

Agenda
ANIMAL CARE SERVICES ADVISORY BOARD MEETING
ACS Facility, 4710 State Highway 151, San Antonio, TX 78227
Wednesday, February 20, 2013 AT 6:30 PM

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CITY CLERK
13 FEB 15 PM 5:08

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 December 5, 2012 meeting
- III. Citizens to be Heard
- IV. Introduction of new ACS Advisory Board Member – *Presented by Mona Thaxton*
- V. Director's Report regarding performance measurements for Field, Live Release, Shelter, Media and Clinic Operations including Fire Department Recognition for "pet life saving events" - *Presented by Kathy Davis*
- VI. Discussion and possible vote regarding the Board's recommendation for various legislative bills dealing with animal care issues– *Presented by Kathy Davis*
- VII. Additional discussion and possible vote regarding an ordinance amendment to change the City Code Chapter 5 Ordinance return to owner and stray hold period – *Presented by Kathy Davis*
- VIII. Report regarding the inspection for ACS 151 and Brooks facilities – *Presented by Rita Braeutigam*
- IX. Discussion regarding the creation of an ACS Advisory Board Manual – *presented by Mona Thaxton*
- X. Status Report of the recent Texas Federation of Animal Care Societies Conference - *Presented by Sallie Scott*
- XI. Set next meeting date
- XII. Adjournment

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
December 5, 2012
6:30 p.m.
San Antonio Food Bank, 5200 W. Old Hwy 90, San Antonio, Texas 78227

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

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

Staff Liaison: Maria Kieke

I. Call to Order

Mona Thaxton convened the meeting at 6:50 PM with a quorum present.

II. Approval of minutes from September 24, 2012

Shannon Espy moved, seconded by Bill White, to approve the September 24, 2012 meeting minutes. Motion passed.

III. Citizens to be Heard

1. Candy Garcia spoke about foster parents concerns with ACS's clinic hours and new foster limit policy implementation.

IV. Introduction of new ACS Advisory Board member

Mona Thaxton, Board Chair introduced new ACS Advisory Board member, Michael Dowdell.

V. Director's Report

The Director, Kathy Davis presented the FY12 annual report on ACS's accomplishments as well as the activities during the month of November. Full report handouts were provided to Board members.

VI. Discussion and possible vote regarding an ordinance amendment to change the City Code Chapter 5 Ordinance return to owner and stray hold period

Kathy Davis presented a report where ACS proposes improving the process flow by changing the Chapter 5 Ordinance by allowing ACS to take ownership of all pets upon intake requiring spay/neuter of all pets that leave the care of ACS, including pets to be reclaimed by owners or picked up off the streets by officers; and ACS will continue to hold animals for a minimum of 3 days for owner reclaim. These changes are consistent with recent suggestions of the Texas Veterinary Medical Association (TVMA) and would result in increased capacity, live release, and eventually a decrease in service requests.

The Board motioned and recommends proposed process to allow ACS to take ownership of all pets upon intake and not to change the holding period. Sallie Scott moved, seconded by Cynthia Martinez, to approve the solution presented. Motion passed.

VII. FY13 Marketing Plan Update

Kathy Davis presented an update regarding the FY13 campaign that shifts focus slightly to address primary concerns of loose dogs with a secondary focus on spay/neuter. The campaign primary focus will be incorporated in other ACS programs, such as CNSI and school education. ACS will continue focus on Responsible Pet Ownership, pet licensing and vaccinations.

VIII. Discussion and possible action of the Board Quarterly Report to City Council through City Manager regarding Board activities

Bill White spoke about the Quarterly Board report and items agreed at the November 13, 2012 Executive Board Committee meeting to include the Strategic Plan Update. In addition, they will include all Board activities regarding Ad Hoc, Enhance Enforcement and Board meetings.

IX. Creation of Board Manual

Board member Randy Murdock is assisting the Chair with creation of a manual for the Board which they expect to complete by the February 2013 Board meeting

X. Next meeting

The next ACS Advisory Board meeting will take place on February 20, 2012, at 6:30 p.m.

