

**Agenda**  
**ANIMAL CARE SERVICES ADVISORY BOARD MEETING**  
**Animal Care Services Facility, 4710 State Highway 151, San Antonio, TX 78227**  
**Wednesday, June 18, 2014 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, Real Estate) under Chapter 551 of the Texas Government Code.

1. Call to Order
2. Approval of Minutes from April 16, 2014
3. Citizens to be Heard
4. Director's report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, media, and clinic operations – *Presented by Kathy Davis*
5. Viewing of Animal Care Services adoption videos – *Presented by Kathy Davis*
6. Animal Defense League's kennel construction project Status – *Presented by Janice Darling*
7. Animal Care Services' Pets for Life Program Update – *Presented by Kathy Davis*
8. Discussion and vote regarding the inspection check list for Animal Care Services' Hwy 151, Brackenridge and Brooks facilities – *Presented by Rita Braeutigam*
9. Report regarding the inspection of Animal Care Services Hwy 151, Brackenridge and Brooks facilities – *Presented by Rita Braeutigam*
10. Board continuing education - discussion pertaining to wildlife issues – *Presented by Kathy Davis*
11. Set next meeting date
12. 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) 207-7268 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)207-7268 por voz/servicio de TTY.

2014 JUN 13 PM 2:58  
RECEIVED  
CITY OF SAN ANTONIO  
CITY CLERK



# ANIMAL CARE SERVICES ADVISORY BOARD

## Meeting Minutes

*April 16, 2014, 6:30 p.m.*

4710 State Highway 151, Annex Training Rooms 1 & 2  
San Antonio, TX 78227

---

**ACS Board Members<sup>1</sup>:** Mona Thaxton-Chair<sup>2</sup>, Rita Braeutigam Vice Chair, Sallie Scott-Secretary, Shannon Espy<sup>2</sup>, Cynthia Martinez<sup>2</sup>, Michael Dowdell, Roderick Sanchez, Bill White, Karen Speer, and Virginia Brown

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

**Staff Liaison:** Maria Kieke

### **I. Call to Order**

Rita Braeutigam, Vice Chair convened the meeting at 6:35 PM with a quorum present.

### **II. Board Chair Comments**

Rita Braeutigam welcomed Monica Hernandez from City Attorney's Office who provided a briefing about rules for citizens to be heard.

### **III. Citizens to be Heard**

1. Deanna Lee discussed Live Release animal processing including dangerous bite dog release processes.
2. Judy Ricker expressed concerns with ACS cutting back on dog transport.
3. Ossana Carrasco expressed concerns with videotaping and asked for increased communication between ACS and SAPA.
4. Lilian Nerren detailed an incident with poor customer service by a volunteer.
5. John Bachman expressed concerns regarding policies and procedures in improving the programs at ACS and is asking for an open dialogue meeting.
6. Matt Montes expressed concerns with lack of communication between ACS and SAPA and asking for an open dialogue meeting.
7. Jennifer Studley expressed concerns with dogs deemed aggressive and asking ACS to re-evaluate aggressive dogs after intake.

### **IV. Briefing regarding Animal Care Services budget, performance measures and reductions**

Heber Lefgren presented to the Board ACS's first quarter progress report of FY2014, department measurements and accomplishments for Field, Live Release, Shelter, Media and Clinic Operations to include possible fiscal reductions in the department's upcoming budget year. Full report handouts and copies of presentation were provided to Board members.

### **V. Brackenridge Update**

Dr. Ellen Jefferson presented performance measurements, accomplishments and challenges for the Brackenridge Adoption Center. The Board suggested a change in signage within the park to better promote all the programs at the Brackenridge Adoption Facility.

### **VI. Discussion of Animal Care Policies and expectations**

Board members provided suggestions regarding the use of a bar-coding system to assist in the daily operations of ACS services to reduce errors and increase efficiency.

### **VII. Discussion regarding Continuing Education for Board Members**

Rita Braeutigam, Board Vice-Chair suggested for Board members to set up ride-a-longs with ACS Field Operations and encouraged members to attend budget hearings for the upcoming year. Sallie Scott, Board Secretary and Board member, Virginia Brown asked for educational material to provide to their respective neighborhood associations.

