelter was run, what policies and programs were in place. There have been some big challenges and even bigger innovations over the years but the thing that has remained consistent is the ACS' commitment to guarding public safety and promoting responsible pet ownership while also caring for the animals in our charge. Looking back on the success of FY17, it's easy to see what that looks like. As an example, ACS closed out the fiscal year responding to 98 thousand calls for service requests and impounding more than 30,000 animals into the shelter and cared for by our shelter team. On the placement side, Animal Care Services has found live release for 91% of all the pets brought into to the shelter—everything from dogs and cats, puppies and kittens to the occasional goat and guinea pig. Of course, many of those pets need urgent medical care and spay neuter services. Our clinic performed close to 19,000 lifesaving surgeries this past year and outreach continues to promote programs

and spread the word about the importance of humane pet care. Our partners support our success with their everyday good work and we couldn't do it without them or the community. We look forward to continuing our mission for *all* the residents of our beautiful city!



ACS Advisory Board Chair  
Rita Braeutigum



## CHAIR'S CORNER

Another fiscal year has gone by and Animal Care Services has tackled some big challenges this year. I'm happy to see they've approached these potential obstacles to success with a determination borne out of compassion and care for our community. It's a mission we share on the ACS Advisory board and we have worked with the shelter to strive for a balance between animal care and control in all their programs and policies.

No where has that been more apparent then the recent passage of enhanced animal laws for San Antonio. Tethering dogs with chains is no longer allowed, pet sales in unauthorized locations like roadsides have much tougher penalties and the sterilization of dangerous dogs will help protect our residents. The passage of these

new ordinances complete a historic year for ACS which saw a 91% placement rate and a continued commitment to public safety with more than 30,000 animals brought into the shelter. It's an amazing snapshot of an amazing year...Let's work together to make this year even bigger!



# STRATEGIC PRIORITIES

## *FY17 at a glance*

<b>ENHANCED ENFORCEMENT <i>at a glance</i></b>	
FY 2017 totals	
Call-for-Service Requests (Total)	98,092
Call-for Service Requests (Citizen Initiated)	68,522
Call-for-Service Requests (ACS Initiated)	29,570
Impoundments (Overall)	30,129
Citations and Warnings	11,184
Bite Cases	3,497

<b>INCREASE LIVE RELEASE RATE <i>at a glance</i></b>	
FY 2017 totals	
Live Release Rate	91%
Adoptions	7,061
Rescues	12,688
Return-to-Owner (RTO)	6,918
Trap-Neuter-Return	973
Total Adjusted Euthanasia	2,582
Fosters	1,260
Volunteer Hours	15,700

<b>EDUCATION &amp; OUTREACH <i>at a glance</i></b>	
FY 2017 totals	
Microchips Registered	22,182
CNSI Homes Visited	27,500
Media Interactions	830
Community events	338
Schools Visited	169

<b>CONTROL STRAY POPULATION <i>at a glance</i></b>	
FY 2017 totals	
Spay/Neuter Surgeries (ACS+ COSA Facilities )	30,242
Spay/Neuter Surgeries (Partners)	11,615
Dead Animal Pick-up	20,666



Did you know Animal Care Services housed 250 plus animals during Hurricane Harvey including dogs and cats from a flooded out shelter on the Texas Coast?

# A look back at success...



## Brooks Spay Neuter Clinic Opens!

San Antonio residents in search of low-cost spay/neuter and pet wellness services now have yet another option. The Brooks Spay/Neuter Clinic, managed by longtime ACS partner, the San Antonio Humane Society (SAHS), is the newest resource to help fight the city's pet overpopulation problem. Built on property owned by Brooks City Base, Animal Care's latest clinic provide free and low cost pet spay neuter services as well as wellness clinics. With more than 2,500 surgeries completed in their first months of operation, the Brooks clinic is expected to



increase output to 8,000 surgeries by its third year of operation! The Brooks Spay/Neuter Clinic is located off S.E. Military at 8034 City Base Landing and operation hours are Tuesday through Saturday, 7:30 AM – 5:00 PM.

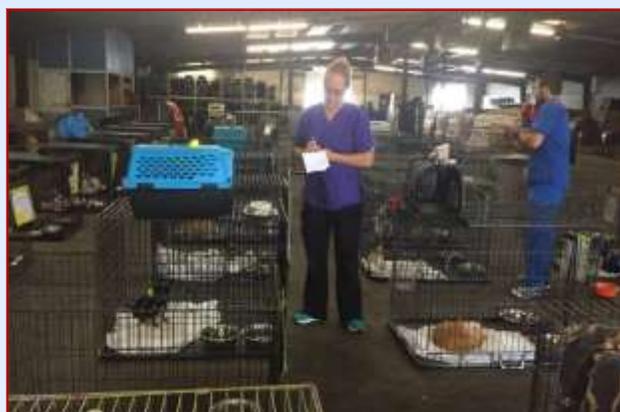
## Chapter 5 Ordinance Changes

Bolstering San Antonio's progress towards becoming a safer and more humane community, City Council has passed a number of enhancements to local animal laws, known collectively as the Chapter 5 animal ordinance. Proposed by Animal Care Services following eight months of community meetings and two comprehensive surveys, the changes to the laws include key changes such as:

- *A complete ban on the use of chains of any weight as tethering for dogs*
- *Stricter spay neuter requirements for dogs legally declared Dangerous or repeatedly impounded for roaming by ACS*
- *Authorizing ACS Officers to impound pets sold in illegal locations like road-sides or flea markets or those without a litter permit*
- *Increase in the allowable number of chickens on a property within the city limits to eight (8) (housing restrictions still apply)*



