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.
In August 2011, Animal Care Services (ACS) presented to City Council its 2012 Strategic Plan which outlined the department’s goals, strategies, and initiatives. The three priorities identified were: (1) Enhanced Enforcement; (2) Controlling the Stray Population; and (3) Increasing the Live Release rate. The plan, initiated in October 2011, has produced impressive results thanks to our staff, volunteers, and rescue partners. These efforts have been matched by the resolute support of our City Council and the City Manager’s Office.

The City increased ACS’ Operating Budget from $8.6 million to $9.4 million in FY 2012. As a result, the department has seen significant improvement in each priority area. In particular, ACS achieved record Live Release rates of 52% and 58% in November and December 2011, respectively. These historic rates were due in large part to the efforts of our rescue partners, staff, and the many residents who adopted animals from ACS.

ACS has also organized block-walks to promote responsible pet ownership through education on spaying and neutering, vaccinating, micro-chipping, and pet licensing. This Comprehensive Neighborhood Sweeps Initiative (CNSI) is based on a collaborative effort between ACS, City Council, and community stakeholders. In January 2012, ACS partnered with the San Antonio Humane Society for its fourth block-walk, and to date, these neighborhood efforts have collectively resulted in over 700 volunteer hours and 8,500 households reached.

We are confident that our success will continue thanks to the support of ACS staff, volunteers, ACS Advisory Board, and our collaboration with public partners. We look forward to realizing the shared vision of a brighter future for our community’s pets and residents!

Sincerely,

Joe Angelo

“... ACS achieved record Live Release rates of 52% and 58% in November and December 2011, respectively.”

Interim Director: Joe Angelo
Key Initiatives of ACS - Update

High Volume Pet Partner (HVPP): In an effort to increase the City’s Live Release rate, the Strategic Plan recommended identifying High Volume Pet Partners (HVPP) to rescue 6,000 additional animals per year by FY 2015. On January 19, 2012, City Council approved two (2) HVPP contracts with the San Antonio Humane Society (SAHS) and San Antonio Pets Alive! (SAPA) respectively. Annually, these HVPP partnerships are projected to facilitate 6,000 animal rescues. It is also anticipated that an additional 1,000 pets will be transferred to smaller rescue organizations.

Brackenridge Facility: ACS is expected to break ground on the new Brackenridge Facility in June 2012. With an estimated completion date of June 2013, the total funding for this project is $3.98 million. Once completed, the new facility will house 50 to 56 dogs and 26 to 30 cats. In addition, City Council approved the acceptance of $1,000,000 donation from PETCO Foundation and PETCO Supplies Stores, Inc. In recognition of the donation, the facility’s adoption center will be named in honor of Paul Jolly while the Pavilion and Clinic will bare the PETCO name.

Brooks Facility: As part of the FY 2012 Budget, ACS was appropriated $200,000 in funding to renovate and improve the Southeast Auxiliary Shelter located in the former Brooks Air Force Base. A Kennel Retrofit Project will begin in mid-January and is expected to be completed in late Spring 2012. This project will include the addition of 50 new kennels. ACS will also begin housing rescued and/or fostered animals at this location, thereby significantly reducing the traffic by the general public to this facility.

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 four (4) target areas and will start Area 5, towards the end of February 2012.

Media: City Council allocated $100,000 to ACS to create a comprehensive awareness campaign in support of the department’s main strategic priorities—enhanced enforcement, increased live release and control of the animal population. The campaign will use both traditional and social media to create a synergy of awareness in the target areas. The campaign will augment existing media efforts which yielded 317 media interactions in FY 2011. Eighty-nine interactions have been completed to date as the department works towards increasing the fiscal year target goal to 350 appearances.