### **VIII. Discussion regarding Animal Care Services Advisory Board Meeting Rules**

Monica Hernandez, City Attorney presented to the Board a summary briefing regarding the laws, ordinance, and ethics that govern the ACS Advisory Board.

---

<sup>1</sup> One (1) ACS Board Member position is currently vacant in Council District 7

<sup>2</sup> Indicates not present at Board Meeting

**IX Next meeting**

The next ACS Advisory Board meeting was scheduled for June 18, 2014 at 6:30 p.m.

**X. Adjournment**

The meeting adjourned at 9:13 p.m.



# City of San Antonio Animal Care Services Department Director's Report



June 18, 2014

As the department comes to the end of the third quarter, ACS has maintained a historic 82% Live Release rate, **including 86% for all animals in April**—the second highest one month Live Release rate in ACS history. I am elated to announce that with a live release rate above 90% for our cats for both March and April, San Antonio Animal Care Services has achieved the national standard of “No Kill” with our cats. We acknowledge that maintaining the 90% rate each month will be a task through the high intake months of summer; this milestone represents the continual progress the department is making with the help of our energetic, hardworking and committed staff, volunteers and community partners.

## FIELD OPERATIONS

In April and May, the Field division received 14,711 call-for-service requests and impounded 2,694 roaming and loose pets in the field. The number of pets impounded increased by 4% (120) from the same timeframe last year. ACO's issued 779 violations and returned 291 pets to their owners while in the field.

In line with our mission to protect our pets and hold pet owners accountable, Herlinda Trigo was sentenced to three years in prison for animal cruelty after she was found guilty of dragging a dog to death by tying her to the bumper of her truck. Because her truck was deemed a deadly weapon, Trigo will have to serve at least half of the sentence before she will be eligible to apply for parole. I am extremely proud of our Cruelty team and all of our ACS staff for their great investigative work, testimony, and support in bringing this pet owner to justice.

In March, Field Supervisor, Officer Jessica Travis unveiled our new ACS Field Training Academy for all new ACOs. The academy includes three phases: 1) Classroom training where trainees hear from all field supervisors and managers as well as other key members of the department in learning about laws, officer safety, animal handling, team building, media relations, report writing, community education, and more. Officers must achieve a grade of 85% or better on their written exams; 2) field training where our Trainees are paired with Senior Officers for shadowing and personalized one-on-one training for approximately 3-4 weeks coinciding with a Supervisor Ride-Along and evaluation; and 3) Investigation team training where Trainees will spend 2 weeks rotating through our Bite Investigations and Cruelty Investigations teams and must pass their proficiency exams with 100%. After 10 weeks of Academy Training, our first group of 6 Officers will be graduating from the Academy and will receive their official badge, certificate of completion, and will join the force with continued mentorship throughout their career.

We are also proud to welcome Shannon Sims as our new Field Operations and Business Manager. Shannon comes to ACS with a wide array of operations and business experience. He has 22 years of operational experience planning, documenting and executing large scale operations in a military and humanitarian environment. He also honed his skills as a business change manager while in the Marine Corps as well as in the private sector within the Telecommunications, Educations and Federal Government sectors. Shannon has a Bachelor's degree in Management and an MBA in Project Management and we look forward to utilizing his expertise in our Field Operations division.

**CNSI:** The Comprehensive Neighborhood Sweeps Initiative (CNSI) has completed 8 of 10 target areas in FY 2014. Through 8 target areas, nearly 18,000 homes have been visited and over 1,700 free rabies vaccinations/city licenses administered and issued. The next CNSI target area is scheduled for June 14<sup>th</sup> and 20<sup>th</sup> in District 5.

