

Agenda
NOTICE OF PUBLIC MEETING
A MEETING OF THE ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD AT
The Animal Care Services Facility, 4710 State Highway 151, San Antonio, TX 78227

On Wednesday, September 22, 2010 AT 6:00 PM TO CONSIDER THE FOLLOWING MATTERS.
ANIMAL CARE SERVICES ADVISORY BOARD MEETING
William White, Chair

RECEIVED
CITY OF SAN ANTONIO
CITY CLERK
2009 SEP 17 PM 3:12

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.

1. Call to Order

CONSENT AGENDA, ALL TO BE DISCUSSED AND VOTED ON AT ONCE:

2. Approval of Tentative Meeting Agenda
3. Approval of minutes from August 18, 2010 Animal Care Services Advisory Board Meeting.

REGULAR AGENDA

4. ACS Employee of the Month – *presented by Gary Hendel, ACS Director*
5. Citizens to be Heard
6. Committee/Standing Committee – *presented by Charles Pruski 15 min.*
 - a. Call for appointees to Nominating Committee
 1. Briefing on Candidates
 2. Election of Officers
 - b. Selection of Walk-through participants for next inspection
7. Subcommittee Reports
 - a. Operations – *presented by Sallie Scott, Board Secretary, 5 min.*
 - b. Adoption-Live Release Committee Status Report – *presented by Rita Braeutigam, 5 min*
8. Consortium of Partners Report - *presented by William White, 10 Min.*

Report regarding consortium's community education and awareness campaign on pet owner responsibility, including spaying and neutering; reduction of stray and homeless animals; best practices of animal care organizations; implementation of effective public policy and ordinances; fundraising; and the fostering of further development of consortium partners.
9. Alamo Area Partners for Animal Welfare Report - *presented by Sallie Scott, Board Secretary 5 Min.*
10. Friends of Animal Care Services – *presented by Sallie Scott, Board Secretary 5 Min.*
11. Special Board Briefings and Discussions - *presented by Gary Hendel, ACS Director 15 Min.*
 - a. Briefing and possible action on the Brooks City Base Kennel Operations Policy
12. Director's Report – *presented by Gary Hendel, ACS Director 5 min.*
13. Announcement of date for the next ACS Advisory Board Meeting.

DISABILITY ASSISTANCE NOTICE

This meeting site is accessible to persons with disabilities. 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) 207-7245 Voice/TTY.
Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión. Para asistencia llame al (210)207-7245 por voz/servicio de TTY.



City of San Antonio Animal Care Services Advisory Board Meeting Minutes

DAY: 8/18/10
TIME: 6:30 pm
LOCATION: ACS - 4710 State Highway 151

Members Present:	Bill White-Chair, Sallie Scott, Randy Murdock, Pamela Cravetz Hernandez, Carole Abitz, Rita Braeutigam, Mona Thaxton, David Garza-HNSD Director, Gary Hendel-ACS Director, T.C. Broadnax-Assistant City Manager
Members Absent:	Dr. Shannon Espy, John Bellett, Charles Pruski

1	Call to Order	Meeting was called to order at 6:10 pm by Bill White.
2	Consent Agenda	David Garza Motions to approve the Minutes. Rita Braeutigam 2 nd the motion.
3	Approval of Minutes	Minutes Approved with a unanimous vote
4	Employee of the Month	<p>Gary Hendel announced employees of the months for June-August:</p> <ul style="list-style-type: none"> o Philip Gonzales (Animal Care Specialist) – I’ve worked with him on a number of cases and he never asks for recognition and he has been an a great asset to the department and takes initiative in getting the job done o Jeanne Saadi Volunteer Coordinator – for the past couple of months has taken the program to a new level. Her spirit and initiative has helped our volunteer program grow to become very successful and we’re on pace to do more than 25000 hours o Natalia Fernandez Department System Specialist – Natalia always has a great attitude and assists all employees. Natalia has done a great job on updating our website and has made a lot of upgrades and takes care of our hardware issues o David Garza – how many volunteers do we usually have, and have we thought about volunteer of the month/year etc. o Gary Hendel – yes a couple of weeks ago we had a volunteer appreciation lunch and we are planning to formalize and recognize our volunteers. We just started a volunteer of the month program. We have one volunteer that averages 40 hours a week. Ms. Lena Harris.
5	Citizens to be Heard	<p>Deanna Lee</p> <ul style="list-style-type: none"> o I concede my time to Lynnne Bunten <p>Lynnne Bunten</p> <ul style="list-style-type: none"> o I would like to talk about spay/neuter with AAPAW and we need to have more money put into these programs o I would like to have \$2 million but don’t know where we will get it o We’re getting better, but we have a long way to go o We’re 1000 more than last year o I’d like to revise the budget and find more money to increase the numbers and get people to attend the appointments o We need to get the spay/neuter mobile van to go to the low income people who do not have transportation to get their animals to the appointments. o I like to see more spay neuters o Thank you. <p>Bill White - We are to select new committee members for the nominating committee to present a slate of officers for the Advisory Board and this will be done in September.</p> <ul style="list-style-type: none"> o Please contact anyone of the executive committee for any information if you are interested and we will work to get you appointed to the nominating committee. o It is a standing committee and the principal function is to fill office vacancies and proposed slates of candidates and also may perform other functions. o Nominations can be made from the floor and they must be current ACS Board Members. o Shall serve a term of one year

