



ANIMAL CARE SERVICES
QUARTERLY PROGRESS REPORT

THIRD QUARTER 2012



THIRD QUARTER 2012

Table of Contents



PAGES

2	FROM THE DIRECTOR
3	KEY INITIATIVES UPDATE
4	CNSI
5	ENFORCEMENT
6	CONTROL
7	LIVE RELEASE
8	FISCAL REPORT
8	ASPCA CHALLENGE / MEDIA



Mission Statement: Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and animals of Bexar County through education, enforcement, and community partnership.

From the Director

Fiscal Year (FY) 2012 has been characterized by outstanding success growth, and promise for Animal Care Services (ACS). We are now nine (9) months into the 2012 Strategic Plan and are positioning ACS as one of the leading municipal animal care and control organizations in the country. I am impressed by how the department and the community have, in a short-time, transformed ACS into what it is today, a success story!

Key to this success is our strategic plan and its three (3) core objectives - 1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate. Since the implementation of the Strategic Plan in October 2011, ACS has seen its Live Release rate increase from 31% in FY 2011 to a record 59% YTD. Animal adoption decreased by a count of 37% (1,154) and animal rescues by 316% (6,574). Moreover, ACS brought in 27% (5,906) more stray animals than in FY 2011.

In June 2012, ACS entered into an agreement with the San Antonio Humane Society (SAHS) and Animal Defense League (ADL) to provide ACS with an alternative housing solution for stray and unwanted animals. This pilot program will explore the effects of housing animals at SAHS and ADL prior to the animals release date. This program is just another example of the department's commitment to finding innovative solutions to a longstanding community problem.

Finally, I would like to extend my personal thanks to the entire ACS team. As you know, I am moving on from my tenure here at ACS to take on the position of Chief Human Resources Officer for the City. It has been both an honor and a privilege to work alongside such a gifted and dedicated team you have taught me more than I ever imagined. We have accomplished a great deal during our time together – setting 60-year historic records in nearly every area: Shelter, Admin, Live Release, Marketing, Clinic and Enforcement -- thank you for setting the bar so high. Finally, please join me in giving a very warm welcome to the new ACS Director, Kathy Davis, as she joins the ACS family. I am confident that with her experience, knowledge, vision, leadership, and your support ACS will achieve even greater results for our community.

Thank you,



“ I am impressed by how the department and the community have, in a short-time, transformed ACS into what it is today, a success story” .



Interim Director: Joe Angelo

Key Initiatives of ACS - Update

High Volume Pet Partner (HVPP):

Because it is nearly impossible for a large municipal shelter to run a successful live release program without the assistance of rescue partners, ACS developed an innovative program to engage the animal rescue community in partnership to save lives. In January, City Council approved two (2) HVPP contracts with San Antonio Pets Alive! (SAPA!) and San Antonio Humane Society (SAHS). Annually, these HVPP are projected to facilitate 5,000 animal rescues. To date, the program has been a huge success as evident with a 27% increase in the live release rate from FY 2011. Remarkably, these organizations have facilitated 5,758 animal rescues in FY 2012 and both groups are active at the ACS facility five days. In the third quarter SAPA! rescued 2,379 animals and SAHS 425.

TNR Update:

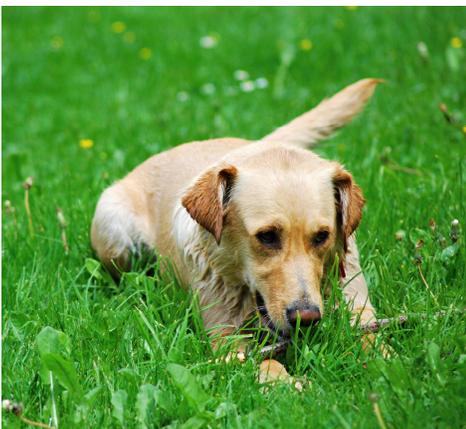
In April, ACS embraced Best Friends Animal Society's Trap-Neuter-Release (TNR) Community Cat Program. This program has assisted many communities across the U.S. in dealing with their cat overpopulation challenges. In accordance with the City of San Antonio's Chapter 5 Ordinance, spay or neutered cats are legal. As part of the program, any feral or community cats brought into the shelter as stray will be spayed or neutered, vaccinated, ear tipped and returned to their original location provided they are healthy and old enough for surgery. During the third quarter, Best Friends successfully placed 357 cats into the TNR program.