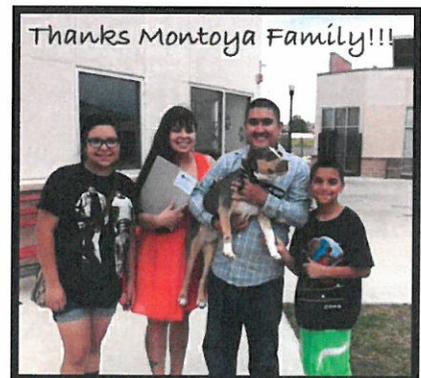
## **CLINIC OPERATIONS**

The clinic performed 2,777 surgeries in April and May and continues to exceed all expectations. Through the end of May, over 90% of total funding for the community spay/neuter initiative has been utilized. In order to utilize the remaining amount of funding efficiently through the end of the fiscal year, 3 zip codes have been removed and half of any remaining funds must be utilized for pit bulls/mixes as part of a Council-requested initiative during the FY 14 budget process.

**HAPPY TAIL:** Pixie came to ACS in late August. She arrive with 12 other dogs as part of a Cruelty case. She was in rough physical shape but had a great strong spirit. She was emaciated, had hair loss, missing toenails and worst of all, severe, uncontrollable diarrhea. Our incredible Vet staff began giving her IV fluids and started her on several medications to address her diarrhea, mange, and URI. She wasn't improving and sending her to EBI due to suffering was discussed as an option. Pixie is such a happy and sweet girl, one of our awesome vet techs was determined to save this princess' life and agreed to foster her.



Pixie spent 8 months in foster care before she found her forever home. It was a long process and our Vets tried several different treatments. After some research, the Vets decided to address her issues as possible food allergies. We switched Pixie to a Hypo Allergenic food. Within 1 month, Pixie showed MAJOR improvement. So with trial and error, patience, and lots of TLC, Pixie was ready to start her new life with her forever family. Pixie was adopted in May by a great family who will love and spoil her in the way she deserves.



## LIVE RELEASE OPERATIONS

The Department's Live Release division has done remarkable work in getting out the pets that our field staff brings in, our shelter staff cares for, and our clinic staff treats. In April and May, our adoption staff sent 865 pets to their forever homes; our rescue staff worked tirelessly to transfer 2,921 pets to our amazing rescue partners. As mentioned previously, April brought the Department's second-highest ever Live Release Rate of 86% for all animals and 92% for our healthy/treatable pets. Furthermore, in May, we had the highest total number of Live Release outcomes (2,282) in the history of the department.

**ASPCA RACHAEL RAY \$100K CHALLENGE:** We have again been named one of the country's top shelters to compete in the final year of the ASPCA Rachael Ray \$100K Challenge! The shelter that has the highest increase in lives saved from June-August 2014 when compared to June-August 2013 wins the grand prize of \$100,000. We are working with our local rescue groups and partners to encourage shelter adoptions through a comprehensive community awareness campaign themed: "Lost. Found. Loved. Who will you discover this summer?" Key to the initiative are fun, colorful ads and emotionally powerful videos touting the benefits of shelter adoption and responsible pet ownership.

We are again bringing some *Texas-sized* determination to the contest with special event adoption pricing and fun weekly specials all summer like "**Two FUR Tuesdays**" (cats), **\$30 Dollar Thursdays** (dogs), and **\$5 Feline Fridays** as well as a host of fun events for would be adopters. Using best practices and lessons learned from our Grand Prize win in 2012 as well as support, buy-in, and assistance across all divisions within the department, we are confident that we can win the Challenge, and be the first municipal shelter in the Country to win the Challenge not only once...but *twice!*

**Jackson**, 4 years old  
 LOST on the streets of San Antonio.  
 FOUND a forever home April 2013.  
 LOVED by a family of 3 humans, 4 cats and 4 fish.  
 Best squirrel babysitter in San Antonio.  
 Find yours today at Animal Care Services! [www.saacs.net](http://www.saacs.net)  
 Lost Found Loved. Who will you discover this summer? #LostFoundLoved #100KChallenge

**Maggie**, 11 years old  
 LOST on the side of a Bexar County road.  
 FOUND a forever home fit for a princess.  
 LOVED by a loyal crazy cat lady.  
 Professional biscuit maker.  
 Find yours today at Animal Care Services!  
[www.saacs.net](http://www.saacs.net)  
 Lost Found Loved. Who will you discover this summer? #LostFoundLoved #100KChallenge

