

Agenda
ANIMAL CARE SERVICES ADVISORY BOARD MEETING
ACS Facility, 4710 State Highway 151, San Antonio, TX 78227
Wednesday, October 17, 2012 AT 6:30 PM

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, and Real Estate) under Chapter 551 of the Texas Government Code.

- I. Call to Order
- II. Approval of Minutes from September 24, 2012 meeting
- III. Citizens to be Heard
- IV. Director's Report to including review of mandates to Board from City and State, Live Release rate update, and "Paw-doptathon" event results -*Presented by Kathy Davis*
- V. Presentation and discussion regarding (1) FY 2012 operations, and FY 2013 Budget, and FY 2013 operation strategy; (2) High profile contracts such as Spay/Neuter services, Veterinary contracts, High Volume Pet Partners, and the Rescue Partner Initiative Program; and (3) discussion regarding Brackenridge staffing and the usage of bond funds -*Presented by Heber Lefgren*
- VI. Discussion and report of inspection for ACS 151 and Brooks facilities for September and October and future reporting format. -*Presented Rita Braeutigam*
- VII. FY 2012 Enforcement Committee Final Report -*Presented by Sallie Scott*
- VIII. Discussion regarding Board Organization to include the creation of a Board Manual, Board Orientation; site visits from Board members to ACS and HVPP facilities; communication protocol between Board members, City staff, partners; and advocacy activities such as representation at events, recognizing staff, volunteering and fostering -*Presented by Mona Thaxton and Randy Murdock*
- IX. Set next meeting date
- X. Adjournment

RECEIVED
CITY OF SAN ANTONIO
CITY CLERK
12 OCT 12 PM 5:20

DISABILITY ASSISTANCE NOTICE

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) 207-7245 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.

MEETING MINUTES
Animal Care Services Advisory Board
September 24, 2012
6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2

ACS Board Members¹: Sallie Scott-Chair, Mona Thaxton-Vice Chair, William White-Secretary, Rita Braeutigam, Joe Guerra, Randy Murdock, Shannon Espy, and Cynthia Martinez

Ex-Officio Members: Kathy Davis, Erik Walsh, and Vincent Nathan

Staff Liaison: Maria Kieke

I. Call to Order

Sallie Scott convened the meeting at 6:36 PM with a quorum present.

II. Citizens to be Heard

1. Matt McCrossen spoke about the MyStrayPet.com web site, a free social network that helps people find lost pets.

III. Approval of minutes from August 22, 2012

Rita Braeutigam moved, seconded by Joe Guerra, to approve the August 22, 2012 meeting minutes. Motion passed.

IV. Director's Report

The Director, Kathy Davis presented a report on ACS's accomplishments during the month of September. Full report handouts were provided to Board members.

V. Nominations of ACS Board Officers

Dr. Vincent Nathan proctored the nominating committee election for the officers of the Animal Care Services Advisory Board for the positions of Chair, Vice-Chair and Secretary. Election results are as follows: Mona Thaxton as Chair, Bill White as Vice-Chair and Sallie Scott as Secretary.

VI. The next month's volunteers for the inspections are as follows:

Main Facility – Sallie Scott and Joe Guerra
Southside Facility – Mona Thaxton and Randy Murdock

VII. Next meeting

The next ACS Advisory Board meeting will take place on October 17, 2012, at 6:30 p.m.

VIII. Adjournment

The meeting adjourned at 7:04 p.m.

¹ Three (3) ACS Board Member positions are currently vacant

CITY OF SAN ANTONIO
DEPARTMENT OF ANIMAL CARE SERVICES
DIRECTOR'S REPORT

October 17, 2012

DEPARTMENTAL OPERATIONS

OFFICE OF THE DIRECTOR

This has been a landmark year in Animal Care Services' (ACS) growth and development. In FY 2011 the department's Live Release rate was 32%. ACS received funding to increase that number to 38% with the goal of reaching 70% by FY 2015. However, through the joint efforts of the City and our community partners, ACS saw its Live Release rate increase to 62%. For the first time in the department's 60 year history, more animals left the shelter alive than were euthanized. I would like to personally thank our energetic, hardworking and committed staff, volunteers and community partners. Without you, the success of the previous year would not be possible.