Brackenridge

With the help of a few canine ambassadors, ACS is set to begin the ground work on the new Brackenridge Facility with a formal groundbreaking ceremony to take place this Fall. The 2300 square foot facility will include an adoption space for at least 50 dogs and 30 cats. An onsite pet sterilization clinic will provide spay/neuter options for the public as well as the center's adoption ready pets. The campus will also include an open air pavilion for community events. In September 2011, City Council approved the acceptance of a \$1.0 M donation from the Petco Foundation and Petco Supplies Stores, Inc. In recognition of the donation, the facility's adoption center will be named in honor of long-time Petco Foundation chairman Mr. Paul Jolly while the Clinic and Pavilion will bear the Petco name.

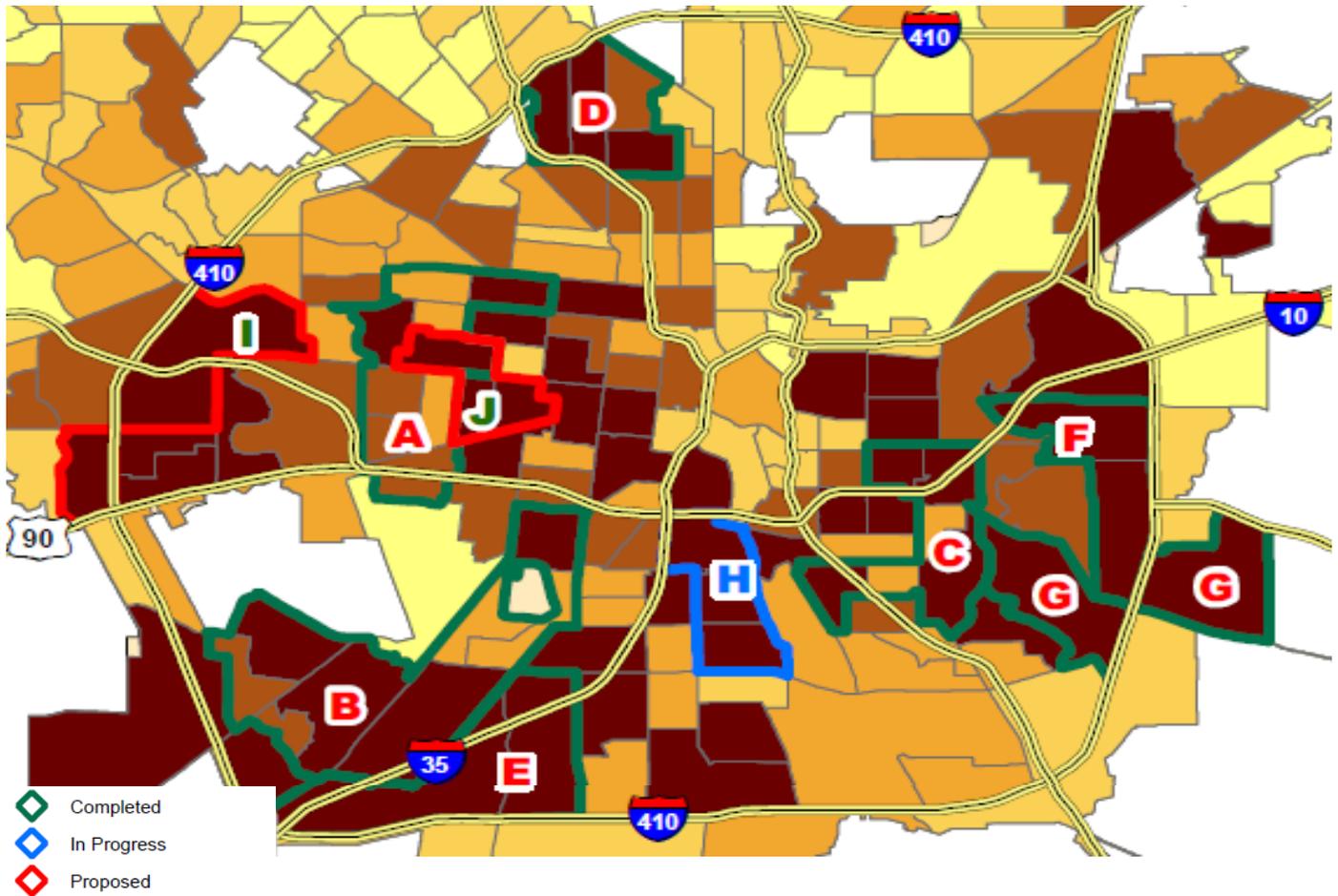
Alternative Stray Hold Housing:

ACS entered into agreements with the San Antonio Humane Society (SAHS) and Animal Defense League (ADL) for an alternative animal housing pilot program for stray animals. This program is intended to house stray animals with established community rescue groups in an effort to increase ACS' stray animal intake capabilities. In addition, this program will greatly assist ACS' Return-to-Owner (RTO) rate as well as Live Release rate because of increased visibility within the community. Any animal not returned to its owner will automatically enter the rescue group's adoption program.



Comprehensive Neighborhood Sweeps Initiative (CNSI)

In October 2011, the Comprehensive Neighborhood Sweeps Initiative (CNSI) was implemented to educate the public regarding responsible pet ownership and to reduce the number of stray and roaming animals in high concentration 311 call areas. These target areas were identified as those with the highest call-for-service requests and bite cases. The department budgeted \$70,000 to support neighborhood block walks, enforcement sweeps, low-cost spay/neuter clinics, outreach, and vaccination events. To date, CNSI has covered seven (7) target areas and will start its eighth area (Area H) in late July 2012. Below is a summary of results for the seven (7) areas that have been completed YTD.



	Area A	Area B	Area C	Area D	Area E	Area F	Area G
Block Walk Month	October	November	December	January	March	May	June
Volunteers	75	103	57	108	37	17	65
Homes Visited	2,000	2,650	1,404	2,535	2,400	2,444	2,835
Rabies Vaccines Provided	115	275	141	197	0*	136	183
Licenses Issued	115	275	141	197	0*	136	183
Citations/Warnings Issued	13	14	11	21	67	3	20
Returns to Owner in Field	4	3	2	5	7	4	14
Animals Impounded	109	115	79	13	62	52	24

*Vaccination & Licensing was performed by spay/neuter partners for target area E at the District 4 Big Fix Event.