**Mabel**, 1 year old  
 LOST in SA when only 2 days old.  
 FOUND and fostered until adopted by a forever family.  
 LOVED by her 3 year old human.  
 Purr-powered paperweight.  
 Find yours today at Animal Care Services!  
[www.saacs.net](http://www.saacs.net)  
 Lost Found Loved. Who will you discover this summer? #LostFoundLoved #100KChallenge

**Sylvia**, 10 years old  
 LOST her owner when abandoned because she was "too old and sick."  
 FOUND by ACS staff who fell for her.  
 LOVED by her office mates at ACS.  
 Master of pathetic begging.  
 Find yours today at Animal Care Services! [www.saacs.net](http://www.saacs.net)  
 Lost Found Loved. Who will you discover this summer? #LostFoundLoved #100KChallenge



# City of San Antonio Animal Care Services Department Director's Report



*APRIL – MAY 2014*

## ENHANCED ENFORCEMENT

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	April Total	May Total
Call-for-Service Requests	91,993	82,000	52,445	58,868	7,202	7,509
Impoundments (Overall)	29,220	33,500	20,908	18,092	2,450	2,884
Dogs	21,672	23,450	14,486	14,401	1,743	1,934
Cats	7,548	10,050	6,422	3,691	707	950
Impoundments (Field)	16,489	20,100	12,846	10,635	1,281	1,413
Return-to-Owners (Field)	1,082	1,300	926	689	23	19
Citations/Warnings Issued	5,070	6,000	4,184	3,387	315	464
Licenses Issued	22,722	23,000	12,741	13,745*	2,179	TBD*
Aggr./Dang. Dog Designations**	42			15	3	4
Serious Bodily Injury Cases***	3			7	1	1
Cruelty Cases***	113			32	1	2

## IMPROVED CONTROL

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	April Total	May Total
Surgeries Performed by ACS	17,500	15,335	9,848	10,463	1,265	1,512
Surgeries Performed by Partners	8,644	9,967	6,478	8,627	1,001	705*
Deceased Dog/Cat Pick-Up	27,687			16,311	2,310	2,391

## INCREASED LIVE RELEASE

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	April Total	May Total
Live Release Rate	77%	75%	75%	82%	86%	81%
Adoptions	7,165	7,675	4,530	3,942	388	477
Rescues	11,900	14,000	8,760	8,860	1,387	1,534
Return-to-Owners (Overall)	2,046	2,700	1,848	1,678	172	199
Trap-Neuter>Returns	975	1,000	639	379	29	72
Animals Fostered	2,075	2,000	1,230	1,004	147	155
Volunteer Hours	13,592	14,000	9,333	9,791	1,458	1,442

## ADMINISTRATION/OTHER

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	April Total	May Total
FY 2014 Budget	\$11.04 M	\$11.26 M	\$7.545 M	\$7.620 M		
Media Interactions	794	450	300	527	92	93

\* Information is pending from partners.

\*\*This statistic represents cases that have actually been deemed and designated as aggressive/dangerous.

\*\*\*This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution.



City of San Antonio  
Animal Care Services Department

**Advisory Board Inspection Checklist**  
**– 151 Main Campus –**

Advisory Board Member Name: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ Time of Inspection: \_\_\_\_\_

Administration Building	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public				
Clean floors, windows, and doors				
Proper signage in place				
Reception area neat & orderly				
Floors are clear of safety hazards				
Every animal is being scanned upon intake				
<b>Comments/Actions Needed</b>				
Clinic	Excellent	Good	Fair	Poor
Staff is courteous and informative to all members of the public as well as fosters				
Clean floors, doors, & windows Hand sanitizer available				
Back Kennel runs are free of feces and urine				
Exam tables are cleaned between animals receiving treatment or exams.				
Exam room washing station fully stocked with gloves				
Halls and walkways are free of debris and safety hazards				
Appropriate signage and kennel card on each occupied cage				
All cleaning tools are disinfected at the end of the day				
Recovery room washing station fully stocked with gloves				
Surgical room washing station fully stocked with gloves				
Any temporary holding cages outside clinic are clean				
Controlled substances stored in locked cabinet when not in use				
Surgical patients are recovered using proper protocol and recovery sheet				
The clinic building is in good repair				
Foot bath mats are filled with disinfectant				
Humane number of cats/kittens in each cage				
<b>Comments/Actions Needed</b>				

