

# City of San Antonio



2017 AUG 11 PM 3:24

## AGENDA Animal Care Services Advisory Board

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Wednesday, August 16, 2017

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, AUGUST 16, 2017 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

### Call to Order (6:30pm)

1. **17-4621** Approval of Minutes for the April 19, 2017 and June 21, 2017 ACS Advisory Board meetings.

### Director's Report

Director's Report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, clinic operations, and education & outreach. [Heber Lefgren, Director, Animal Care Services]

### Individual Items for Consideration

2. **17-4617** Election of Animal Care Services Advisory Board Officers. [Michael Shannon, Director, Development Services Department and Mayoral Appointed Advisory Board Member]
3. **17-4618** Staff briefing and possible action on the ACS Strategic Plan, Revisions to Chapter 5 and the Comprehensive Communication strategy. [Heber Lefgren, Director, Animal Care Services]
4. **17-4620** Report regarding the inspections of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta, ADL Stray Kennels facility located at 11300 Nacogdoches Rd and Brooks Clinic located at 8034 City Base Landing. [Rita Braeutigam, 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 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.

**Animal Care Advisory Board Members:**

Michael Shannon, Mayor's Appointee | Dr. Shannon Espy, Dist. 2 Appointee | George Garcia, Dist. 3 Appointee | Rita Braeutigam, Chair, Dist. 4 Appointee | Karen Speer, Board Secretary, Dist. 5 Appointee | Valerie Moore, Dist. 7 Appointee | Mona Thaxton, Vice Chair, Dist. 8 Appointee | Susan Beldon, Dist. 9 Appointee | Sallie Scott, Dist. 10 Appointee

2017 AUG 11 PM 3:24



# ANIMAL CARE SERVICES ADVISORY BOARD

## Meeting Minutes

April 19, 2017, 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, Mona Thaxton-Vice Chair<sup>2</sup>, Karen Speer-Secretary, Valerie Moore, Sallie Scott, Shannon Espy<sup>2</sup>, George Garcia, Michael Shannon and Susan Beldon<sup>2</sup>

**Ex-Officio Members:** Heber Lefgren, Maria Villagomez, and Vincent Nathan

**Staff Liaison:** Maria Kieke

### I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:35 PM.

### II. Approval of Minutes from February 15, 2017

Sallie Scott motioned to approve the February 15, 2017 meeting minutes seconded by Michael Shannon. Motion passed.

### III. Director's Report

Heber Lefgren provided the Animal Care Advisory Board with an update on the following topics:

- Update on the revision process of the Animal Care Services (ACS) Strategic Plan and Chapter 5 of the City code. Heber stated that Michael Rodriguez, Assistant to the Director, would provide more detail later in the meeting.
- Update on two ACS staff members who received the Humane Educator National Certification.
- Update on ACS transitioning to a new microchip provider. Heber stated that ACS will purchase microchips through the Found Animals Registry.
- Update on ACS staff attending the Texas Unites for Animals Conference. Heber stated that staff will attend the workshops to find ways to improve ACS.
- Update on the ACS statistical February 2017 thru March 2017 performance indicator report. Full report handouts were provided to Board members.

### IV. Discussion of the ACS Strategic Plan and City of San Antonio's Chapter 5 Ordinance

Michael Rodriguez provided the Board with a status update on the process of revising Chapter 5 of the City Code and ACS Strategic Plan. Michael stated that ACS has held six of nine community meetings and provided the Board with the City Council adoption timeline. Full report handouts were provided to Board members.

### V. Update and possible action on State Legislative issues regarding animals

Heber Lefgren provided a presentation to the Board regarding animal related legislative bills in the State of Texas. He opened discussion of the items presented for ACS Board member input. Full report handouts were provided to Board members.

### VI. Report regarding the inspection of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta and the ADL Stray Kennels facility located at 11300 Nacogdoches Road

Rita Braeutigam presented the inspection report for the ADL Stray Kennels facility. Shannon Espy and Val Moore presented the inspection reports for the Brackenridge facility. George Garcia presented the inspection report for the 151 main campus facility.

### VII. Citizens to be heard

1. Diego Gonzalez, 2. John Bachman, 3. Deanna Lee

### VIII. Next meeting

The next ACS Advisory Board work session was scheduled for June 21, 2017 at 6:30 p.m.