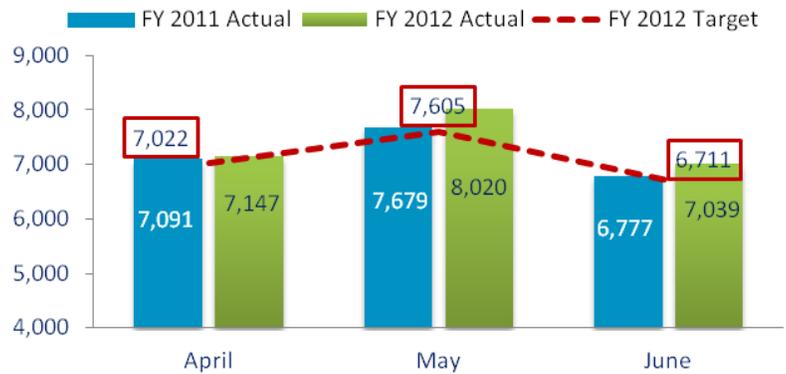
Enforcement

Animal Care Services' (ACS) first strategic priority is to enhance the department's enforcement efforts. The department is responsible for protecting the health and safety of citizens and their pets in San Antonio and unincorporated portions of Bexar County. During the third quarter of FY 2012, the department received 22,186 calls-for-service, impounded 11,490 animals, and issued 1,258 citations and warnings.

CALL-FOR-SERVICE REQUESTS

This measurement compares the total call-for-service requests received in the Third quarter of FY 2012 to FY 2011. This measurement also includes the FY 2012 monthly target amount. The department's Year to Date (YTD) actual is 62,573 which is 4% (2,580) higher than the projected FY 2012 target of 59,993.

Call for Service Requests



IMPOUNDMENTS

This measurement provides the total number of animals impounded at ACS. The measurement includes field and over-the-counter intake as well as those animals impounded and returned-to-owner in the field. The department's YTD actual is 27,053 which is an increase of 18% (4,928) animals from FY 2012 target of 22,125.

Impoundments



CITATIONS & WARNINGS

This measurement lists the total number of citations and permits issued to those in violation. Examples of violations include: no licensing and/or vaccinations, animal bite, and running free of restraint. The department's YTD actual is 3,659 which is 13% (497) lower than the projected FY 2012 target of 4,156.

Citations/Warnings



Control

The second strategic priority of Animal Care Services (ACS) is to improve the control of the stray animal population. Through continued efforts such as increased spay/neuter surgeries and improved licensing; the City should see a reduction in roaming animals as well as lower animal intake. During the third quarter of FY 2012, ACS completed 2,697 in-house surgeries. Our rescue partners added to that number by performing 3,093 additional surgeries funded by ACS.

SPAY/NEUTER SURGERIES (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS in FY 2012 to the number of surgeries performed in FY 2011 during the same period. The department's Year to Date (YTD) actual is 6,754 which is 20% (1,388) higher than the YTD target of 5,366.

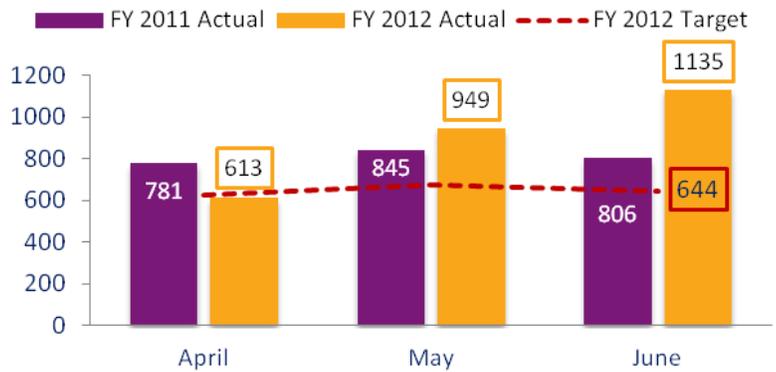
SPAY/NEUTER SURGERIES (PARTNERS)

This measurement lists the total number of free spay/neuter surgeries funded by ACS and performed by spay/neuter partners. The YTD actual is 8,238 which is an 18% (1,488) increase than the YTD target of 6,750.

NUMBER OF LICENSES ISSUED

This graph shows the total number of licenses issued by ACS during the second quarter of FY 2012. This is a new measurement resulting in no comparison with FY 2012. The department's YTD actual is 18,426 which is 1% (324) lower than the YTD target of 18,750.