<b>Cattery (Building 5)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Staff and volunteers are friendly, informative, and courteous to all members of the public				
Cat cages are clean and disinfected				
Litter boxes are clean with no offensive odor				
All cages have fresh water				
All counter surfaces are clean				
Hand sanitizing stations are visible and full				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer				
Appropriate signage and kennel card on each occupied cage				
All cages are cleaned and sanitized between occupants				
Floor is free of debris or safety hazards				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day				
Intake vaccinations recorded on each kennel card				
The Cattery building is in good repair				
<b>Comments/Actions Needed</b>				
<b>Outside Cattery</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Litter boxes are clean with no offensive odor				
Fresh water is available				
Area is free of debris or safety hazards				
Appropriate signage and kennel card visible				
<b>Comments/Actions Needed</b>				

<b>Dog Kennel (Building 4)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Staff and volunteers are friendly, informative, and courteous to all members of the public				
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Aisles are free of debris or safety hazards				
Appropriate signage and kennel card on each occupied cage				
Intake vaccinations recorded on each kennel card				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer				
Sinks and tubs are in working order, clean, and free of debris				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper				
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows				
There is no offensive odor				
Kennel building and equipment are in good repair				
<b>Comments/Actions Needed</b>				
<b>Outdoor Sally Port Runs (Behind Bldg. 4)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Area is free of debris or safety hazards				
<b>Comments/Actions Needed</b>				
<b>Outdoor Exercise Yards</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Clean and free of feces				
Play pools (if available) filled with fresh water				
Doors operate properly				
Waste stations are stocked				
<b>Comments/Actions Needed</b>				

<b>Dog Kennel (Building 3)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Aisles are free of debris or safety hazards				
Appropriate signage and kennel card on each occupied cage				
Intake vaccinations recorded on each kennel card				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer				
Sinks and tubs are in working order, clean, and free of debris				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper				
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows				
There is no offensive odor				
Kennel building and equipment are in good repair				
<b>Comments/Actions Needed</b>				
<b>Outdoor Sally Port Runs (Behind Bldg. 3)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Area is free of debris or safety hazards				
<b>Comments/Actions Needed</b>				

<b>Dog Kennel (Building 2)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Aisles are free of debris or safety hazards				
Appropriate signage and kennel card on each occupied cage				
Intake vaccinations recorded on each kennel card				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer				
Sinks and tubs are in working order, clean, and free of debris				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper				
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows				
There is no offensive odor				
Kennel building and equipment are in good repair				
<b>Comments/Actions Needed</b>				
<b>Outdoor Sally Port Runs (Behind Bldg. 2)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Area is free of debris or safety hazards				
<b>Comments/Actions Needed</b>				

<b>EBI Building</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Kennel runs are free of feces or urine				
Incinerator in proper working condition				
Enough receptacles for remains				
All remains are either in receptacle or in cooler				
Remains not to be incinerated properly labeled in cooler				
Halls and walkways are free of debris or safety hazards				
Appropriate signage and kennel card on each occupied cage				
Every animal scanned for microchip prior to euthanasia				
Controlled substances stored in locked cabinet when not in use				
EBI room a quiet environment for animals				
All surfaces are clean and free of unnecessary clutter				
Cats euthanized by IP injection and kept in quiet location pre and post injection				
EBI room is clean and free of odor				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day				
Foot bath mats are filled with disinfectant				
EBI building and equipment in good repair				
<b>Comments/Actions Needed</b>				
<b>Wash Bay/Laundry</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Laundry area orderly and fully stocked				
ACO Trucks are washed and sanitized after unloading				
Area is free of debris or safety hazards				
<b>Comments/Actions Needed</b>				