### IX. Adjournment

The meeting adjourned at 8:28p.m.

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



# ANIMAL CARE SERVICES ADVISORY BOARD WORK SESSION

## Meeting Minutes

June 21, 2017, 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, Mona Thaxton-Vice Chair, Karen Speer-Secretary, Valerie Moore<sup>2</sup>, Sallie Scott, Shannon Espy<sup>2</sup>, George Garcia, Michael Shannon and Susan Beldon

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

**Staff Liaison:** Maria Kieke

### **I. Call to Order**

Rita Braeutigam, Board Chair, convened the meeting at 6:36 PM.

### **II. Discussion of the revision process of the 2011 Animal Care Services Strategic Plan and the City of San Antonio Chapter 5 Ordinance**

Heber Lefgren presented the preliminary recommended revisions to Chapter 5 of the City Code and the 2011 ACS Strategic Plan. Heber stated that the recommendations were consistent with the recommendations provided to the Mayor and City Council at the June 14, 2017 "B" Session meeting. The preliminary recommendations included the following eight main policy topics: 1. Spay/Neuter Requirements, 2. Tethering Regulations, 3. Impoundment Authority, 4. Animal Limits, 5. Dangerous/Aggressive Dog Designations, 6. Sellers and Breeders Permits, 7. Rescue License, and 8. Noise Complaints. These items were discussed by the Advisory Board in detail.

### **III. Discussion on the City of San Antonio's Fiscal Year 2018 Budget Process**

Heber Lefgren presented various processes and performance measures used for the development of the City's upcoming FY 2018 Budget. He opened the item for ACS Board member input and answered questions. Full report handouts were provided to Board members.

### **IV. Next meeting**

The next ACS Advisory Board meeting was scheduled for August 16, 2017 at 6:30 p.m.

### **V. Adjournment**

The meeting adjourned at 9:03 p.m.

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



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



August 16, 2017

As all know, the summer is a critical time for Animal Care Service due to being engulfed in kitten and puppy season, budget development, higher temperatures, and increased intake. Despite these additional factors, I remain very proud of the amazing work performed by ACS staff. For the first time in ACS history, we anticipate ending the fiscal year with a Live Release rate above 90%. This past year, Clinic staff performed more spay/neuter surgeries than last year while Field implemented multiple innovative programs despite not being at full staff during key times of the year.

I am proud that ACS staff has incorporated into their work the City's Core values of Innovation, Team Work, Professionalism, and Integrity. On a regular basis, Staff bring to me new ideas that helps increase productivity, teamwork, and customer service. This environment of innovation demonstrates staff's understanding of two essential principles: there is still a lot of work to do and we are committed to the work.

Despite the continued growth of innovation at ACS, recent incidents have demonstrated a reminder to regularly stop and review the fundamentals. ACS is committed to provide refresher training for all staff on a regular basis. For example, we are currently seeking approval from the state for our new refresher class (designed by our field supervisors) that will reinforce the basic principles of animal care. Once approved by the state (for authorized continuing education credits), we will issue the training to all staff this September and every year thereafter.

**COUNTY CONTRACT:** On July 1<sup>st</sup>, 2017, the contract between the City and the County ended. This contract required ACS to reserve kennel capacity for over 3,600 pets impounded by County officers each year. ACS is expecting to utilize this added capacity to impound more pets from within city limits. Because of a few recent innovative initiatives, ACS anticipates being able to sustain this increased intake with requiring additional staff. A few of the innovative initiatives include:

1. Citation Printers are being installed in every field vehicle that will reduce some administrative duties by over 50%. This will allow officers to spend more time in the field to respond and resolve community related issues.
2. A pilot program designed to automate some administrative duties associated with bite reporting was implemented a few months ago and is showing success. By automating these administrative responsibilities, it is allowing officers to spend more time in the field.
3. The planned expansion of the District Officer Program into District 1 will allow ACS to impound more pets within the City Limits and to have more critical conversations
4. The continued growth of our Field Return-to-Owner (RTO) Program is increasing our ability to hold crucial conversations and is providing the resources we need to impound more pets. This includes the continued flooding of free microchips into the community. In FY 2018, ACS anticipates growing this program by training and equipping our District Officers with microchips that can be implanted in the field.