Dispatch: Included in the FY 2012 Budget were three (3) dispatcher positions, all of which have been filled. Also, to address the department’s technology needs, ACS is working with the Information Technology Services Department (ITSD) to install new laptops inside each field vehicle as well as implement a Computer Aided Dispatch (CAD) system. These improvements will help improve response times for calls-for-service, and enhance the collection of field data. The CAD system is expected to be fully integrated by the end of the FY 2012.
Enforcement

The first strategic priority of Animal Care Services 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. In the first quarter of FY 2012, the department received 19,462 calls for service, impounded 6,857 animals, and issued 994 citations and warnings.

**CALL-FOR-SERVICE REQUESTS**

This measurement compares the total call-for-service requests received in the first quarter of FY 2012 to those received in FY 2011. This measurement also includes the FY 2012 monthly target amount.

**IMPOUNDMENTS**

This measurement provides the total number of animals impounded at ACS. This measurement includes field and over-the-counter intake as well those animals impounded and returned-to-owner in the field.

**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, or running free of restraint.
Control

The second strategic priority of ACS is to improve the control of the stray animal population. Through 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 first quarter of FY 2012, ACS accomplished 1,587 in-house surgeries. Our rescue partners added to that number by performing 2,177 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 time period.

**SPAY/NEUTER SURGERIES (PARTNERS)**

This measurement lists the total number of free spay/neuter surgeries funded by ACS and performed by 5 spay/neuter partners.

**NUMBER OF LICENSES ISSUED**

This graph shows the total number of licenses issued by ACS during the first three months of FY 2012. This is a new measurement resulting in no comparison with FY 2011.
Live Release

The third priority of ACS is to increase its Live Release rate. Live Release rates are calculated as the percentage of adoptions + rescue + Return-to-Owner (RTO) out of the total animal intake. Since the revision of the Strategic Plan in October 2011, ACS has experienced historical highs in its Live Release rate. In the first three months of this fiscal year, ACS has increased its live release rate from 44% in October 2011 to 52% in November 2011 and 58% in December 2011. This increase is due to a number of factors including: higher-than-planned rescues and adoptions; increased public awareness; and increased return-to-owner rates.

**LIVE RELEASE**

This measurement compares FY 2012 live release rate to FY 2011 actual and FY 2012 target. Outcomed rates include the total adoption, rescue, and return-to-owner (RTO) statistics.

**RESCUES**

This measurement lists the total number of animals transferred to ACS rescue partners in the first quarter. ACS rescue partners are individuals/organizations who assist in finding new homes for those animals from ACS.

**ADOPTIONS**

This measurement lists the total number of animals adopted at ACS during the first quarter of FY 2012.
Fiscal Report

In FY 2012, the Annual Budget for ACS totaled $9.44 million, an increase of $800,000 from the FY 2011 Adopted Budget. ACS also increased personnel from 121 positions in FY 2011 to 129 in FY 2012.

The FY 2012 Q1 actuals show ACS under budget. To date, ACS has spent $1.98 million which is $21,000 less than the department’s planned amount ($2.19 M) and $26,000 lower than FY 2011’s ($2.26 M).

Success Stories

SUZY
In November 2010, Suzy was picked up by an Animal Care Officer as a stray. ACS staff instantly took a liking to her and she was expected to be a quick adoption. However, after testing positive for heartworms, finding an adopter became more difficult. ACS staff worked diligently to identify alternative options and found Suzy a foster family to care for her.

Today, Suzy’s foster parents report she has found “a perfect forever home... The foster program makes a difference.”  
— Valin, Suzy’s foster parent

LUCY
Lucy came into ACS as an injured stray with an ulcerated tumor on her leg. She was adopted last September and despite her initial scruffy appearance, she now lives in a loving home with a family that adores her. Her injuries are completely healed.

During her first road trip at Christmas, Lucy traveled to Dallas, Austin, and Fredericksburg charming all the relatives she visited. Her adopters tell us that Lucy is a “smart girl, and so sweet. We’ve not had to do any training with her at all.... [She] has fit in beautifully with our other doggies. We are so thankful to have her!”  
— Sharon, Lucy’s adopter