<b>Building 1</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Staff and volunteers are friendly, informative, and courteous to all members of the public				
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Aisles are free of debris or safety hazards				
Appropriate signage and kennel card on each occupied cage				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer				
Sinks and tubs are in working order, clean, and free of debris				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper				
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows				
There is no offensive odor				
Kennel building and equipment are in good repair				
<b>Comments/Actions Needed</b>				
<b>Outdoor Exercise Yards (Next to Building 1)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Clean and free of feces				
Play pools (if available) filled with fresh water				
Doors operate properly				
Waste stations are stocked				
<b>Comments/Actions Needed</b>				

<b>Annex Building</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Staff and volunteers are friendly, informative, and courteous to all members of the public				
Training Rooms are clean and orderly				
Lobby is clean and orderly				
Men's restroom is clean and stocked				
Women's restroom is clean and stocked				
<b>Comments/Actions Needed</b>				
<b>General Premises</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Landscaped area free of feces				
Doors to agility area are operational and free of feces				
Dog waste stations stocked				
Trash receptacles not overflowing				
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes				
<b>Comments/Actions Needed</b>				

**Additional Notes:**

---



---



---



---



---



City of San Antonio  
Animal Care Services Department

**Advisory Board Inspection Checklist  
– Brackenridge Facility–**

Advisory Board Member Name: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ Time of Inspection: \_\_\_\_\_

**PAUL JOLLY CENTER FOR PET ADOPTIONS & PETCO PAVILION**

General	YES	NO
Pavilion event calendar utilized and current		
Adequate level of staffing provided ensuring satisfactory level of pet care and customer service. Staff is attentive and friendly to all customers.		

Main Lobby/Reception Area	Excellent	Good	Fair	Poor
All Customers greeted when they arrive				
Clean floors & windows				
Proper signage in place				
Reception area neat & orderly				
Men's restroom clean and stocked				
Women's restroom clean and stocked				

**Comments/Actions Needed**

Cattery	Excellent	Good	Fair	Poor
Staff is friendly and attentive to all customers				
Hand sanitizer available				
Clean floors & windows				
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Clean litter boxes				
Daily cleaning is complete before facility opens to public				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day				
There are no offensive odors				
Fresh food & water in each occupied cage				
Each cage with cat has correct kennel card				
Toys available				
Humane number of cats/kittens in each cage				

**Comments/Actions Needed**

<b>Break Room</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Clean floors & counter-tops				
Food storage area neatly stocked				
Men's restroom clean & stocked				
Women's restroom clean & stocked				
Sinks clean and free of "caked-on" debris				
<b>Comments/Actions Needed</b>				
<b>Back Deck/Heritage Tree Garden</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Deck is clean & free of debris				
Garden area free of feces				
<b>Comments/Actions Needed</b>				
<b>Puppy Room</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Hand sanitizer available				
Clean floors & windows				
Cages and cage doors are clean				
Clean newspaper in cages				
Fresh water in each occupied cage				
Daily cleaning is complete before facility opens to public				
There are no offensive odors				
Each cage with puppy has correct kennel card				
Toys & bedding available				
Sink area is clean and free of debris				
Humane number of puppies in each cage/run				
<b>Comments/Actions Needed</b>				
<b>Work Room</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Clean floors & counter-tops				
Washer & Dryer in working condition				
Dishwasher in working condition				
Sinks, tubs and tables clean and free of "caked-on" debris				
Storage area neat and orderly				
Cleaning equipment and chemicals are properly stored				
<b>Comments/Actions Needed</b>				