## Hurricane Harvey Relief

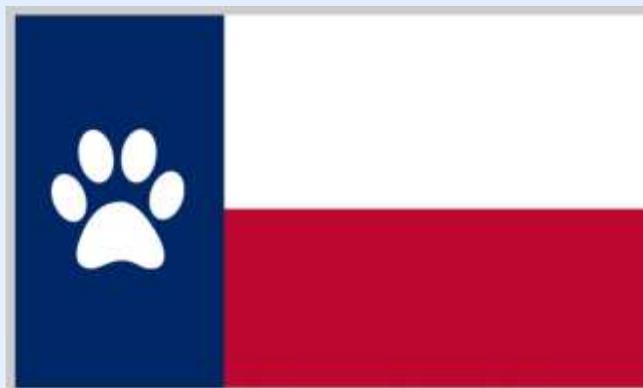


Animal Care Services served as a main pet shelter hub for evacuees fleeing the Texas Coast in the wake of Hurricane Harvey late this summer. Working 24 hours a day throughout the duration of the weather event, ACS staff provided care for evacuee's pets at both the main campus and an emergency shelter hosted off site at the Freeman Coliseum complex. More than 250 evacuated pets were cared for during the storm including the residents of a flooded out animal shelter near Dickinson, Texas. ACS staff worked with a number of national organizations like the Humane Society of the United States to transport hundreds of homeless pets out of harms way via air and ground transport.

Did you know Animal Care Services had a **91%** Placement Rate in FY17 with more than **30,000** animals being brought into the shelter?

That's balancing animal care and control...public safety and community engagement!

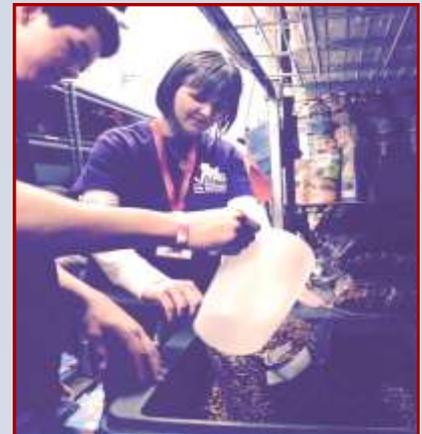
# Snapshots of a year



# FY17 FULL STATISTICS

## September 2016—October 2017

ENHANCED ENFORCEMENT								
Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	July Total	Aug. Total	Sep. Total
Call-for-Service Requests (Overall)	100,962	101,000	100,962	101,000	98,092	7,936	8,559	8,216
<i>Citizen-Initiated</i>	69,184	69,000	69,184	69,000	68,522	5,504	5,878	5,821
<i>ACS-Initiated</i>	31,778	32,000	31,778	32,000	29,570	2,432	2,681	2,395
Impoundments (Overall)	31,811	31,000	31,811	31,000	30,129	2,474	2,552	2,226
Return-to-Owners (Field)	3,055	3,800	3,055	3,800	3,588	240	407	324
Bites Cases	3,492	3,500	3,492	3,500	3,497	310	308	259
Citations/Warnings Issued	10,933	13,000	10,933	13,000	11,184	646	821	761
Aggr./Dangerous Dog Designations	34		34		42			
Serious Bodily Injury Cases	7		7		7			
Cruelty Cases Filed	72		72		81			



INCREASED LIVE RELEASE								
Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	July Total	Aug. Total	Sep. Total
Live Release Rate	88.4%	88.5%	88.4%	88.5%	91.5%	91.31%	94.02%	94.89%
Adoptions	7,192	7,300	7,192	7,300	7,061	688	591	604
Rescues	13,096	12,900	13,096	12,900	12,688	1,043	1,184	1,060
Return-to-Owners (Overall)	5,769	6,400	5,769	6,400	6,918	549	625	617
Trap-Neuter>Returns	1051	680	1051	680	973	85	145	75
Pets Fostered	1,461	1,500	1,461	1,500	1,260	104	125	77
Volunteer Hours	16,397	17,000	16,397	17,000	15,700	1,603	1,104	1,018
Total Adjusted Euthanasia	3,569		3,569		2,582	225	162	127



# FY17 FULL STATISTICS

## September 2016—October 2017

### IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	July Total	Aug. Total	Sep. Total
Surgeries Performed (Overall)	35,781	40,225	35,781	40,225	18,917	1,620	1,555	1,597
ACS	14,069	13,125	14,069	13,125	14,052	1,283	1,159	1,116
Community Cat Program	4,660	4,000	4,660	4,000	4,865	337	396	481
Surgeries Performed by Partners	12,373	11,766	12,373	11,766	11,552	892	586	655
City Facilities (Brack & Brooks)	4,679	11,334	4,679	11,334	11,325	*4,801 TOTAL		
Microchips Registered	22,251	22,000	22,251	22,000	22,182	1,968	1,603	1,833
Deceased Dog/Cat Pick-Up	21,321		21,321		20,666	1,649	1,609	1,584

\* Reported quarterly

### EDUCATION & OUTREACH

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	July Total	Aug. Total	Sep. Total
Media Interactions	816	750	816	750	853	75	229	32
CNSI Homes Visited	26,200	25,000	26,200	25,000	27,700	-	-	2,000
Education Events	392	400	392	400	338	42	28	17
Schools Visited	210	225	210	225	169	22	11	5
Adult Interactions	18,154	18,000	18,154	18,000	18,649	1,319	2,407	648
Child Interactions	79,201	90,000	79,201	90,000	53,328	1,413	2,386	1,747





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***Animal Care Services 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.***