Surgeries (ACS)



Surgeries (Partners)



Licenses Issued



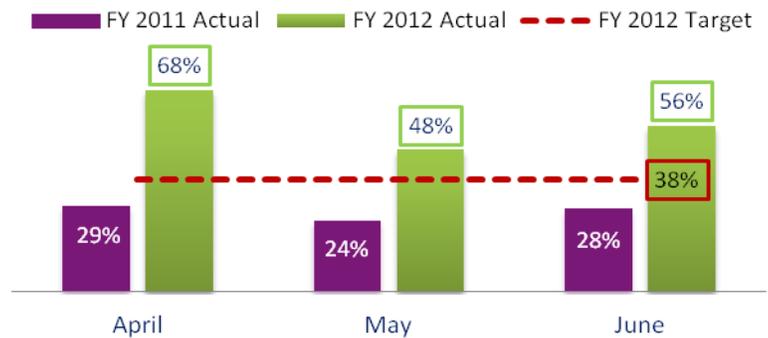
Live Release

The third strategic priority of Animal Care Services (ACS) is to increase its “Live Release” rate. Live Release rates are calculated as the percentage of Adoptions + Rescues + Return-to-Owner (RTO) out of the total number of animals released. ACS continues to increase its live release rate. During the third quarter from April through June, the department sustained a 57% live release rate. The 9% decrease in the live release rate was due to a higher than expected animal intake during the third quarter. ACS impounded (44%) 3,523 more animals in the third quarter than in the second. However, rescues increase from the second quarter by 35% (1,041) and adoption stayed above the FY 2012 targeted amount.

LIVE RELEASE

This measurement compares FY 2012 live release rate to FY 2011 actual and FY 2012 target. Outcome rates include the total Adoption, Rescue, and Return-To-Owner (RTO) statistics. The department’s Year to Date (YTD) actual is 59% and during the third quarter was 57%. The decrease was due to a higher than expected intake number.

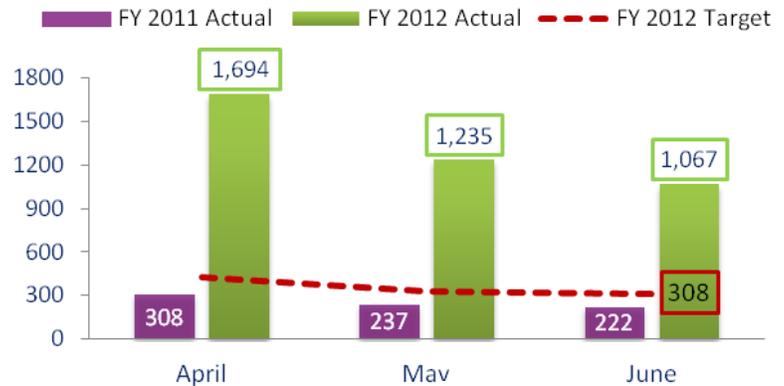
Live Release Rate



RESCUES

This measurement lists the total number of animals transferred to ACS rescue partners in the third quarter. Approved ACS rescue partners are individuals/ organizations who assist in finding new homes for those animals from ACS. The department’s YTD actual is 8,652 which is 5,756 higher than the YTD target of 2,887.

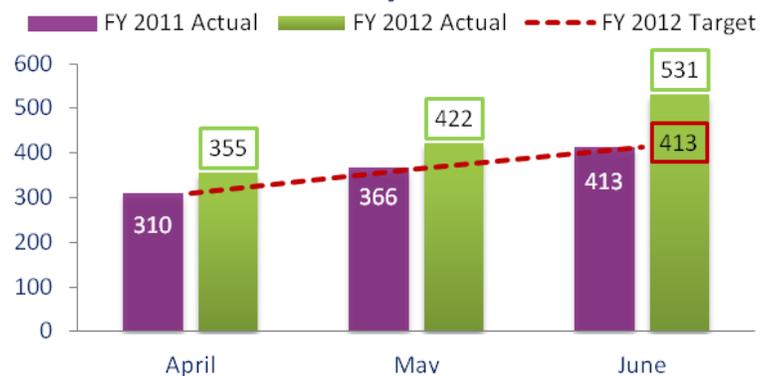
Rescue



ADOPTIONS

This measurement lists the total number of animals adopted at ACS during the third quarter of FY 2012. The department’s YTD actual is 4,259 which is 1,158 higher than the projected YTD target of 3,101.