6 Committee/Standing Committee Announcements	<p>Shelter Walk Through Report: Bill White and Sallie Scott. Mona Thaxton and Rita Braeutigam are the next Walk Thru Participants: (PowerPoint Presented for Walk Through)</p> <ul style="list-style-type: none"> ○ Still need a sign to direct customers to the adoption center ○ Reception area was neat and clean with people being greeted and directed politely by staff. ○ Grass and planted areas showing signs of neglect ○ New trees that died were not replanted. ○ We continue to have a lack of climate control and it may cause degradation of food in hot weather. ○ No dogs in the play areas, just as last time, but there was a moderate number of families visiting dogs and cats in the buildings. ○ The kennels were visually clean, dry, and odor free ○ The kennel cards are not friendly, nor do they give a descriptive message. ○ A beautiful new enclosure has been completed in the cat room, but the attendant indicated there was no plans to let cats into the inclosure that day. ○ Both Drs. Emshoff and Strong were busy doing surgeries and the clinic was bustling with many animals being sterilized ○ Gary – They were both doing surgeries at the same time? Do you know the date? ○ Sallie Scott – Friday, August 6th. ○ In the field office, everyone was very busy on telephones and computers ○ The adoption center was bustling with activity and was nicely decorated. The chart of the monthly goals is excellent. There is also a tag making machine for people to purchase personal tags for their pets. ○ Bill White – I think an A frame type sign would be great to direct customers to the adoption center ○ Gary Hendel – I will work with Laura to get a sign ordered.
Subcommittee Reports	<p>Rita Braeutigam Adoption-Live Release Committee Status – Report Attached</p> <ul style="list-style-type: none"> ○ Included in this report are May-July ○ The highlights are since January, intake is up; however, the percentages are down, but program success is steadily climbing ○ Pictures are sent to rescuers everyday at 12 midnight and there is good response by the groups ○ Our first transport was June 30th and we sent 9 dogs and all but one were adopted within the first 3 days. ○ Our next transport will be August 25th and we will be sending approximately 15 dogs and October will be 30-40 each time after that and they will be spread out all over the area. ○ Little bows were made for each of the animals with the Texas flag and a charm on them that the people can keep to remember where they came from. ○ Bill White – is this similar to the last chance highway program? ○ Rita Braeutigam – yes, they have a photo with a bio, two weeks before the ship date ○ There was a meeting of a Strategic Task Force in July and there was a group of people interested in increasing adoptions and we've added these people to our Live Release meeting. ○ Gary Hendel – I'd like to take a moment to thank Rita, Marcy etc. Thank you for all you do. We started with 9 animals and now we are moving towards 30 in the next month.

7. Consortium of Partners Report

Gavin Nichols (Report Attached)

- I will give you a merged report.
- The PR campaign has launched a website and we had the press conference on August 10th
- Included in the grass roots in this campaign we will be having a few spay neuter clinics in each of the Council Districts and they will be free.
- We will also be hosting pet fiestas
- It's a great way to get the message out and treating pets responsibly.
- We have a big emphasis on the PR campaign which is on spay neuter
- We've ordered 20,000 spay neuter comics and Jessie Enriquez will provide at local schools and events
- A group from AAPAW and I met with the San Antonio Apartment Association and they were very receptive to listing AAPAW as pet friendly partners of their database. We have an article that will print bi-monthly and will also be in their newsletter.

- Fundraising in May at SAKS, and in June at Borders in the Quarry.
- We awarded \$400,000 to 14 different organizations for spay neuter
- Another \$67,000 was awarded for spay neuter purposes
- May and July we put about \$467,000 on the streets for surgeries and this will be over 10,000 surgeries with these dollars.
- As Rita mentioned we had a strategic plan meeting and about 27 people attended. We talked about where we are and where we need to go and talked about 5 items we need to focus on (increasing adoptions, filling spay neuter capacity, public education, fundraising and standardizing laws across Bexar County)
- Not sure about our 2011 budget but whatever money we have we will work on related PSAs for radio and buy more airtime etc

8. AAPAW Report

Sallie Scott – (Report Attached)

- Since the May ACS Advisory Board meeting AAPAW has conducted several events to include: Hoops and Hounds, Pet Supplies Plus, Pet Expo
- The 1500th adoption was done at Pet Supplies Plus on July 17th with the adoption of the 6th dog. Our goal is to adopt 2010 by the end of 2010.
- A \$20,000 grant has been received from the San Antonio Area Foundation to be used for adoption events
- Shooting for the commercials of Manu Campaign has been completed
- AAPAW is participating in the “Talk About It” campaign by organizing pet fairs in Council Districts 1 thru 6
- The new AAPAW logo has been approved by the Board and will appear soon on the website.
- The Strategic Plan and the Business Plan for the organization has been approved by the Board.
- AAPAW secured a booth at the Home and Garden Show in September.

9. Friends of Animal Care Services

Sallie Scott – (Report attached)

- Two new board members have joined FACS
- Tad Hathaway has donated the services of his firm in Chicago 312 Media to produce a DVD telling the ACS story for the purposes of raising public awareness and leading to donations for programs and services.
- Gary Hendel helped create a proposal regarding increased support for animal cruelty investigations for a group of three donors whose interests are specific to this subject
- FACS received a \$15,000 grant from the San Antonio Area Foundation to continue spay/neuter “Big Fix” problem. This was funded at the \$25,000 level in 2009
- Members of the ACS Board have been selected to serve on the design committee for the new Brackenridge Park Facility and also on the selection team for the most experienced and best architect and construction group to build the Pet Center.

10. Special Board Briefings and Discussion

Gary Hendel (Budget Presentation)

- We’ve worked to reduce our entire budget by 10%.
- We will lose one supervisor position from our staff and is about 2-3% which is not the 10%, City Manager was asking for.
- Carole Abitz – so you told here this is the 10% and she didn’t accept it?
- T.C. Broadnax – the City Manager asks all departments to look at 10% to try and reduce each of their department. We advised what we would not like to give up, but we provided her some options with those we could afford to give up, and still offer same level of services.
- Carole Abitz – I understand
- In-house we accomplished or will accomplish 9200 surgeries; in the 2011 budget with the money allotted will allow us to do 12,000
- Rescues were down 10 % in 2010
- RTO was up 26% and is still not good, but it’s better than it was a year ago and I think this will go up with our licensing program
- Animal intake was 24,000 this year and we anticipate with Brooks that will increase to 33,000 in 2011.
- FACS was a key supporter for us as well as various others have been wonderful for us.
- We have reworked the ADL relationship with ACS.
- Field Operations received a little more than 82,000 field calls
- Educational program with Jesse Enriquez 57,000 were educated.
- We should do about 6000 citations this year
- In 2011 we’re going to take in more animals and our Live Release numbers will go down; however, we are going to have to