FIELD OPERATIONS

In September, the Field Division impounded 1,723 stray animals bringing the FY 2012 total to 20,083. Additionally, the department received 7,246 calls-for-service in September bring the year end total to 84,987. Animal Care Officers (ACO) also issued 949 warnings and citations and returned 88 animals bring the yearend totals to 5,681 Citations/warnings and 935 RTO's.

On October 5-6, the department completed the final CNSI for FY12. This block walk reached 3000 homes, a record for the CNSI and resulted in 170 vaccinations at the Monday vaccination clinic, which is another record. Funding for the CNSI was retained as part of this year's budget, which means the sweeps program will continue into FY13.

This year's CNSI will target areas with high concentrations of stray and stray bite calls. The department also worked with Solid Waste to identify areas that have a high concentration of dead animal picks. The data from both departments revealed an area that has the highest concentration of stray dog issues. That area will receive increased sweep and block walking activities in a pilot program. The pilot program is in the planning stages and will be developed and implemented in FY13.

SHELTER OPERATIONS

In September, the shelter in-take was 2,844 which is an increase of 544 (19%) animals when compared to September of FY 2011 bring the FY 2012 total in-take to 34,960 animals. Additionally, FY 2012 had one of the lowest years on record pertaining to disease outbreaks inside the kennel buildings.

LIVE RELEASE OPERATIONS

September was another incredible month for the Live Release Division as staff found forever homes for 507 animals and reached a Live Release rate of 71% in September. This marked the first time in the department's 60 year history of achieving a 70% Live Release rate. The department also ended FY 2012 with an overall Live Release rate of 62%. In addition, staff was able to send 1,125 animals to rescue partners. The FY 2012 overall community rescue and TNR total is 11,716 animals in FY 2012.

CLINIC OPERATIONS

The Clinic completed FY 2012 with a record 11,082 surgeries. This means the division exceeded its annual goal by almost 60%. The clinic was able to more than double the number of surgeries performed in FY 2011 and did more surgeries in the last four months of FY 2012 than in all of FY 2011.

The Clinic began piloting a new leadership model by asking three staff members to serve as Interim Lead Veterinary Technicians. These technicians help direct the other staff members to ensure that the clinic performs the maximum number of surgeries and workups each day.

MEDIA & OTHER ITEMS

ASPCA Challenge: Animal Care Services has moved into first place in the ASPCA Challenge, a contest pitting the 50 best shelters in the country in a bid to have the highest increase in live release. The shelter has used media awareness of the event to promote signature adoption events in order to win the competition which ends October 31st.

ACS Groundbreaking: Animal Care Services attracted widespread media coverage for the groundbreaking of the new multi-use facility at Brackenridge Park. Coverage included a pre-ceremony article in the Express News which was planned in conjunction with Petco Corporation. Additionally, ACS facilitated a live video feed of the groundbreaking ceremony itself with NowCast in order to reach a sizeable online audience.

Live Release Coverage: ACS has augmented media interactions this month through a focused effort to promote "signature" adoption events. The shelter is moving forward with a plan to host these high profile adoption events at least twice a month year round to not only increase live release but to also boost the shelter's profile in the community.

New Asilomar Report: In an effort to provide a more detailed breakdown and analysis of the department's statistics, ACS recently modified the Asilomar report. The new report in no way alters how the numbers are reported, only the format in which they are presented. The new report provides (1) a more thorough breakdown of the department's intake types (2) the rescue categories in the old report has been consolidated into one category and (3) a TNR category was added.

Brackenridge Adoption Facility: On October 3, 2012, ACS formally broke ground on the Brackenridge Adoption Facility; construction is scheduled to be completed in late 2013.