**FY 2018 BUDGET:** On August 10th, 2017, the City Manager proposed the FY 2018 Budget with included the addition of one Animal Care officer for District 1. This position will allow ACS to work more closely with District 1 residents on preventing animal related issues. The District Officer program started two years ago as a pilot program in

District 2 and District 5 and has grown to include District 3 and District 4 due to its success. The following are dates of upcoming community Budget meetings:

- August 15: Philhardberger Park Ecology Center from 5:30 PM to 7:30 PM
- August 17: Copernicus Community Center from 5:30 PM to 7:30PM
- August 21: The Tool Yard from 7:00 PM to 8:00 PM
- August 22: Central Library from 5:30 PM to 8:00 PM
- August 26: Pearsall Park (Meeting conducted in Spanish) from 9:00 AM to 12:00 PM
- August 28: Garza Community Center from 5:30 PM to 7:30 PM

**CHAPTER 5 AND STRATEGIC PLAN UPDATE:** Between the months of February and June, ACS held nine public meetings across the City and collected over 1,000 surveys from the public and stakeholders providing potential updates to local animal laws and enhancements to the ACS Strategic Plan. On June 21<sup>st</sup>, ACS provided the Board an update this engagement process along with the community survey results and the preliminary revisions to Chapter 5 of the City Code. Since July, ACS has held five of six planned community meetings designed to discuss these recommendations and to collect community feedback and has collected the thoughts of over 3,800 individuals through the completion of a survey.

Following today's board meeting, ACS will continue to be on target to provide to the Mayor and City Council its final recommendations during a mid-September "B" Session meeting and then seek consideration for final approval in late September.

**ANIMAL CARE OFFICER ACADEMY:** To become a State Certified Animal Control Officer, the State of Texas only requires an individual to successfully pass a state exam after attending a 12 hour (2 days) training course. However, because we hold ACS to a higher standard, we expect more! The ACS Animal Care Officer Academy, established a few years ago and the only comprehensive training program in the state, provides incoming cadets with a all-inclusive training course lasting 12 weeks that covers state law, city ordinances, officer safety, animal handling and humane care for domestic and exotic species. This 12-week course has two weeks of academic preparation and 10 weeks of operational training with Bites Investigators, Cruelty Investigators, Dangerous Dog Investigators and First Responding Officers. The curriculum concludes with a 12-hour state certified exam and ensures that City of San Antonio cadets are set up for success and are the best trained Animal Care Officers in the state. The class of 2017 started August 7 and currently has five cadets in our academy.

**FRONT LOBBY ENHANCEMENT:** In order to improve the customer experience, ACS has merged the intake, Return to Owner (RTO) and front desk staff into one cohesive team. The staff from the live release team were cross trained on all front lobby transactions which will result in multiple efficiency improvements. This enhancement will result in better-quality customer service, reduce wait times in the lobby and provides a more consistent experience for customers.

**PETHUB INITIATIVE UPDATE:** On Monday August 14, ACS began its implementation of the planned PetHub initiative. PetHub tags will replace the city-issued rabies and microchip tags and will be provided to all adopters and any pet that is micro-chipped through ACS. This tag will also be offered free of charge to city residents. This tag provides select owner information in order to help return the pet home without the pet having to come to a clinic or through the shelter. The City of San Antonio will be the



first large city to incorporate it as a complement to a registered microchip and will serve as a tool to return pets by those good Samaritans that do not have a microchip scanner.

**ANIMAL ALLIES CAMP:** This summer ACS hosted its 8<sup>th</sup> annual Animal Allies Camp. The camp provided 18 kids (ages 9 to 12), with an opportunity to train nine dogs needing placement by teaching them how to be responsible pet owners, while working directly with the ACS staff trainer. This program serves as an enormous stepping stone for our young kids to grow into advocates for all animals. The following organizations that participated were: SeaWorld, Texas Task Force, Last Chance Forever, Texas Parks and Wildlife, and Bat Conservation International, shared information with the campers. Camp concluding with great success with all the campers gaining invaluable education on animal welfare and all nine dogs were transferred to Animal Defense League (ADL) and San Antonio Humane Society (SAHS).