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

*Indicates not present at Board Meeting

XI. Adjournment

The meeting adjourned at 8:12 p.m.

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

February 20, 2013

DEPARTMENTAL OPERATIONS

OFFICE OF THE DIRECTOR

FY2012 was a landmark year in ACS's development and FY2013 is shaping up to be the same. In the first quarter of the new fiscal year, ACS has achieved a historic 73% Live Release rate. January's Live Release rate shows further improvement, with a record-breaking 83% for all animals; **when looking at Healthy/Treatable animals only, the department's Live Release rate is an astounding 90%**. I would like to personally thank our energetic, hardworking and committed staff, volunteers and community partners. Without your dedication, our success would not be possible.

We are delighted to present the department's 1st Quarterly Progress Report of FY2013. The report is filled with department indicators, updates on key initiatives, and success stories.

FIELD OPERATIONS

In December and January, the Field Operations Division received 13,220 calls-for-service and impounded 2,548 stray animals. Animal Care Officers (ACO) issued 944 warnings and citations and returned 200 animals to their owners while in the field.

Through the end of January, two target areas have been completed in the Comprehensive Neighborhood Sweeps Initiative (CNSI). As a result, over 5,226 homes were visited and 404 free rabies vaccinations/city licenses issued. The areas selected for this year's CNSI are areas with the highest concentration of stray animals, bite cases, and calls-for-service requests. In FY2013, CNSI will focus on repeat offenders through an intensified approach to our sweeps program. In addition to the block walking, vaccination clinics, sterilization services and enforcement, the CNSI team will be surveying and cataloging all loose dogs and cats. Studies indicate that stray animals cared for by humans are the highest contributors to pet overpopulation. These animals are able to procreate at a higher rate because they have better nutrition and safe harbor. Our goal is to identify owners and caretakers, educate them and ensure that all dogs and cats in these areas are sterilized. Three (3) additional target areas have been scheduled through April.

Field Operations is pleased to welcome Tammara Belmonte to the team. Officer Belmonte will serve as a field supervisor. She brings over 20 years of experience to the department and formerly served as a supervisor for the City of Live Oak, Texas and the City of Riverside, California.

LIVE RELEASE OPERATIONS

During December and January, the Live Release Division was able to find forever homes for 1,146 pets and maintain a 76% Live Release rate average. This feat marks the first time in the department's history of achieving five (5) consecutive months with over 70% Live Release rate. Additionally, staff was able to send 1,849 animals to rescue partners, place 144 cats into the TNR program, and place 212 animals into the department's Foster Program. These figures represent an increase of 556 (43%) rescues, 144 (100%) TNR, and 65 (44%) fosters, respectively, from December and January of last year.

Adoption Events: Continuing to stay innovative while promoting shelter pets, the Live Release division collaborated with the PIO division on several themed adoption events including: "Happy Howlidays & Meowy Christmas" in December and "Designer Doggy Days" in January.

Volunteer Program: To provide our volunteers with a positive experience and aid the public, new supplemental training classes are being developed. Classes on Matchmaking, Animal Ordinances, Marketing Pets from Home, and Shelter Photography geared towards volunteers will be implemented over the coming months. In addition, Kevin Glowski with Big Dawgz comes every Wednesday to work with volunteers and shelter dogs on basic obedience techniques. Aaron Saadi with Take the Lead is offering a 6-week progressive basic obedience classes for foster dogs. His first class rotation will be completed February 23rd and next class starts mid-March.

SHELTER OPERATIONS

Through FY2013, 9,715 animals have been impounded, an increase of 1,456 animals (18%) over the Year-to-Date (YTD) target of 8,259 animals. In December and January, shelter intake was 4,397 animals.