CITY OF SAN ANTONIO
DEPARTMENT OF ANIMAL CARE SERVICES
PERFORMANCE MEASUREMENT REPORT

SEPTEMBER 2012

ENHANCED ENFORCEMENT

Performance Indicators	FY 2011 Actual	FY 2012 Target	YTD Target	YTD Actual	MONTHLY Actuals
Number of animals field impoundments	17,826	18,510	18,510	20,083	1,723
Number of field return to owners		213	213	935	88
Number of citations/warnings issued	5,190	5,500	5,500	5,681	949
Number of calls for service	80,771	82,000	82,000	84,987	7,246

IMPROVED CONTROL

Performance Indicators	FY 2011 Actual	FY 2012 Target	YTD Target	YTD Actual	MONTHLY Actuals
Number of surgeries performed at ACS	8,793	7,022	7,022	11,086	1,455
Number of surgeries performed by partners*	9,347	9,344	9,344	9434	*1097
Number of licenses issued		25,000	25,000	22,972	1,380

INCREASE LIVE RELEASE

Performance Indicators	FY 2011 Actual	FY 2012 Target	YTD Target	YTD Actual	MONTHLY Actuals
Number of animals intake	29,613	29,700	29,700	34,960	2,844
Live Release Rate	32%	38%	38%	62%	71%
Number of adoptions	4,330	4,345	4,345	6,101	507
Number of RTOs	1,707	2,134	2,134	1,980	165
Number of animal rescues	2,939	4,172	4,172	11,716	1,125
Number of volunteers	436	500	500	550	
Number of volunteer hours	22,497	22,000	22,000	15,679	1,129

ADMINISTRATION/OTHER

Performance Indicators	FY 2011 Actual	FY 2012 Target	YTD Target	YTD Actual	MONTHLY Actuals
FY 2012 Budget	\$8.85 M	\$9.69 M	\$9.69	\$9.69	
Number of Media Interactions	317	350	350	376	29
Deceased Animal Pick-up				34,107	2,601

**Data is still being finalized with partners.*



City of San Antonio - Animal Care Services
 ACS Asilomar Report
 9/1/2012 To 9/30/2012.



Live Release rate (Healthy/Treatable Only): 82.53 %
 Live Release rate (All Animals): 71.11 %

The Live Release rate (Healthy Treatable Only) takes into account only Healthy and Treatable animals (Condition determined at time of the animal leaving the facility). Live Release rate (all animals) gives the overall live release rate.

	DOGS	CATS	TOTAL
A BEGINNING SHELTER COUNT:	479	281	760
OWNER SURRENDER OVER-THE-COUNTER INTAKE			
Healthy	38	28	66
Treatable-Rehabilitatable	8	1	9
Treatable-Manageable	5	14	19
Unhealthy and Untreatable	2	2	4
B SUBTOTAL	53	45	98
STRAY OVER-THE-COUNTER INTAKE			
Healthy	315	308	623
Treatable-Rehabilitatable	73	88	161
Treatable-Manageable	79	45	124
Unhealthy and Untreatable	51	89	140
C SUBTOTAL	518	530	1,048
FIELD INTAKE			
Healthy	884	124	1,008
Treatable-Rehabilitatable	53	12	65
Treatable-Manageable	185	19	204
Unhealthy and Untreatable	255	129	384
D SUBTOTAL	1,377	284	1,661
E From Owners/Guardians Requesting Euthanasia	28	9	37
F TOTAL INTAKE [B+C+D+E]	1,976	868	2,844
OTHER INTAKE			
Return from Foster	94	35	129
Return Adoptions	9	4	13
Return from Rescues	0	0	0
Other Intake (Includes OB Specimens, Surgery Requests, and Remains Disposals)	23	32	55
G SUBTOTAL	126	71	197
H ADJUSTED INTAKE[F+G]	2,102	939	3,041