**STAFFING UPDATE:** There are several recent promotions and new hires within the Department that I would like to highlight:

- New Lead Animal Care Officer: Kassi Bennett was recently promoted as the first Lead Animal Care Officer. The Lead Animal Care Officer positions will be tasked with functional leadership of a cadre of Animal Care Officers (ACO's) with the intent of improving mentorship, training and operational performance of their assigned officers. Additionally it will allow Lead ACO's to enhance their leadership and investigative skills, preparing them to be competitive for future opportunities as Cruelty Investigators and Supervisors and building a brighter future for Animal Care Services and its Field Division.
- Claudia Balarin was promoted to the Education Coordinator position. Claudia began in our Rescue/Foster Department with 5 years of Digital Marketing experience.
- Elida Rabago was promoted to an ACS Supervisor in the Field Division. Elida has been with ACS for 25 years and spent the last 12 years as a Dispatch Supervisor in the Field Division. She continues to be a great asset to the ACS team.
- Tatiana Matamoros and Moses Castoreno have transitioned into ACS Officers and are now enrolled in the Animal Care Academy. Tatiana and Moses started began as Kennel attendants at ACS.
- Erik Saucedo has joined our team as a Live Release Coordinator.
- Bethany Snowden has joined the ACS family as ACS Officer. Bethany comes from the San Antonio Zoo and has an extensive background in animal handling.

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

**AUGUST**

- 9 Lives for \$9 Adoption “Paw”ty: Feel 9 times the love with this year’s 9 lives for \$9 promotion – a national adoption promotion sponsored by Best Friends Animal Society that helps shine the spotlight on cats. Adopt a cat/kitten for only \$9 the entire month of August!
- Wrap-Up Community Meetings: Join ACS for a new series of community meetings to learn more about the potential changes to Chapter 5 animal laws.
  - August 23: Dorie Miller Community Center from 6:00 PM to 8:00 PM
- ACS Advisory Board Meeting: ACS Advisory Board currently meets six (6) times a year (with at least one being a work session), on the third Wednesday of every other month.
  - August 16: ACS Advisory Board Meeting from 6:30 PM to 9:00 PM
- Clear the Shelters: ACS will be participating in the National “Clear the Shelters” event sponsored by NBCUniversal and Telemundo. ACS will waive adoption fees for all shelter pets.
  - August 19: Clear the Shelter
- Budget Work session:
  - August 15: Philhardberger Park Ecology Center from 5:30 PM to 7:30 PM
  - August 17: Copernicus Community Center from 5:30 PM to 7:30PM
  - August 21: The Tool Yard from 7:00 PM to 8:00 PM
  - August 22: Central Library from 5:30 PM to 8:00 PM
  - August 26: Pearsall Park (Meeting conducted in Spanish) from 9:00 AM to 12:00 PM
  - August 28: Garza Community Center from 5:30 PM to 7:30 PM

**SEPTEMBER**

- Comprehensive Neighborhood Sweeps Initiative: September’s efforts will be in District 2. These events will be held at the Denver Community Center on 300 Porter St.
  - September 1: Microchip MANIA! Free Microchip Clinic from 2:00 PM to 5:00 PM
  - September 8: Block-walking Efforts from 8:00 AM to 12:00 PM
  - September 16: Free Rabies/Microchip Clinic from 10:00 AM to 1:00 PM
- Meet the Director: During each off month of the ACS Advisory Board Meeting, the ACS Director will hold an informal forum to “Meet the Director” with an opportunity to have respectful, open discussion about ACS. This is an opportunity for citizens to provide input and feedback to the Department Director.
  - September 20: Animal Care Services from 5:00 PM to 6:00 PM