- get our partners to step up and help to coordinate some of our events and getting these numbers and programs out there.
- Our volunteer program was minimal and this year we should reach 25,000 volunteer hours, since we have a great volunteer coordinator.
- The one statistic that we need to stress is the strays, and we average about 1500 intake until February and then in March there was an increase in intake and this is largely due to community problems related to the sweep program in District 2; and we have kept this team active and we double up where it's appropriate in the kennel.
- The City has truly supported us over the past few years, and this year, the City again is proposing to give us more money this year. It's a higher level than animal care services nationally.
- Our proposed budget is \$8.37 million and this is partially due to Brooks, and the City Manager placed \$250,000 for spay/neuter and personnel received a 2% salary increase.
- Our total overall budget has increased by about \$850,000; however, we did lose the one position.
- We are spending 50% of our total budget on Animal Care things as opposed to animal control things.
- We worked with Science Diet to get free food which reduced our budget by \$30,000.
- Brackenridge was approved for \$1.8 million and the expected date of completion is April 2012.
- We anticipate about 3000 adoptions at this facility and the spay neuter surgery center will do about 10,000 surgeries a year.
- We have a huge commitment to the "No Kill" efforts.
- We're working on a program to provide services to City Employees to get their animals spayed/neutered and then at the end of the day, they can pick their pet up.
- Rita Braeutigam – with Brooks opening is there an opportunity for us to visit and see Brooks, and also see how things are in place to view animals etc. Can we get a presentation on how it will be impacted, so we can present to our Council members.
- Gary Hendel – my hope is to give it another couple of weeks to finish' and make it as healthy as possible and then we can truly see what it will be. It has debris lying around so it was not very presentable and not as good as it will be.
- Bill White – the place is looking very nice and it's been blasted clean so much that the concrete looks new and the office needs a little work.
- Gary Hendel – there is a hold-up with fabricator and it's putting us a little behind. As soon as it's painted, I would like to take a few of you to visit.
- The access is limited within the Brooks facility; however, we have computer access to get the animals.
- T.C. Broadnax – I don't think we will deliver animals to their homes; however with the training, we are working on live video streams, and a separate process that has real time photos of the animals.
- It's a concern of many as well as mine to come up with other ways to allow people to recognize the animals located at Brooks.
- Again we are working and can schedule you guys to get out there, so we do not have any quorum issues.
- We have to make an extra effort to see the animals and find a way to get them out there. We are working on it and we will share with the Board on intake and various other items
- These are various issues we are faced with and we don't have the final answers but we are open to suggestions.
- I'd like to have other off-site adoption areas.
- T.C. Broadnax – we've got two weeks to get these issues worked out.

11. Directors Report

Gary Hendel (Report Attached)

- Brooks City Base is still in the works and we plan to open September 1st
- I'm anxious to get out there with some cooler fans and the floor was relatively cool; however, we will test this.
- We've replaced the heaters and will be painting and will redo some electrical and it will be a lesser quality, but will be healthy for the animals and we are welcoming to take any of you on tours.
- We're scheduled to complete by August 28th
- Brackenridge Center – we put out an RFQ requesting architects and we received 12 good firms. Of the 12, 6 or 7 were excellent. The top two are being invited in for presentations. They both have extensive experience doing Animal Care Facilities.
- Sallie also sat on the committee
- The candidates are from several walks of life which offer a great variety of perspectives.
- The same group rose to the top
- On-line Licensing and Registration; we have an on-line license and we will be unveiling an amnesty program and work this program next month.
- Personnel changes: Tom Dupnick left to take a private job and Debbie Allen resigned and is moving to Oklahoma
- We have several open positions and the Field Operations Position has been posted and we are receiving applications.
- We have to be very careful and find someone with the same goal of saving animals and it will be interesting to see who applies and we've posted nationally.
- We also have a few in-house employees who have expressed interest in this position.

- We are working on a number of projects and I met with VMABC to discuss spaying and neutering and I want to partner with them and for them to be a part of the solution.
- They were very responsive and we should be able to find some solutions to this San Antonio Problem
- I made contact with the San Antonio Bar Association who is willing to get volunteer attorneys to sit as hearing officers to be an unbiased attorney to evaluate the investigation.
- I made contact with Bexar County to incorporate our code into the County code, but we will be meeting sometime after the first of September.
- The community survey I placed in your packet is nice reading and offers how good San Antonio is.
- We have improved in every statistic and 77% of the respondents thought San Antonio was excellent.
- Our Fire Department got a 98% satisfaction rate.
- 39 of the 40 departments were higher than the national average and we are the only one that was not higher than the national average; however our number one complaint is stray animals in the street.
- We we're the second highest in the State of Texas.
- T.C. Broadnax – I think we improved about 9% overall and we did better, but nationally we didn't do as well.
- I will send you a copy of the entire survey, it's actually on the website and it will go into much more detail.
- Carole Abitz – shortly after the Chapter 5 PowerPoint you mentioned you would send.
- Gary - I will work on the presentation and I will be more than happy to provide this.

12. Next Meeting Date

September 15, 2010; however, due to more time needed for reports the date was changed to September 22, 2010 by Bill White after the board meeting.

13. Adjourn

The meeting adjourned at 7:55 p.m.



Animal Care Services
4710 State Highway 151, San Antonio, TX 78227
210.207.6650 Fax 210.737.6995
www.sanantonio.gov/animalcare
www.saacs.net



**EMPLOYEE OF THE MONTH
SEPTEMBER 2010**

EMPLOYEE of the Month

September

Eric Vryn is our Foster Coordinator for the Department. Since arrive this summer he has helped coordinate the animal transport program and efficiently put protocols into place for the Foster Program. He provides excellent customer service and is dedicated to getting as many animals out as possible.

