

City of San Antonio



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2016 AUG 10 PM 3:33

AGENDA Animal Care Services Advisory Board

Wednesday, August 17, 2016

6:30 PM

4710 State Hwy 151

A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, AUGUST 17, 2016 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

Call to Order

1. **16-4405** Approval of Minutes for the June 15, 2016 Animal Care Services Advisory Board Meeting.

Director's Report

2. **16-4406** Animal Care Services Director's Report regarding the proposed FY 2017 and performance measures pertaining to field, live release, shelter, clinic operations, and education and outreach divisions. [Xavier Urrutia, Interim Director, Animal Care Services]

Individual Items for Consideration

3. **16-4407** Election of Animal Care Services Advisory Board Officers. [Michael Shannon, Assistant Director, Development Services Department]
4. **16-4408** Staff briefing and ACS Board discussion regarding the Indigent Program at Animal Care Services. [Heber Lefgren, Assistant Director, Animal Care Services]
5. **16-4409** Report regarding the inspections of Animal Care Services facility located at 4710 State Highway 151, Brackenridge facility located at 210 Tuleta and the ADL Stray Kennels facility located at 11300 Nacogdoches Road. [Rita Braeutigam, ACS Advisory Board Chair]

Citizens to be Heard

Determination of Next Meeting Date

Adjournment

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.

ACCESSIBILITY STATEMENT: 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.

Animal Care Advisory Board Members:

Michael Shannon, Mayor's Appointee | Seamus Nelson, Dist. 1 Appointee| Dr. Shannon Espy, Dist. 2 Appointee| George Garcia, Dist. 3 Appointee| Rita Braeutigam, Chair, Dist. 4 Appointee| Karen Speer, Board Secretary, Dist. 5 Appointee | Virginia Brown, Dist. 6 Appointee| Valerie Moore, Dist. 7 Appointee| Mona Thaxton, Vice Chair, Dist. 8 Appointee| Debra Innocenti, Dist. 9 Appointee| Sallie Scott, Dist. 10 Appointee

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ANIMAL CARE SERVICES ADVISORY BOARD

Work Session Meeting Minutes

June 15, 2016, 6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78284

ACS Board Members: Rita Braeutigam-Chair, Mona Thaxton-Vice Chair², Karen Speer-Secretary, Virginia Brown, Shannon Espy, Sallie Scott, George Garcia, Debra Innocenti², Valerie Moore, Seamus Nelson, and Michael Shannon

Ex-Officio Members: Xavier Urrutia, Maria Villagomez, and Roger Pollock²

Staff Liaison: Maria Kieke

I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:30 PM.

II. Discussion of the City Council Goal Setting Session from June 8, 2016 for the FY 2017 Budget

Xavier Urrutia presented the Goals and Objectives discussed at Council for the FY17 Budget and the direction that guided the development of service priorities for the ACS department pertaining to live release, stray roaming, and education and outreach.

III. Review and discussion of Spay/Neuter progress in the City of San Antonio

Heber Lefgren presented to the Board a work session presentation recap from February 2016 pertaining to the impact of spay/neuter services in the community and planning for the future which led to the discussion of proposed solutions to the current challenges.

IV. Presentation and discussion of the FY 2017 City Budget process

Heber Lefgren presented various processes and performance measures used for the development of the City's upcoming FY 2017 Budget. He opened the item for ACS Board member input and answered questions.

V. Next meeting

The next ACS Advisory Board meeting was scheduled for August 17, 2016 at 6:30 p.m.

VI. Adjournment

Meeting adjourned at 8:38 p.m.

² Indicates not present at Board Meeting



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



August 17, 2016

ACS continues to see great success in the community. ACS has maintained a Live Release rate of 88% for the fiscal year-to-date including an impressive 90% Live Release rate for all animals coming into ACS during the heavy intake summer month of July.