<b>Indoor Dog Runs</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Hand sanitizer available				
Clean floors and windows				
Kennel guillotine doors are clean				
Kennel runs are free of feces and urine				
Humane number of dogs in each cage				
Each kennel has correct kennel card				
There is variety in the dogs available for adoption				
There are no offensive odors				
All occupied runs have fresh water				
Drains free of debris				
Runs have proper bedding & toys available				
Food storage area clean and neatly stocked				
Aisles are free of debris or safety hazards				
<b>Comments/Actions Needed</b>				
<b>Outdoor Dog Runs</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Outdoor Dog Runs				
Clean floors and windows				
Kennel guillotine doors are clean				
Kennel runs are free of feces and urine				
Humane number of dogs in each cage				
Drains free of debris				
Aisles are free of debris or safety hazards				
<b>Comments/Actions Needed</b>				
<b>Outdoor Play Yards</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Clean and free of fecal matter				
Doors to the play yards operate properly				
<b>Comments/Actions Needed</b>				
<b>Exterior Grooming/Driveway/Mechanical Yard</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Cages and cage doors are clean				
Clean newspaper in cages				
Fresh food and water in each occupied cage				
Each cage with puppy has correct kennel card				
Humane number of puppies in each cage/run				
Bathing sink is clean and free of debris				
Trash dumpster not overflowing				
Intake area floor clean and free of debris				
<b>Comments/Actions Needed</b>				

<b>Pavilion</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Clean floors				
Fencing and doors around pavilion in working order				
Fans and outside lights in working order				
<b>Comments/Actions Needed</b>				
<b>General Premises</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Landscaped area free of feces				
Dog waste stations stocked				
Trash receptacles not overflowing				
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes				
<b>Comments/Actions Needed</b>				

**Additional Notes:**

---



---



---



---



---

# PETCO SPAY + NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Excellent	Good	Fair	Poor
All Customers greeted when they arrive				
Clean floors & windows				
Proper signage in place				
Reception area neat & orderly				
Men's restroom clean and stocked				
Women's restroom clean and stocked				
<b>Comments/Actions Needed</b>				
Cat Holding Area	Excellent	Good	Fair	Poor
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Fresh newspaper in each cage				
There are no offensive odors				
Each cage with cat has correct kennel card				
Any post-surgery cats are being recovered properly				
<b>Comments/Actions Needed</b>				
Dog Holding Area (Right)	Excellent	Good	Fair	Poor
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Fresh newspaper in each cage				
There are no offensive odors				
Each cage with dog has correct kennel card				
Any post-surgery dogs are being recovered properly				
Sink area is clean and free of debris				
<b>Comments/Actions Needed</b>				
Prep Area	Excellent	Good	Fair	Poor
Staff are wearing proper medical attire to include gloves & medical masks				
Prep sinks are in working order, clean, and free of debris				
Medical equipment are in working order and clean				
Controlled Medical Drugs are properly secured				
Clean floors and tables				
There are no offensive odors				
<b>Comments/Actions Needed</b>				

<b>Surgery Suite</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Staff are wearing proper medical attire to include gloves & medical masks				
Medical equipment are in working order and clean				
Fresh surgery packs are used for each pet				
Pets are properly sedated, and secured to surgery table				
Clean floors and tables				
<b>Comments/Actions Needed</b>				
<b>Dog Holding Area (Left)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Fresh newspaper in each cage				
There are no offensive odors				
Each cage with dog has correct kennel card				
Any post-surgery dogs are being recovered properly				
Sink area is clean and free of debris				
<b>Comments/Actions Needed</b>				
<b>Work Area</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Work tables and cabinets are clean				
Medical equipment are in working order and clean				
<b>Comments/Actions Needed</b>				

**Additional Notes:**

---



---



---



---



---



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

**Advisory Board Inspection Checklist  
– Brooks Facility–**

**Advisory Board Member Name:** \_\_\_\_\_

**Date of Inspection:** \_\_\_\_\_ **Time of Inspection:** \_\_\_\_\_

<b>Main Kennel Buildings</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Proper Signage in place				
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Each occupied run has correct kennel card				
Aisles are free of debris or safety hazards				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer				
Sinks and tubs are in working order, clean, and free of debris				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
<b>Comments/Actions Needed</b>				
<b>General Premises</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Grass area is not overgrown and landscaped appropriately				
Grass area is free of feces				
Premises does not show signs of flea or tick infestation				
<b>Comments/Actions Needed</b>				

**Additional Notes:**

---



---



---