**San Antonio Area Foundation
ACS AB Adoption Committee Status August 2010**

1. August Statistics

Intake	Live Release	Healthy & Treatable Euthanasia	Unhealthy Untreatable Euthanasia	Total Euthanasia	Live Release Pct	Euthanasia Pct
2,498	554	612	1,224	1,836	22.2%	73.5%

Total Adoptions: 260 (Up 1 (0%) over previous month)
 Total Transfers: 158 (Down 54 (25%) from previous month)
 Total RTO's: 136 (Up 17 (14%) over previous month)
 Total Offsite Adoptions: 23
 Intake: 2,498 (Down 113 (4%) from previous month)

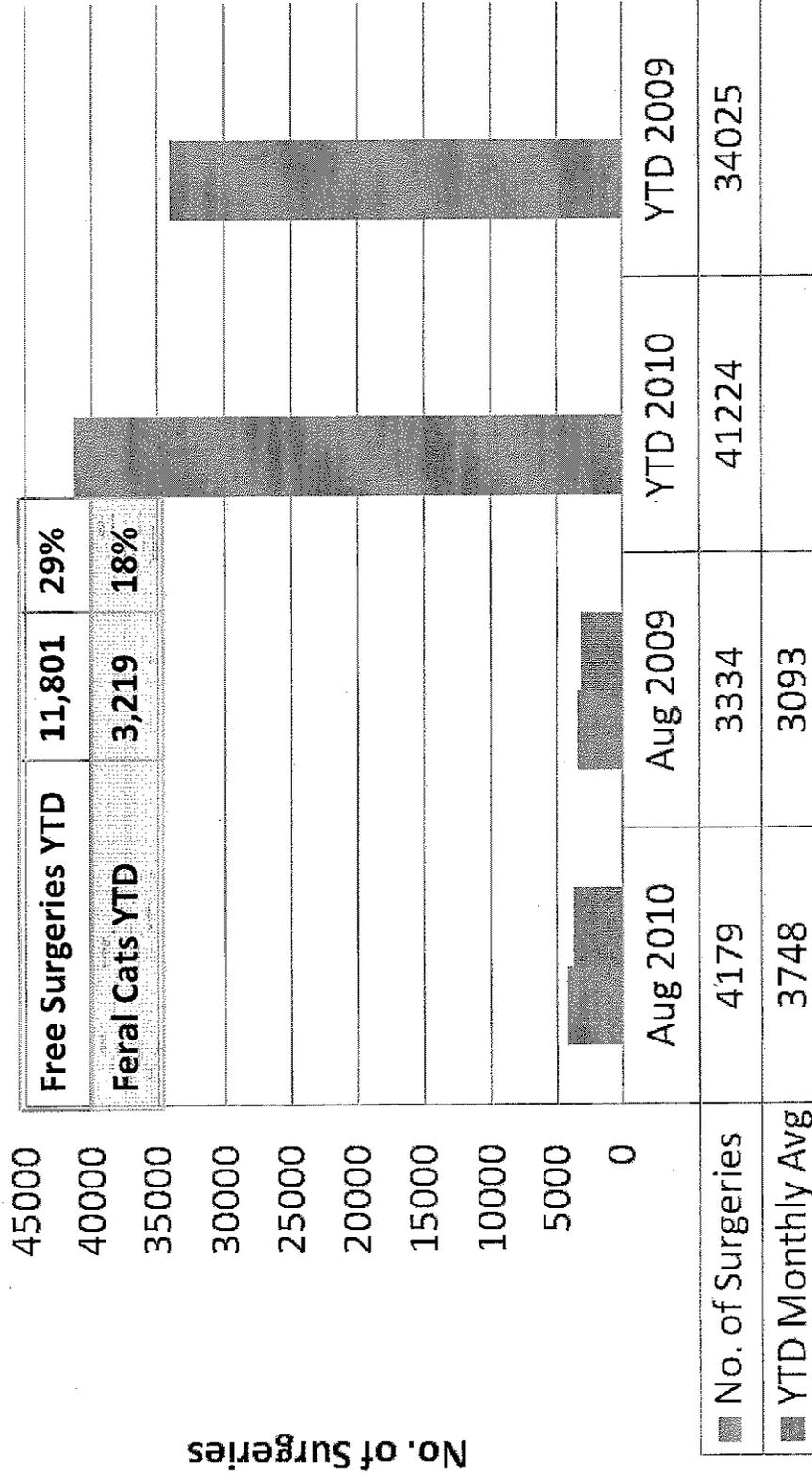
Healthy & Treatable Intake: 1,274
 Healthy & Treatable Live Release Rate: 43.5%
 Healthy & Treatable Euthanasia Rate: 48.0%

Intake, Adoptions, Transfers to Rescue, Returns to Owners, and Total Live Releases were all higher than the monthly average for the fiscal year. Total Euthanasia was the lowest it has been since April. Both Healthy and Treatable Euthanasia and Total Euthanasia were higher than the monthly average for the fiscal year, maintaining the trend that was established in March when Intake increased sharply.

A notable event was the transfer of 16 dogs to New Hampshire by Animal Rescue Friends. This was the second transport by this group.

2. The Live Release team met on August 17th and discussed strategies that had been recommended by people at the July 30th Strategic Plan Review Meeting. These were the strategies that were prioritized by the team. Work is underway on the top 4.
- a. Buy big adoption truck and drive it to different locations.
 - b. Provide location and advertising/promotion.
 - c. Super adoption events at ACS, ADL, and HSSA.
 - d. Private adoption events at corporations and big institutions.
 - e. PR campaign for foster.
 - f. Centralized Wish List for specific breeds or types of dogs that groups could share.
 - g. Better use of PetSmart or Petco—work with regional managers.
 - h. Opportunities for organizations (Rotary, YMCA, Shriners, etc.) to host adoption events and share in revenue.
 - i. Roadside (set up adoption truck and rescue groups on roadsides, flea markets, etc.).
 - j. Help rescues increase capacity.