OUTCOME		DOGS	CATS	TOTAL
ADOPTIONS				
	Healthy	353	149	502
	Treatable-Rehabilitatable	1	0	1
	Treatable-Manageable	2	2	4
	Unhealthy and Untreatable	0	0	0
I	SUB TOTAL	356	151	507
RESCUES				
	Healthy	733	205	938
	Treatable-Rehabilitatable	29	18	47
	Treatable-Manageable	40	42	82
	Unhealthy and Untreatable	35	23	58
J	SUB TOTAL	837	288	1,125
K	RETURN TO OWNER / GUARDIAN	157	8	165
TRAP, NEUTER, AND RETURN				
	ACS	0	107	107
	Best Friends	0	62	62
	Other	0	3	3
L	SUB TOTAL	0	172	172
DOGS & CATS EUTHANASIA				
	Healthy	280	11	291
	Treatable-Rehabilitatable	7	0	7
	Treatable-Manageable	19	1	20
	Unhealthy and Untreatable	296	218	514
M	SUB TOTAL	602	230	832
N	TOTAL OUTCOME	1,952	849	2,801
O	Owner/Guardian Requested Euthanasia (Unhealthy and Untreatable Only)	-23	-9	-32
P	ADJUSTED OUTCOME [N+O]	1,929	840	2,769
Q	Died or Lost in Shelter Care	47	47	94
R	Animals Released to Foster	174	66	240
S	Other Outcomes (Includes Pre-Euthanasia, Offsite Events, or Surgery Returns)	0	1	1
T	ENDING SHELTER COUNT A + H - (N + Q + R + S)	408	257	665

*Live Release rate formula utilizes Adjusted Outcome as the equation's denominator



City of San Antonio - Animal Care Services
 ACS Asilomar Report
 10/1/2011 To 9/30/2012.



Live Release rate (Healthy/Treatable Only): 76.45 %
 Live Release rate (All Animals): 61.55 %

The Live Release rate (Healthy Treatable Only) takes into account only Healthy and Treatable animals (Condition determined at time of the animal leaving the facility). Live Release rate (all animals) gives the overall live release rate.

	DOGS	CATS	TOTAL
A BEGINNING SHELTER COUNT:	403	155	558
OWNER SURRENDER OVER-THE-COUNTER INTAKE			
Healthy	1,260	581	1,841
Treatable-Rehabilitatable	75	51	126
Treatable-Manageable	111	29	140
Unhealthy and Untreatable	174	48	222
B SUBTOTAL	1,620	709	2,329
STRAY OVER-THE-COUNTER INTAKE			
Healthy	4,824	2,776	7,600
Treatable-Rehabilitatable	603	625	1,228
Treatable-Manageable	785	419	1,204
Unhealthy and Untreatable	1,161	1,426	2,587
C SUBTOTAL	7,373	5,246	12,619
FIELD INTAKE			
Healthy	9,601	1,281	10,882
Treatable-Rehabilitatable	956	223	1,179
Treatable-Manageable	2,485	411	2,896
Unhealthy and Untreatable	2,898	1,456	4,354
D SUBTOTAL	15,940	3,371	19,311
E From Owners/Guardians Requesting Euthanasia	579	122	701
F TOTAL INTAKE [B+C+D+E]	25,512	9,448	34,960
OTHER INTAKE			
Return from Foster	783	360	1,143
Return Adoptions	120	22	142
Return from Rescues	12	3	15
Other Intake (Includes OB Specimens, Surgery Requests, and Remains Disposals)	536	260	796
G SUBTOTAL	1,451	645	2,096
H ADJUSTED INTAKE[F+G]	26,963	10,093	37,056

OUTCOME		DOGS	CATS	TOTAL
ADOPTIONS				
	Healthy	4,686	1,335	6,021
	Treatable-Rehabilitatable	9	1	10
	Treatable-Manageable	52	9	61
	Unhealthy and Untreatable	4	5	9
I	SUB TOTAL	4,751	1,350	6,101
RESCUES				
	Healthy	6,922	1,941	8,863
	Treatable-Rehabilitatable	638	371	1,009
	Treatable-Manageable	778	331	1,109
	Unhealthy and Untreatable	381	354	735
J	SUB TOTAL	8,719	2,997	11,716
K	RETURN TO OWNER / GUARDIAN	1,901	79	1,980
TRAP, NEUTER, AND RETURN				
	ACS	0	286	286
	Best Friends	0	616	616
	Other	0	29	29
L	SUB TOTAL	0	941	941
DOGS & CATS EUTHANASIA				
	Healthy	4,305	461	4,766
	Treatable-Rehabilitatable	115	43	158
	Treatable-Manageable	304	34	338
	Unhealthy and Untreatable	5,290	3,004	8,294
M	SUB TOTAL	10,014	3,542	13,556
N	TOTAL OUTCOME	25,385	8,909	34,294
O	Owner/Guardian Requested Euthanasia (Unhealthy and Untreatable Only)	-491	-111	-602
P	ADJUSTED OUTCOME [N+O]	24,894	8,798	33,692
Q	Died or Lost in Shelter Care	607	616	1,223
R	Animals Released to Foster	958	457	1,415
S	Other Outcomes (Includes Pre-Euthanasia, Offsite Events, or Surgery Returns)	8	9	17
T	ENDING SHELTER COUNT A + H - (N + Q + R + S)	408	257	665