Adoption

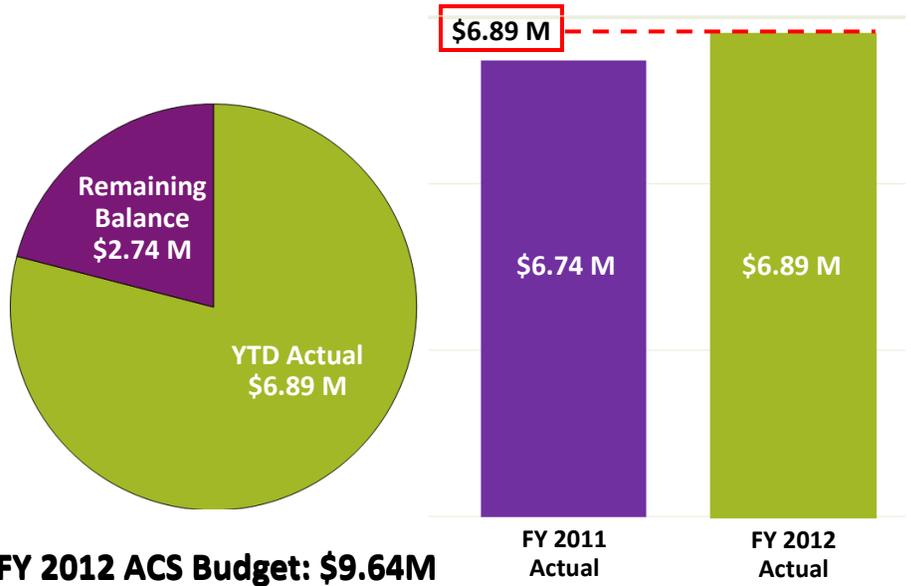


Fiscal Report

Through June, ACS has spent \$6.89 million which is on par with the department's planned amount and \$159,000 more than FY 2011's nine month actual.

Following the midyear projections, the department anticipated a shortfall due to higher than expected live release rates. The FY 2012 Budget allocated funds for a live release rate of 38%. However, based on the department's overwhelming success through the first six (6) months, City Council approved an ordinance adjustment increasing the department's budget by \$190,000. Current projections indicate ACS will stay within the FY 2012 Budget.

FY 2012 Budget Summary



FY 2012 ACS Budget: \$9.64M

ASPCA Challenge

Animal Care Services (ACS) is taking on the 2012 ASPCA Rachael Ray \$100K Challenge to save more lives. The competition, with a grand prize of \$100,000, pits dozens of animal shelters against each other to get more animals adopted or returned to their owners than ever before. Kicking off in August and running through October, the contest will see ACS work with the community and local rescuers to increase the live release rate beyond a baseline from last year.



Media

Animal Care Services (ACS) has continued to see tremendous success from the department's comprehensive awareness campaign. As the department moves into the third quarter of the fiscal year, ACS has seen an increased media, emphasizing enforcement concerns during the spring influx of litters and the premier of the city-wide TNR project with the Best Friends Animal Society. In total, the department has performed 89 media interactions during the third quarter. High profile media events include a joint press conference to announce the Best Friends partnership as well as introduction of a new summer adoption campaign - the ACS "Summer of Love." In conjunction with the City's Communications and Public Affairs Department, ACS has also been working to increase the shelter's national profile through focused pitches to high profile media outlets. The final months in the year will see the department shift awareness efforts to Live Release as the shelter takes on the ASPCA Rachael Ray \$100K Challenge