Spay/Neuter Surgeries (Fiscal YTD)



This data is for the high volume clinics only: ACS, ADL, HSSA, SNAP, SNIPSA and SpaySA

Consortium Animal No Kill Progress Report August 2010

I. INCREASE COMMUNITY AWARENESS AND OWNER RESPONSIBILITY

Awareness campaign

The Talk About It! campaign was officially launched. The website, www.TalkAboutItSA.org was launched on August 3rd and a press conference to announce the campaign was held on August 10th. Maria Hernandez Ferrier, PhD, President, Texas A&M University San Antonio; Laura McKieran, DrPH, Community Chair, Consortium of Partners; and Sandra Strong, DVM, Medical Director, Gladys Harborth Animal Resource Center (SpaySA) spoke at the press conference. An Executive Breakfast was held on August 31st. Mayor Julian Castro; Reggie Williams, President and CEO of the San Antonio Area Foundation; and Peter Holt, Corporate Chair, Consortium of Partners, Spurs Sports & Entertainment/Chairman and CEO, HOLT/CAT/CEO spoke at the breakfast.

The grass roots events have been scheduled in council districts 1 – 6. ACS conducted a mobile clinic at the Davis-Scott YMCA on August 14th. A Pet Fiesta, organized by Alamo City Bully Breeds United, was held at the Davis-Scott YMCA on August 21st. A spay/neuter clinic to be held by SpaySA at the Eastside Boys & Girls Club was redirected to the SpaySA clinic on August 28th, due to resurfacing of the gym floor. 74 surgeries were provided at the two clinics, all free.

We printed 20,000 of the bilingual sterilization comic books. 10,000 of them were picked up by Jesse Enriquez of ACS and 500 by KLRN. We will provide these comic books to AAPAW as well, and will give the remainder to Jesse when he needs them.

II. REDUCE THE NUMBER OF STRAYS/HOMELESS ANIMALS

Spay/Neuter

4,179 surgeries were performed in August at our high-volume, low cost spay/neuter clinics. This is 845 more than August of 2009. 41,224 surgeries have been performed fiscal YTD; 7,199 (21%) more than 2009 fiscal YTD. 874 of the surgeries were provided for free; 11,801 fiscal YTD, which is 29% of all surgeries.

Pet Retention

III. PROMOTE BEST PRACTICES AMONG ALL ANIMAL CARE ORGANIZATIONS

IV. IMPLEMENT EFFECTIVE PUBLIC POLICY AND ORDINANCES

V. SECURE NEEDED HUMAN AND FINANCIAL RESOURCES

Fundraising

VI. FOSTER DEVELOPMENT OF CONSORTIUM OF PARTNERS

Consortium

The Consortium met on September 8, 2010. The next meeting will be November 10th.

From the Strategic Plan Review meeting held on July 30th, we have met with committees for each of the 5 priority areas that we agreed to focus on over the next year to help achieve No Kill Goals:

- Increasing Adoptions
- Filling Spay/Neuter Capacity
- Education
- Fundraising
- Standardizing Laws across Bexar County Municipalities.

Each committee reviewed the recommended strategies that came from the July 30th meeting and came up with the top 5 or 6 strategies to work on. Work is underway now. These strategies will be the main agenda items for our monthly meeting at the City Manager's office and the Consortium will also focus its efforts on these strategic priorities.

AAPAW REPORT TO ACSAB
September 22, 2010

1. A comparison of adoptions since AAPAW started organizing adoption events in 2007

Total adoptions:

2007: 101 (1 event)

2008: 458 (3 events)

2009: 614 (9 events)

2010: 669 (11 events) YTD with 7 more events to go

Adoptions thru AAPAW events are on the rise with the increased number of events. A comparison of Jan-Aug of 2009 vs. 2010 shows a 67% increase. AAPAW has set a goal to get 2010 pets adopted before the end of 2010 and is currently at 1832 adoptions, with 178 to go to reach 2010! AAPAW is determined to achieve No Kill by saving one life at a time and has been able to generate media coverage at its last 4 adoption events with up to 3 TV stations present.

2. AAPAW will have its first Mega Adoption event at the Fall Home & Garden Show at the Alamo dome on September 25-26.
3. ACS, ADL and SA Humane are partnering to organize 3 adoption events for AAPAW and each agency is contributing \$700 per event for media support. Their first collaborative event will be on Oct 16 at Petco on 410/San Pedro across from the North Star Mall
4. AAPAW was invited by Whole Foods Market to be the recipient of their quarterly Community Giving Day on Wednesday, Nov 10. There will also be a mini adoption event with possibly 3 groups in front of the store that day. 5% of the sales proceeds that day will be donated to AAPAW.
5. AAPAW had info tables at the San Antonio Apartment Association Expo at the Henry B Gonzalez Convention Center on Thurs, September 16. The objective was to promote pet-friendly housing to apartment owners and property managers and sign up pet-friendly properties for listing on the AAPAW and RPOA websites. The San Antonio Feral Cat Coalition provided information about TNR and the benefits of feral cat colony management, two AKC Canine Good Citizen trainers/evaluators educated property managers about the benefits of having CGC certified dogs as tenants, AAPAW and RPOA provided information about the benefits of spayed/neutered pets as tenants.
6. AAPAW is submitting its first grant application to PetSmart Charities for a spay/neuter rebate program.

*Friends of Animal Care Services
Report to Animal Care Services Advisory Board
September 22, 2010*

Wearing two hats - ACSAB member and FACS member, Sallie Scott went to 5 City Council District budget meetings speaking at each one, reminding attendees, including city officials, of the importance of spay/neuter and the consequences of putting off allocating funds for surgeries pointing out how dogs and cats will be multiplying one and two years later. This was also a chance to educate people on one of Friends of Animal Care Services' focuses - "The Link" between animal abuse, child abuse, and family violence.

As a result of these meetings, the law enforcement PowerPoint presentation will be incorporated into the training at each police substation in San Antonio.

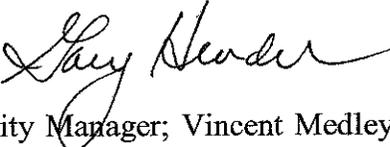
Mika, our poster dog for "The Link", was taken to South Texas Veterinary Specialists for a consultation with Dr. Fred Williams. Her right front leg was broken when thrown against a wall - the growth plate was damaged on one of the two bones on the lower leg. A follow-up visit in two months will determine if she needs the \$600 surgery required to break one of the bones, so the other bone can grow properly. Otherwise her right ankle and foot will be deformed, slanting to the right.