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



## JUNE 2017 – JULY 2017

### ENHANCED ENFORCEMENT

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	FY 17 June Total	FY 17 July Total
Call-for-Service Requests (Overall)	100,962	101,000	83,001	83,032	81,317	8,266	7,936
<i>Citizen-Initiated</i>	69,184	69,000	57,137	56,988	56,823	5,832	5,504
<i>ACS-Initiated</i>	31,778	32,000	25,864	26,045	24,494	2,434	2,432
Impoundments (Overall)	31,811	31,000	26,368	25,765	25,351	2,735	2,474
<i>Dogs</i>	25,347	24,557	21,144	20,550	20,328	2,127	1,915
<i>Cats</i>	6,464	6,443	5,224	5,217	5,023	608	559
Return-to-Owners (Field)	3,055	3,800	2,520	3,135	2,857	245	240
Citations/Warnings Issued	10,933	13,000	8,779	10,439	9,602	770	646
Aggr./Dang. Dog Designations*	34		27*		28*		
Serious Bodily Injury Cases**	7		5**		6**		
Cruelty Cases Filed**	72		56**		58**		

### 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	FY 17 June Total	FY 17 July Total
Surgeries Performed In-House	18,729	17,125	15,411	14,104	15,765	1,772	1,620
<i>ACS</i>	14,069	13,125	11,673	10,890	11,777	1,362	1,283
<i>Community Cat Program</i>	4,660	4,000	3,738	3,213	3,988	410	337
Surgeries Performed by Partners	12,373	11,225	11,766	11,292	5,689 <sup>o</sup>	845	345 <sup>o</sup>
Microchips Registered	22,251	22,000	18,800	18,588	18,746	2,094	1,968
<i>Free 5K</i>	7,391	5,000	6,309	4,268	6,927	714	596
Deceased Dog/Cat Pick-Up	21,321		17,583		17,473	1,845	1,649

### INCREASED LIVE RELEASE

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	FY 17 June Total	FY 17 July Total
Live Release Rate	88.4%	89.0%	88.5%	88.6%	90.8%	88.7%	91.3%
Adoptions	7,192	7,300	6,047	6,138	5,866	634	688
Rescues	13,096	12,900	10,877	10,714	10,444	1,150	1,043
Return-to-Owners (Overall)	5,769	6,400	4,712	5,227	5,676	596	549
Trap-Neuter>Returns	1,051	680	858	555	753	97	85
Pets Fostered	1,461	1,500	1,272	1,306	1,058	154	104
Volunteer Hours	16,397	17,000	14,031	14,548	13,579	1,311	1,603

### ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	FY 17 June Total	FY 17 July Total
Education & Outreach Events	392	400	353	360	277	27	42
Media Interactions	816	750	682	627	592	80	75
FY 2017 Budget	\$12.93 M	\$13.93 M		11.54M <sup>Δ</sup>	\$11.38M		

\*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.

<sup>o</sup> Information pending 2 Partners report from July.

<sup>Δ</sup>FY 17 YTD Target Budget pending adjustments due to change of several program implementation dates from later in FY to earlier in FY and does not display true savings. Department is on budget.



City of San Antonio  
Animal Care Services Department



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

Advisory Board Member Name(s): Rita  
Breautigam \_\_\_\_\_

Date of Inspection: August 10, 2017 \_\_\_\_\_

Time of Inspection: 12:30

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				
<p>● I did not observe a change in occupants but asked staff for the protocols.</p> <p><b>Comments/Actions Needed</b></p> <p>ADL has a program called "Seniors for Seniors". When a senior dog, age 7 years or older, is adopted by a senior adopter, 60 years or older, the adoption fee is waived.</p>					
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				

**\* I did not observe a change in occupants but asked staff about the protocols. \* A dripping hose created a small puddle on the pavement. (right side visitors entrance). Ants were on the pavement (left side of the visitors entrance). The facility maintenance staff was informed about the ants while I was there.**

**Comments/Actions Needed**

<b>Kennel #12</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				
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				
<b>Comments/Actions Needed</b> There is a notation for adopters on the puppy signage cards that gives the approximate expected adult weight. Great information.					