Brooks Kitten Ward: In an effort to further increase the City's Live Release rate, ACS established a kitten ward at the Southside Auxiliary Shelter (Brooks). This type of specialty ward allows for the proper humane housing of kittens separate from adult cats. The Brooks Kitten Ward gives young kittens the opportunity to grow and interact with other kittens until they are large enough and old enough to be sterilized and adopted. Kittens generally spend between two and four weeks in the ward, dependent on the specific needs of the kitten. Since the establishment of the Kitten Ward in November 2012, 30 kittens have rotated through the kitten ward before being placed up for adoption.

Love-A-Kennel Program: In order to offset the rising cost of live release options and kennel maintenance costs, the Love-A-Kennel Program is designed to offer individuals an opportunity to "adopt a kennel" in lieu of an animal. This is a wonderful alternative for individuals, groups, or business that may not be able to adopt an animal, but still want to help the great work that the department is doing. Various sponsorships levels are available and adopters (donors) will be provided signage on their adopted kennel with wording of their choosing, receive a certificate of

kennel adoption. The sponsorship lasts for a period of 12 months and adopters (donors) have first option on renewal. This program is expected to be fully-implemented by the end of the month.

Kennel Maintenance: The walls in both stray kennels (Buildings 3 & 4) have been painted an inviting color and the cabinets will be repaired in the back adoption areas. In addition, signage will be placed outside of the stray kennel buildings (Buildings 3, 4, & 5) doors providing safety and adoption process information to the public. These upgrades are in an effort to provide safe and humane housing of animals in our care as well as a warm, inviting space for potential adopters.

CLINIC OPERATIONS

The clinic performed 2,651 surgeries in December and January. This was an increase of 1,125 (74%) surgeries from this time last year. Two (2) additional veterinary technicians, Terry Hernandez and Monica Rodriguez, have been hired full-time bringing the clinic team to 10 of 12 positions filled. The clinic expects to be fully staffed by early Spring.

Clinic Special Case: The clinic continues to show the commitment of the department in that we value the life of each animal in this City, regardless of the condition they come in. This is evident through the staff's dedication to going above and beyond, think innovatively in an effort to save every single injured animal that comes in, in addition to their daily medical live release workups and spay/neuter surgeries. One of our veterinary technicians, Miriam Ross, took a Chihuahua-blend home with her for the evening who was unable to use his hind legs stemming from a car accident. Miriam worked with her husband and built, from scratch, an improvised wheel chair out of PVC pipe and plastic wheels. In his new family's home, "Scooter" is now zipping around in his new wheels and has a new lease on life—in no small part to the creative and outside-the-box ideas and techniques our staff use every single day.

MEDIA & OTHER ITEMS

Marketing Campaign: The PIO division has finalized its FY2013 marketing campaign which will focus on a responsible pet ownership theme with a primary goal of encouraging the restraint of pets on their owner's property. "Love It. Fix It. Leash It." In addition to the radio, TV and neighborhood billboards used in the past, ACS will be working with the SA Missions baseball team this Spring on a non-traditional advertising avenue aimed at families.

High Profile Media Stories: The department continues to receive state and national media coverage through the efforts of the PIO division. The shelter's grand prize win in the ASPCA Rachael Ray \$100K Challenge was featured in the nationally distributed ASPCA Action Magazine Winter 2013 issue in January. Additionally, ACS was mentioned in a recent article in the Corpus Christi Caller Times in which a former employee lauded San Antonio's successes and used them as an example of best practices.

Support from San Antonio Fire Department: The San Antonio Fire Department has responded to several "pet life-saving events." First, SAFD responded to a house fire on the City's eastside. After

resuscitation on scene, 10 cats came in to ACS for further treatment due to severe smoke inhalation. Using the mobile spay/neuter van, our clinic was able to quickly set up an emergency treatment center and get these animals the oxygen, fluids, and nebulization therapy they needed.

The second event is the saving of a 7-week-old puppy that fell down an open sewer pipe after an SAFD firefighter was able to pull it to safety. It took about 30 minutes for firefighter Troy Wyrwich to loop a rope around the puppy's head and leg and pull it out of the 6-foot-deep hole. The puppy's owners and littermates are extremely grateful for Mr. Wyrwich perseverance in saving this little furry. We are grateful for the San Antonio Fire Department for their dedication to public—and animal—safety and their readiness to go above and beyond.