Now that the architect for the Pet Center in Brackenridge Park has been selected and soon conceptual drawings will be done, Friends of Animal Care Services is seeking volunteers to help raise funds to make this facility a true "Celebration of Pets", with an education building and donations for furniture, fixtures, and equipment for the kennel, cat area, and spay/neuter clinic.

"PAWSitively San Antonio", the Friends of Animal Care Services' newsletter is ready and a copy is provided for each ACS Advisory Board member.

CITY OF SAN ANTONIO
Animal Care Services
Interdepartmental Correspondence Sheet

TO: Animal Care Advisory Board

FROM: Gary Hendel, ACS Director 

COPIES: T. C. Broadnax, Assistant City Manager; Vincent Medley, Assistant ACS Director

SUBJECT: Brooks Kennel Update

DATE: September 22, 2010

San Antonio has long been plagued with a chronic stray problem for many years. In FY 2010, ACS was given the policy direction to address the City's stray animal population and explore strategies that would increase kennel space and allow staff to pick up more animals. As a result of this effort, City Council approved \$500,000 to build additional kennel at the main ACS facility located at highway 151, however, this amount would not allow for the appropriate kennel space to address the stray problem effectively.

In March 2010, staff identified existing kennels located at Brooks City Base and initiated coordinating efforts with Brooks Development Authority (BDA) to amend the City's lease agreement to include these kennels. On May 13, 2010, Council unanimously approved the amended lease agreement with BDA and authorized up to \$125,000 to retrofit and improve the facility for ACS use. The completed renovations will allow the shelter to humanely house and care for approximately 10,000 strays annually.

On September 8th, ACS began using one kennel at Brooks on a very limited basis to identify any potential facility and operational issues associated with the kennels, prior to full utilization. Shortly thereafter, ACS began to receive requests by various rescue groups to visit the shelter. Because public accessibility was not a component of the BDA lease agreement, ACS staff was directed to transition all animals housed at the Brooks location to the main facility at Highway 151. All of those animals received an administrative hold for five (5) days. Staff also discontinued transporting animals to the Brooks location until the operational plan was refined to allow appropriate access for our rescue partners as well as owners whose lost pets may be housed at Brooks.

On September 16th ACS formed a Brooks Project Team to review all aspects of the Brooks operation to include communications, technology, accessibility for rescuers, operations, budget, transport, medical care and live release. The Team will also work with BDA executive staff to develop security protocols as well as a streamline process for providing access to those approved rescue organizations and their representatives. The new opening date is scheduled for early October 2010.

Please find attached a draft copy of the Brooks Operations Policy. This document is currently under review by ACS staff and our rescue organizations to be finalized by October 1, 2010.

I am confident that ACS, the Advisory Board and the many rescue organizations that partners with ACS, will resolve the issues surrounding access to animals at the Brooks kennels to ensure that all animals housed at this facility will receive the opportunity to be returned to their rightful owners and/or be adopted or rescued.

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Brooks Kennel Space Background

The Brooks Kennel was placed into operation September 8, 2010. Its purpose is to provide kennel space to house stray dogs delivered to the ACS shelter and currently roaming San Antonio's streets. In May of 2010 the COSA City Council approved the use of the Brooks City Base Facility and the city signed a two lease, in order to use the space. There are 120 kennels at the Brooks Kennels giving it a maximum holding capacity of approximately 10,000 dogs annually.

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Animal Holding Periods/Tiered Housing

The following are hold times for animals to be housed at Brook City Base Kennels. All holding periods are consistent with state law and the COSA Code of Ordinances.

Animal Holding Periods

- Stray Animals – 3 days (72 hour holding period)
- Stray Animals (SAPD/BCSO) – 5 Days (120 hour holding period)
- Owned Animals (SAPD/BCSO) – 5 DAYS (120 hour holding period)
- Left Door Knocker (LDK) – 3 days (72 hour holding period)
- Micro-chip – 5 days (120 hour holding period)
- Identification tags – 5 days (120 hour holding period)
- Observation animals – 10 days from bite (240 hour holding period)
- Cruelty animals – According to case (case by case decision)
- Canines and felines under four months of age may be processed for adoption or sent to rescue immediately upon arrival to the facility.

Animals will be housed at Brooks, using a Tier system as follows:

Tier	Animal Hold Status	Description
1	Observation/Rabies Quarantine	These animals are housed for 10 days or more and typically have an owner or can be identified by neighborhood residence as an unowned stray dog.
2	Animal Cruelty Cases/Hearing Pending	Owned dogs in cruelty cases generally are known and the disposition of these animals are decided by a municipal court judge.
3	Sweep Dogs	This will allow animals from a particular area to be housed as a group, making it easier for

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		citizens and staff to locate an animal; in the events a citizen claims ownership.
4	Stray Animals	ACS will house strays picked up as a result of officer daily patrols. These animals have the potential of being from multiple council districts. If an animal is identified with tags or a microchip, the animal will be housed at the Animal Care Services 151 facility.
N/A	Sick/ Injured animals	Animals in need of immediate medical attention will not be housed at Brooks at any time nor for any reason.

Tier 1 Observation/Rabies Quarantine

1. Animals will be housed at the Brook location, as space permits. Staff will isolate an area in compliance with state law.
2. Owners will turn in their dog for shelter quarantine to the ACS shelter staff located at 4710 State Highway 151 and given a date to redeem their animal, along with a quote of the appropriate fees they're responsible for paying, upon their dog's release.
3. Once turned in to ACS, the dog will be transported to the Brooks Kennels for quarantine.
4. Except for those receiving permission from the director or his/her designee, no dog owner will be allowed to visit their animal while housed at Brooks.
5. When the dog's quarantine period is complete, ACS will transport the animal for pick up.
6. Pictures of quarantined animals will not be posted on any websites.

Tier 2 Animal Cruelty Cases pending a hearing

1. Animals can be housed at the Brooks Kennels while awaiting a disposition hearing conducted by a municipal court judge.