General Premises	Excellent	Good	Fair	Poor	N/A
Landscaped area free of feces	x				
Doors to agility area are operational and free of feces	N/A				
Dog waste stations stocked	N/A				
Trash receptacles not overflowing	N/A				
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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City of San Antonio  
Animal Care Services Department



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

Advisory Board Member Name(s): \_\_\_\_\_ Karen Speer

Date of Inspection: \_\_\_\_\_ 8-10-2017 \_\_\_\_\_ Time of Inspection: \_\_\_\_\_ 2:07 P.M. \_\_\_\_\_

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				
<b>Comments/Actions Needed</b>					
<b>Need larger fan in lobby due to heat from doors being constantly opened</b>					
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				
<b>Comments/Actions Needed</b>					

<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>Door to entrance is warped. Some cages need to be repaired.</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>	<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>Outdoor Exercise Yards (Between Buildings 3 &amp; 4)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</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					
Kennel runs are free of feces and urine					
Fresh water in each occupied run					
Aisles are free of debris or safety hazards					
Appropriate signage and kennel card on each occupied cage					
Intake vaccinations recorded on each kennel card					
Pooper Scoopers are kept in a clean disinfection solution between scooping each run					
Runs and cages are thoroughly cleaned and sanitized between occupants					
Hand sanitizer available					
Drains free of debris					
Drains in full repair					
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer					
Sinks and tubs are in working order, clean, and free of debris					
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day					
Stainless steel cages are clean and have fresh newspaper					
Clean floors, doors, and windows					
There is no offensive odor					
Kennel building and equipment are in good repair					
<b>Comments/Actions Needed</b>					
<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					
Fresh water in each occupied run					
Area is free of debris or safety hazards					
<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	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 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>					

<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>					
<p><b>Incinerator was not in operation due to CPS Energy scheduled to replace gas meter. Hot and cold air blowing from vent in ceiling by the front door as you walk in.</b></p>					
<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:**

Need water stations outside of each building. Need some type of cover in the exercise area and in between the annex and lobby area.



City of San Antonio  
Animal Care Services Department

**Advisory Board Inspection Checklist**  
**– Building #1 at 151 Main Campus –**

Advisory Board Member Name: Karen Speer \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ 8-10-17 \_\_\_\_\_ Time of Inspection: \_\_\_\_\_ 2:07 PM

<b>Building 1</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</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			
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, 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			
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			
<b>Comments/Actions Needed</b>				
<b>Outdoor Exercise Yards (Next to Building 1)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</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>Need some type of covers over play area like the ones right outside Bldg 1.</b>				

**Additional Notes:**

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City of San Antonio  
Animal Care Services Department



**Advisory Board Inspection Checklist  
- Brooks Facility -**

Advisory Board Member Name(s): GEORGE L. GARCIA

Date of Inspection: 08-15-2017

Time of Inspection: 9:30 AM

**BROOKS CITY BASE SPAY/NEUTER CLINIC**

Main Lobby/Reception Area/Exam Rooms	Excellent	Good	Fair	Poor	N/A
All Customers greeted when they arrive	✓				
✓ Clean floors & windows	✓				
Proper signage in place	✓				
Reception area neat & orderly	✓				
Men's restroom clean and stocked	✓				
Women's restroom clean and stocked	✓				

**Comments/Actions Needed**

*OUTSIDE WINDOWS ARE NOT CLEANED BY HUMANE SOCIETY*

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

**Comments/Actions Needed**

Dog Holding Area (Right)	Excellent	Good	Fair	Poor	N/A
Cages & cage doors are clean	✓				
All cages are cleaned & sanitized between occupants	✓				
Fresh newspaper in each cage	✓				
There are no offensive odors	✓				
Each cage with dog has correct kennel card	✓				
Any post-surgery dogs are being recovered properly	✓				

**Comments/Actions Needed**

Prep Area	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves	✓				

Prep sinks are in working order, clean, and free of debris	✓				
Medical equipment are in working order and clean	✓				
Controlled Medical Drugs are properly secured	✓				
Clean floors and tables	✓				
There are no offensive odors	✓				
<b>Comments/Actions Needed</b>					

<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	✓				
Medical equipment are in working order and clean	✓				
Fresh surgery packs are used for each pet	✓				
Pets are properly sedated, and secured to surgery table	✓				
Clean floors and tables	✓				

**Comments/Actions Needed**

<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	✓				
All cages are cleaned & sanitized between occupants	✓				
Fresh newspaper in each cage	✓				
There are no offensive odors	✓				
Each cage with dog has correct kennel card	✓				
Any post-surgery dogs are being recovered properly	✓				
Sink area is clean and free of debris	✓				

**Comments/Actions Needed**

**Additional Notes:**

BUILDING DEFECTS (WARRANTY)

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