Brackenridge Update: Construction of the Brackenridge Facility is slightly ahead of schedule and within construction budget. The foundations of the adoption center, clinic, and pavilion have been poured. Walls of the clinic and adoption center are being built; as are the columns of the pavilion. The roof of the adoption center should be raised by the end of the month.

CITY OF SAN ANTONIO
ANIMAL CARE SERVICES DEPARTMENT
PERFORMANCE MEASUREMENT REPORT

DECEMBER 2012 – JANUARY 2013

ENHANCED ENFORCEMENT

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	December Total	January Total
Number of Call-for-Service Requests	80,771	82,000	25,489	28,025	6,097	7,123
Number of Impoundments (Overall)	34,946	31,000	8,259	9,715	2,107	2,290
Number of Impoundments (Field)	20,066	18,600	5,440	5,780	1,278	1,270
Number of Return-to-Owners (Field)	935	868	247	425	112	88
Number of Citations/Warnings Issued	5,190	6,000	1,285	2,354	433	511
Number of Licenses Issued	19,129	30,000	10,793	6,177	1,290	2,253
Number of Aggressive Dog Designations	14			6	0	0
Number of Dangerous Dog Designations	23			2	0	1
Number of Cruelty Cases	89			36	2	21

IMPROVED CONTROL

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	December Total	January Total
Number of Surgeries Performed by ACS	11,086	14,000	3,003	5,519	1,333	1,318
Number of Surgeries Performed by Partners	8,760	9,434	3,145	1,831	182*	352**
Deceased Animal Pick-Up	34,107			11,973	2,580	2,674

INCREASED LIVE RELEASE

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	December Total	January Total
Live Release Rate	61%	70%	70%	76%	77%	83%
Number of Adoptions	6,106	6,200	1,987	2,232	573	573
Number of Rescues	12,657	10,850	2,040	3,828	836	1,013
Number of Return-to-Owners (Overall)	1,980	3,100	985	765	191	175
Number of Trap-Neuter>Returns		1,550	517	446	89	55
Number of Animals Fostered	1,394	3,100	509	507	106	106
Number of Volunteers	436	500	500	550		
Number of Volunteer Hours	15,679	16,000	5,333	4,125	851	763

ADMINISTRATION/OTHER

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	December Total	January Total
FY 2013 Budget	\$9.69 M	\$10.91 M	\$3.61 M	\$3.57 M		
Number of Media Interactions	376	400	100	559***	39	54

* Does not accurately portray all of December's partner surgery numbers, as not all accounting invoices had been received. January, 2013 Total reflects remainder of December surgeries (120).

** Information is pending from partners.

***326 Media Interactions were as a result of national media coverage connected to the ASPCA Rachael Ray \$100K Challenge win.

ADVISORY INSPECTION REPORT

On 2 February 2013, between 10:30 - 12:00 Board members Randy Murdock & Mike Dowdell conducted inspection of the ACS facility on Highway 151 as required.

The cleanliness of the clinic was excellent.

The staff requested more money for surgeries.

In addition more cruelty investigators and more ACOS are requested.

Kennel 4 was noted that multiple beds were missing, probably being cleaned. Also expressed was that the computers were slow.

Under a wish list they expressed a desire for a washer & dryer and plastic kennel separators.

EBI area was very clean and reported that six dogs had been put down.

The incinerator was working.

The outside play area, by SAPA, in great need of animal waste clean-up and the kennel area was still very loud.

Volunteers were observed exercising the dogs.

Many visitors and potential adoptees were observed on the campus and viewing the dogs and cats.

Respectfully submitted,

Michael F. Dowdell

P.S. It was with great pleasure by this board member, that when staff members were offered a carta blanc wish list their expressed desires did not include any personal gain but only the funding and support to do their assigned tasks more efficiently and effectively.