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2. Once a warrant for seizure is executed and the animal is appropriately examined by ACS veterinarians, the animal will be transported to the Brooks Kennels.
3. After the judge has issued an Order of Disposition, if the animal(s) is awarded to ACS, the animal(s) will be dispositioned according to the judge's order. Those animals ordered to be placed in the Rescue/Foster and Adoptions programs will be transported to ACS for housing, in accordance with ACS Rescue/Foster and Adoption protocol.
4. In order to protect the integrity of the pending animal cruelty cases, animal pictures or whereabouts will not be posted on the ACS website.

Tier 3 Sweep Dogs

1. ACS will conduct sweeps in problem areas, within city council districts.
2. Kennel space at Brooks will be reserved for animals coming from sweep areas.
3. ACS will post the sweep area on the website, the ACS lobby at 4710 Highway 151, and stray hold buildings, to make the public aware that their dog may be housed at Brooks. Citizens will also be able to access Brooks animals by way of their personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby/Administration Building.*
4. When the dogs hold time is completed, they will be selected to enter one of the ACS live release programs. In turn the animals will be transported to ACS and housed at the Highway 151 shelter, until they are adopted, placed or transferred.

Tier 4 Stray Animals

1. Strays will be housed at the Brooks Kennels, in accordance with all ACS paperwork and identification protocols.
2. All strays will be held for the mandatory hold time.
3. The public will have access to strays housed at Brooks through a personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby/Administration Building.*

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Live release of animals

Access to Brooks Animals

Access to the Brooks Kennels is limited which means, the public's ability to view animals housed at Brooks may be limited. As a convenience to those searching for animals that may be at the Brooks Kennels, ACS has established a link on the ACS website that will shorten the time it takes for citizens to search for animals housed at the Brooks Kennels. That process is as follows.

1. A person looking for a lost pet or seeking one for adoption can click the link on the ACS home page.
2. The "Have you lost a pet" link will allow citizens to view a page that details the animals information, as well as where the animal is being housed.
3. This website can be access through personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby/Administration Building.*

ACS Kiosk

As a convenience to citizens, ACS will employ kiosk(s), where citizens can search the Brooks Kennels for their pet. Citizens will also be able to view additional photos, taken by Brooks staff, to confirm the animal is indeed theirs or one they want to adopt. The kiosk is located in the ACS lobby area and is clearly marked "Brooks Kennels".

Dogs identified by their owner

Although the Brooks Kennels will be closed to the general public, citizen and owners will have access to view the dogs, through their personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby/Administration Building.* A citizen that identifies their animal will perform the following:

1. The owner will write the animal ID number and present it to ACS staff. The form will be filled in triplicet, with one copy given to the requestor, one to a live release staff member/cashier and one to be placed in the kennel card. The one provided to the staff member will be entered into Chameleon.
2. The staff member will immediately place the animal on hold, pending identification by the owner and contact the Brooks Kennel staff.

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3. The Brooks Kennel staff will either take a second photo, displaying a full body view of the animal or communicate with Highway 151 staff by webcam.
4. Once the owner believes the animal is theirs, ACS staff will transport the dog to the Highway 151 Kennels for the owner to redeem, provided the owner is able to pay the applicable fees.

Dogs Wanted by a rescue/transfer partners

Agencies authorized to walk the kennels

As previously stated, the Brooks Kennels will be closed to the general public; however, ACS will work with rescue and transfer to give selected partners access. Due to guidelines set out by our landlord, ACS must limit access to a few groups. That process is as follows:

1. ACS will select the rescue/transfer partner(s) it will allow to walk the Brooks Kennels, inform that organization and agree upon the days and times.
2. The partner agency will appoint staff, who they will allow to represent their organization and select animals. Any person(s) selected must be approved by the ACS director or designated appointees.
3. When a partner agency selects a dog it would like to transfer, the agency representative must fill out a Live Release form. The form will be filled in triplicate, with one copy given to the requestor, one to a live release staff member/cashier and one to be placed in the kennel card. If the agency is willing to transfer multiple animals, they will inform ACS staff, after they have completed their walk through.
4. ACS staff will place holds on all identified animals. *A limit of 3 holds will be placed on one animal from 3 different requestors. If one fails to come through, the next requestor in line will receive the animal.*
5. Once the animal has reached its "release date," those animals that have been placed on hold by a partner agency or potential adopter will be transported to the Highway 151 facility to be picked up by the partner agency or new owner. Animals selected will be delivered to Highway 151 as space allows.

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6. ACS Rescue Coordinator will contact the rescue agency to arrange a release date and pick up, as per ACS Rescue Policy. *Rescue Groups need to have an approved application.*

Agencies not able to walk the kennels

Although most agencies will not be allowed to walk the Brooks Kennels, ACS still encourages and expect partner agencies to select and place holds on animals housed there. That process is as follows.

1. Any partner agency wanting to place a hold on an animal will write the animal ID number and present it to ACS staff, either in person or by email.
2. The staff member will immediately place a hold on the animal in Chameleon. Identification is needed by the owner and contact will be made with the Brooks Kennel staff.

Owner Reclaims

3. The Brooks Kennel staff will either take a second photo, displaying a full body view of the animal or communicate with Highway 151 staff by webcam.
4. Once the owner believe the animal is their, ACS staff will transport the dog to the Highway 151 Kennels for the owner to redeem, provided the owner is able to pay the applicable fees.

ACS Rescue/Transfer Partner email address

Partner agencies frequently view animals and desire to place holds on certain animals, during times when staff is not available. For that reason, ACS is establishing an email address, for our partner agencies to send requests for holds. That process is as follows.

1. A partner agency wanting to place an animal on hold can send an email to the ACS save a life email address, 24 hours a day.
2. Every morning, at 7 a.m. and prior to any disposition, ACS staff performing euthanasia will review the email and place holds on each animal.
3. Upon arrival, ACS live release staff will contact the requesting organization to arrange release date and pick up.

ACS will establish an email address for all partners to send requests for hold to.