*Live Release rate formula utilizes Adjusted Outcome as the equation's denominator

**City of San Antonio
Animal Care Services Department**

**Southside Auxiliary Shelter
Advisory Board Site Visit Checklist
August 14, 2012**

Visit made alone by Mona Thaxton 14 Aug.; comments/observations from subsequent visit early September with Joe Guerra are included.

Concerns continue to be expressed by citizens regarding signage, though the issue is being addressed with Brooks City Base authorities and no change in the immediate future is anticipated. ACS does not have the authority to place signage without that approval.

Addition of the trailer unit housing offices and restrooms has made a marked change as reported by Rita Braeutigam in the May report; a land line and wireless router were needed and had been installed by August.

New evaporative cooling units made a marked difference in temperature levels in the kennels according to staff the environment seemed comfortable to the animals. One staff member suggested installation of turbine exhaust fans as an additional measure. About half the kennels were empty, and employees mentioned continuing problems with broken/unusable kennel doors and sticking guillotine doors. (Also noted on prior reports.)

The auxiliary storage area had been completely cleared of stored material and is ready for conversion for kennels or other purposes when needed. The former problems with snakes and rodents had been successfully solved first with the aid of an extermination company and subsequently by the feral cat colony in residence. They appeared to be enjoying their job of supervision.

Jimmy Garcia, Brooks supervisor, was very courteous and he and his staff were anxious to point out positive changes. The attitude was upbeat and enthusiastic. The kennels were very clean and employees busy. Though our visit(s) were unscheduled, there was no evidence that staff members were congregating in the office trailer; everyone seemed busy.

The grounds inside the fence were in good condition, grass mowed, etc., though the approach area after the final turn was overgrown.

Continued thanks go to Tracy's Dogs and other rescuers who continue to make the long drive to help as many animals as possible.

Enhanced Enforcement Sub-Committee Report to ACS Advisory Board

October 17, 2012

Some members from the Enhanced Enforcement sub-committee sat in on Animal Court on Friday, September 21, 2012. Comments received about their experiences were:

- Handled fairly.
- People's issue was more with ACS than with the courts (a customer service issue that can be handled within ACS); the courts are being fair but the problems citizens have with ACS are not getting to ACS because they think the court will communicate it to ACS as if they are one in the same but that is not true.
- Possibly soft on people who were there for infractions (reduced the fine to a person who was arguing that they shouldn't pay any fine since their dog died from the exact thing they were cited for - "failure to provide shots").
- Most of the cases were for lack of shots and/or licenses. If you get the license for your pet and provide proof, the judge will lessen the fine. You have to bring in proof like a picture of the dog wearing it and the paper work. The judge will let people have more time to get the license so they don't have to pay the full fine. This is good because it encourages them to go and actually get the license instead of paying a larger fine and forgetting about it.
- One gentleman was trying to talk to the court clerk about an issue he had with the citation given by the ACS officer. He said he didn't know what he was being cited for at the time it was issued and the officer didn't explain the requirement to have your dog licensed in the city. He definitely wanted to make a complaint but that isn't possible through the court.
- In order to encourage the citizen to comply with City Ordinance the judge will reduce the fine if you bring the proof that you went and got your pet a license and vaccinations after you received the citation. He will also give you more time. The judge says to give you more time and the person moves on to the court clerk to schedule, so it was not known how much more time.
- ACS Citation fines should be listed on the Municipal Court website like the traffic fines and parking fines.

Suggestion made by the Committee plus Dr. Shannon Espy:

- Transfer Dangerous Dog hearings from Municipal Court Judge, who has no animal behavior expertise, to a hearing panel composed of a veterinarian, animal behaviorist, ACS employee, Advisory Board member, and a San Antonio citizen at large.