While the full statistical update can be seen further in this report, I would like to highlight a few key items. Nearly 6,300 free registered microchips have been implanted. Over 4,600 pets have been returned to their owner – 56% increase over the same time period last year. For the same time period: Euthanasia is down 20%; dog impounds are up 10%; bite cases are down 9% and citations are up 46% (mainly civil citations which focuses on obtaining compliance in favor of reduced fees).

I am amazed by the remarkable work of our energetic and committed staff, volunteers, and community partners.

FY 2017 BUDGET: With Advisory Board recommendations, the department has worked with the City Manager's Office and the Office of Management and Budget to identify budget strategies for next year. The department's proposed initiatives for FY 2017 include additional funding to maintain existing programs aimed at increasing the department's live release rate through programs like the HVPP/RPIP rescue program and the Enhanced Intake & Admissions Counseling program; enhancing enforcement and increasing education & community engagement through the District-based Officer program and resources for additional marketing; and controlling the stray animal population through the use of the Indigent Fund to provide resources that aid residents in keeping pets on their property.

The budget will be proposed to the City Council on August 18, 2016, followed by a series of Budget Open Houses with various City departments' executive staff in attendance to discuss with residents their respective departmental and budget priorities for the coming year. The budget is scheduled to be adopted by the City Council on September 15, 2016 and Fiscal Year 2017 beginning on October 1, 2016.

NATIONAL AWARD: In July 2016, ACS received the "There's No Place Like Home" award as a *No More Homeless Pets Network Partner* at the Best Friends Animal Society National Conference in Salt Lake City, Utah. The recognition is awarded to a municipal shelter who had the most adoptions from the total of all Best Friends promotions participated in for the 2015 calendar year. Some of the adoptions sponsored by Best Friends include: \$9 for Nine Lives Cat Adoption Event, Love is Ageless (Pets 5+Years), Zappos 'Clear the Shelter', Bring Joy to Your World and Whiskers in Wonderland Holiday Adoption Events. These events helped find homes for 712 lucky dogs and cats. ACS Chief Veterinarian, Dr. Marilyn Gotbeter, attended the conference as a speaker and accepted the award on ACS' behalf. Kudos to the ACS Adoptions Team and to all ACS divisions who supported this great achievement.



CRUELTY INVESTIGATIONS UPDATE: The following are a couple of updates on some of the more recent high-profile cruelty cases in San Antonio:

- In June 2016, Gary Kennedy was sentenced to 15 years in prison for beating a young Sharpei-mix dog to death with a piece of metal rebar and stuffing its body into a trash bag. Kennedy has been in jail since his arrest two years ago. Kennedy pled no contest to the crime and was handed the maximum sentence allowable due to the nature of the beating and prior conviction for violent offenses.
- In August 2016, Ignacio Sanchez Alvarez, the man accused of pouring acid on Rosie in summer of last year, pled guilty to felony charges of animal cruelty and will serve 4 years in prison. Alvarez sustained an enhanced sentence due to the use of a deadly weapon and must serve more than two year of his sentence in order to be eligible for parole. Rosie was horrifically burned with acid across 100 percent of her face and head that temporarily blinded her, ate away at her ears, and left her scarred for life. Rosie is happy and healthy with her new family.

I am extremely proud of our Investigations Team and all of our ACS staff for their great work, testimony, and support in bringing these pet owners to justice.



STAFFING UPDATE: The department is delighted to announce several staffing updates:

- Michael Rodriguez has been named the department's Assistant to the Director. Michael has over 10 years of professional experience and holds a Master's Degree in Public Administration. Michael has been with the City for 5 years, and prior to coming to ACS, worked as the City's Growth Plans Manager with the Department of Human Services. Michael was in charge of providing administrative support to the City's Deputy City Manager for the SA Tomorrow Comprehensive Planning process. He also served for two years as the Deputy City Manager's Executive Assistant where Michael, among other tasks, assisted with the development of the City's Pre-K 4 SA initiative. Michael will provide direct administrative support to the ACS Director and will also oversee the Administration division to include fiscal services, contract and statistical support, and customer service.
- Shannon Sims has been promoted to department's Chief Field Operations Officer. Shannon has been with ACS for the past 2½ years where he was the department's Field Operations Manager. During this time, he developed several successful programs that have increased the operational capability and streamlined processes within the Field Division. Some highlights include electronic Officer roadlogs and ACO performance system, District-based Officer program in high need districts, and a dedicated Return-to-Owner (RTO) Officer. Shannon has over 22 years of experience in Operations Management and Process Improvement as a Senior Enlisted member and Officer within the US Marine Corps. He has a Master's degree in Business Administration with a concentration in Project Management and is Lean Six Sigma trained. Shannon will oversee the Field Operations Division to include dispatch, patrol, specialized officers, and investigations.
- Sally Heins joins ACS as the Clinic Operations Manager. Sally comes to ACS following a 10-year career with Best Friends Animal Society's Clinic Division at their sanctuary in Utah. Sally's experience at Best Friends encompassed both the hands-on functions of a Veterinary Technician and the administrative duties of a Manager. Sally played an integral role in the creation and growth of the Large Animal Satellite Animal Clinic at Best Friends as services expanded to provided advanced veterinary care for horses and other hooved-animals. Sally and her family share their new home in San Antonio with their feline and canine companions: Augie, Rhoades, Grady, and Lilly Jane. Sally will oversee the business aspects of the Clinic division including inventory control, clinic flow, and staffing.



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



JUNE 2016 – JULY 2016

ENHANCED ENFORCEMENT

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Jun. Total	Jul. Total
Call-for-Service Requests (Overall)	102,855	100,000	85,895	83,511	79,712	7,324	7,543
<i>Citizen-Initiated</i>	74,563	74,000	62,284	61,813	57,122	5,335	5,360
<i>ACS-Initiated</i>	29,282	26,000	23,611	21,698	22,590	1,989	2,183
Impoundments (Overall)	29,727	30,000	24,783	25,050	26,334	2,940	2,742
<i>Dogs</i>	22,869	23,100	19,142	19,289	21,122	2,176	2,067
<i>Cats</i>	6,858	6,900	5,641	5,761	5,212	764	675
Impoundments (Field)	18,232	17,600	14,794	14,407	16,033	1,793	1,499
Return-to-Owners (Field)	1,892	2,150	1,471	1,792	2,533	253	265
Citations/Warnings Issued	7,136	6,500	5,915	5,388	5,657	835	1,078
Aggr./Dang. Dog Designations*	57		47		27		
Serious Bodily Injury Cases**	20		18		5		
Cruelty Cases Filed**	83		52		56		

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Jun. Total	Jul. Total
Surgeries Performed (Overall)	14,654	14,500	11,861	11,736	15,397	1730	1792
<i>ACS</i>	12,945	10,500	10,911	8,400	11,660	1,315	1,313
<i>Community Cat Program</i>	1,709	4,000	950	3,333	3,737	415	479
Surgeries Performed by Partners	13,458	11,875	10,850	10,724	11,245°	827°	573°
Deceased Dog/Cat Pick-Up	22,796		18,962		17,583	1,709	1,616

INCREASED LIVE RELEASE

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Jun. Total	Jul. Total
Live Release Rate	85%	85%	85%	85%	88.4%	86%	90%
Adoptions	6,673	6,800	5,586	5,692	6,042	629	750
Rescues	13,257	13,850	11,121	11,618	10,821	1,046	1,215
Return-to-Owners (Overall)	3,668	3,900	2,966	3,154	4,637	522	464
Trap-Neuter>Returns	937	950	838	850	825	100	156
Pets Fostered	1,241	1,000	981	870	1,293	203	144
Volunteer Hours	14,016	15,000	11,809	12,638	14,010	1,331	1,290

ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Jun. Total	Jul. Total
Education & Outreach Events		100+		83	353	41	48
Media Interactions	888	650		542	661	72	54
FY 2016 Budget	\$11.87 M	\$12.53 M		\$10.38 M	\$10.46 M		

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

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

° Information pending from Partners.