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Citizens wanting to adopt a dog housed at Brooks

ACS is an open adoption facility and as such will continue to allow the public to select dogs housed at the Brooks Kennels to be placed on adoption hold. The process is as follows

1. Citizens will be able to view dogs housed at Brooks through a personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby/Administration Building.*
2. Once a citizen has identified an animal, it wants to adopt, the citizen will write the animal ID number and present it to ACS staff.
3. The staff member will immediately place the animal on hold, pending identification by the owner and contact the Brooks Kennel staff.
4. The Brooks Kennel staff will either take a second photo, displaying a full body view of the animal or communicate with Highway 151 staff by webcam.
5. In order to adopt the animals, the citizen must comply with the ACS adoption policy.

City of San Antonio
Department of Animal Care Services
Director's Report
August 18, 2010

Brackenridge Adoption Facility

The final two candidates have been interviewed and a selection will be made in the coming days to move forward with the next steps of the project. It is anticipated this project will be completed by May 2012.

On-Line Pet Licensing and Registration

Phase I of this project has been completed. Staff is currently looking into a couple other options for the next phase of the Licensing program. Staff is working with Chameleon, PetData, and the City of San Antonio Banking divisions to work on some potential alternatives for this program. In addition, staff is also pursuing some marketing strategies to be implemented in the coming weeks.

Personnel

Of the vacant positions in the department we have filled the following for Brooks:

- 6 Animal Care Attendant Positions – 3 filled
- 1 Vet Tech - Filled
- 1 Specialist – Position has been reposted



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ACS PIO REPORT
AUGUST 2010

TAI campaign rollout-Animal Care Services were heavily involved in the creation of the new community campaign "Talk About It." The campaign led by the SA Area Foundation, ACS and AAPAW rolled out to the media (and the public) August 10th and was heavily covered. Several stations highlighted what will be ACS' lead role in the campaign and Director Gary Hendel was interviewed by KABB and KENS. ACS will continue to have a visible role as the campaign evolves.

Transport-Animal Care Services arranged Express News coverage of the Animal Rescue Friends transport in partnership with ACS. The transport involves ARF taking ACS animals--many in the Lifesavers program- to no kill shelters in the Northeastern portion of the country for adoption. Through the shelter's relationship with the reporter, ACS was able to arrange coverage of the group's transport August 31st along with pictures and an attendant online slide show. ACS is working with both Lifesavers and ARF to consider additional media coverage for the October transport.

Alternative media stories-In an ongoing effort to find new methods of boosting awareness; Animal Care Services regularly sends unusual story ideas to the community's media outlets. In August, Animal Care Services was able to highlight the Chapter 5 ordinance and animal law through stories on cruelty and illegal "at home" vet care. Media featured stories on a litter of puppies found abandoned near a pond and a pit bull puppy whose ears were severed in a botched home cropping operation.

AAPAW super adoption event-media-ACS has been tasked with assisting both the SA Humane Society and Animal Defense League in organizing the AAPAW Super Adoption events for October 2010, December 2010 and March of next year. The groups have already confirmed the Petco San Pedro location for use with all three events and ACS staff is working with the other partners on a promotion plan that includes pre-existing radio remotes. ACS will put forth a \$700 promotion fund for each event as will SA Humane and ADL, allowing for a combined \$2100 promotional budget per event.

Chapter 5 campaign-Animal Care Services has met with a well known local public relations firm to outline plans for an awareness campaign centered on key aspects of Chapter 5 including licensing. If funded, the campaign will kick off in the coming fiscal year and feature advertising and collateral aimed at core audiences. Due to the amount of funding necessary for an effective promotion, the department will likely need to move forward with a Request for Proposal to identify qualified partners.

Animal Care Services generated (11) media stories since the last advisory board meeting August 18, 2010. (5) News releases were issued to local media outlets.
*PIO reports include events/information during the time period between advisory board meetings.



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STAFF REPORT
August 2010

SUMMARY

For the Month of August 2010 the stats are as follows:

Community Events/ Health Fairs: 3

Number of Children: 1,000

Number of Adults: 850

The Back to School Health Fairs we issued 297 Animal Licenses.

Schools Scheduled in August so far for the 2010-2011 School Year: 60

For the **2009 - 2010** School Year the Stats are as follows:

Number of Schools Visited: 142

Schools in Bexar County/Surrounding Metro: 7

Professional Presentations: 14

Community Events/ Health Fairs: 6

Number of Presentations: 716

Number of Children: 60,734

Number of Adults: 2,932

Schools Visited by Council Districts:

District 1: 29

District 2: 13

District 3: 30

District 4: 21

District 5: 23

District 6: 9

District 7: 10

District 8: 2

District 9: 4

District 10: 3

All of the presentations are primarily focused on Safety around Animals, Responsible Pet Ownership, Spay/Neuter, Animal License and the importance of Microchipping



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ACS VOLUNTEER HOURS REPORT
AUGUST 2010

August

TOTAL SHELTER HOURS	1068.75
TOTAL TRAINING	0
TOTAL OFFSITE HOURS	139.50
TOTAL COMMUNITY SERVICE HOURS	141
TOTAL GROUP HOURS	10
TOTAL OVERALL HOURS	1369.25
HOURS = FTE	8.56



AVAYA Phone System

Animal Care Services Call Statistics

Call Tree System

Month	Total Calls	Answered Calls	Answer Rate
October 2008	7,370	2,654	36.0%
November 2008	7,147	3,929	55.0%
December 2008	7,373	4,085	55.4%
January 2009	8,728	5,233	60.0%
February 2009	7,647	4,768	62.4%
March 2009	8,967	5,700	63.6%
April 2009	9,014	6,840	75.9%
May 2009	11,763	9,302	79.1%
June 2009	11,696	9,514	81.3%
July 2009	11,110	8,964	80.7%
August 2009	9,995	8,270	82.7%
September 2009	11,608	9,566	82.4%
October 1st—Feb. 2010—All calls were transferred to 311 to answer. Due to budget			
March 2010	10,370	8,965	86.5%
April 2010	11,667	10,089	86.5%
May 2010	12,311	10,508	85.4%
June 2010	12,822	10,708	83.5%
July 2010	10,692	8,979	84%
August 2010	9,689	8,174	84.4%