

City of San Antonio



RECEIVED
CITY OF SAN ANTONIO
CITY CLERK

2016 DEC -2 PM 12: 14

AGENDA Animal Care Services Advisory Board

Wednesday, December 7, 2016

6:30 PM

4710 State Hwy 151

City staff will be available to meet with citizens for questions at 5:45 PM

A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY TO CONSIDER THE FOLLOWING MATTERS:

Call to Order (6:30 pm)

1. **16-6028** Approval of minutes for the October 19, 2016 Animal Care Services Advisory Board meeting.

Director's Report

2. **16-6032** Animal Care Services Director's Report regarding the performance measures pertaining to field, live release, shelter, clinic operations, and education and outreach divisions. [Heber Lefgren, Director, Animal Care Services]

Individual Items for Consideration

3. **16-6029** Presentation on Continuing Education regarding kennel capacity issues. [Cynthia Martinez, ACS Kennel Manager]
4. **16-6030** Presentation outlining the strategy and detailed timeline associated with providing recommended changes to the Chapter 5 Ordinance. [Shannon Sims, Chief Field Operations Officer]
5. **16-6031** 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 (8:00 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 above 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| Sallie Scott, Dist.10 Appointee

RECEIVED
CITY OF SAN ANTONIO
CITY CLERK
2016 DEC -2 PM 12:14



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

October 19, 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 Chair, Karen Speer-Secretary, Virginia Brown², Valerie Moore, Sallie Scott, Shannon Espy, Seamus Nelson, George Garcia², and Michael Shannon²

Ex-Officio Members: Heber Lefgren, Maria Villagomez, and Roger Pollock

Staff Liaison: Maria Kieke

I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:33 PM.

II. Approval of Minutes from April 20, 2016 and August 17, 2016

Valerie Moore motioned to approve the April 20, 2016 and August 17, 2016 meeting minutes seconded by Sallie Scott. Motion passed.

III. Director's Report

Heber Lefgren presented the department highlights regarding FY 2016 statistical accomplishments, education & outreach team successes, new Brooks Spay/Neuter Clinic, and FY 2017 initiatives including his appointment as the new ACS Director. Full report handouts were provided to Board members.

IV. Discuss the FY 2017 Action Plan that includes the Animal Care Services Strategic Plan Update and potential changes to the City of San Antonio Chapter 5 Ordinance

Heber Lefgren presented to the board the FY 2017 Action Plan geared towards enforcement, controlling strays, live release and education & outreach. He also presented potential changes to the Chapter 5 Ordinance focused on litters, fowl and excess animals currently permitted under the chapter. He opened the item for ACS Board member input and answered questions. Full report handouts were provided to Board members.

V. Report regarding the inspection of Animal Care Services' Hwy 151, Brackenridge

Rita Braeutigam presented the inspection report for the ACS 151 facility. Mona Thaxton presented the inspection report for the ACS Stray Kennels at ADL.

VI. Citizens to be heard

1. Terrie MacLaren
2. Lisa Gulin gave time to Cindy Cox
3. Osanna Carrasco
4. Cindy Cox
5. Virginia Ramsey
6. Deanna Lee
7. John Bachman

VII. Next meeting

The next ACS Advisory Board meeting work session was scheduled for December 7, 2016 at 6:30 p.m.

VIII. Adjournment

The meeting adjourned at 8:28p.m.

² Indicates not present at Board Meeting



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



December 7, 2016

The holidays is a time of friendship, sharing, reflection, and giving thanks for those in our lives that bring so much love and joy – both humans and pets.

About two weeks ago, we received a happy tail update from a pet in our care. Flynn, a 9-month old labrador pointer blend came into ACS through one of our Animal Care Officers as a stray suffering from significant injuries resulting from being hit by a car. Our ACS clinic team immediately went to work stabilizing Flynn and treating his injuries. Knowing that Flynn was going to need some time before he could be placed in a forever home, our Rescue-Foster team worked swiftly to find him placement with one of our amazing rescue groups. Wayward Whiskers Rescue stepped up and rescued him. In just 6 weeks, Flynn looks like a whole new dog! Throughout his stay at ACS, Flynn was so sweet, gentle, and gave us lots of kisses and those always “gotcha” puppy dog eyes as our Clinic staff worked to treat him.



Flynn is a prime example of the symbiotic relationship between pets and people. We help them...they help us.

Recently, my family was sitting down watching a movie and Misha, our 4-year old Jack Russell Terrier that we adopted from ACS, jumped up on the couch and I watched as Misha would cuddle up next to one of my kids. They would naturally reach over and start to pet Misha while still entranced with the movie on the TV. Throughout the movie, one-by-one, Misha would give affection to one child and then move to the next. Each child instinctively showed Misha some love and Misha responded with nuzzles and licks. Having a pet as your family member helps increase the level of love and compassion shown towards family members, friends, and neighbors. Misha continues to be a solidifying force in our family, strengthens the values we are working to teach our kids, and we couldn't be more grateful.

I am thankful for our energetic, hardworking and committed staff, volunteers, and community partners and everyone's efforts to save lives and help our city promote the goodness that already exists in the community. I speak on behalf of all ACS employees in expressing our gratitude for the ability to help the 31,000 pets that come through our doors annually.

HOME FOR THE PAWLIDAYZ: In partnership with Best Friends Animal Society, ACS held a “Home for the Pawlidayz” adoption event from Black Friday, November 28th through Cyber Monday, November 30th. Through gracious support by Zappos, adoption fees were waived for all approved adoptions. Over the 4 day Black Furdary Weekend, ACS adopted out 218 pets, providing a “home for the pawlidayz” for hundreds of pets. Our friends at San Antonio Humane Society, Animal Defense League, and San Antonio Pets Alive also held the Home for the Pawlidayz adoption event.

BIG DOG GRANT PRESENTATION: In November, staff was presented with a check for \$50,000 from the San Antonio Area Foundation as part of the Big Dog Grant that ACS was awarded. The Big Dog grant provides funding for additional medical expenses for services such as heartworm treatment, specialized surgeries, and mange treatment – just to name a few – for big dogs at ACS to increase placement opportunities through the ACS Adoption Program. Special Thanks to Gavin Nichols and our friends at the San Antonio Area Foundation for their support.



PAUL JOLLY CENTER TRANSITION: The transfer of operations of the Paul Jolly Center for Pet Adoptions between our partners took place November 1st. The facility was closed for 10 days in order to set up new equipment and perform a deep cleaning of the facility. Both San Antonio Pets Alive! (SAPA!) and the Animal Defense League (ADL) began meeting with ACS in September to coordinate a transition strategy that would minimize any negative effects associated with the transition (such as needing to move pets out of the facility and possibly closing the facility for a period of time). We met regularly afterwards to resolve concerns that came up and to revise the strategy as needed.

ADL and SAPA! should both be commended for their hard work and help in fostering and executing a smooth transition. In a direct response to the transition plan that was jointly created, we were able to: (1) Maintain impoundments to FY 2016 rates; (2) Increase October's Live Release rate from 85% in October 2015 to 89% in October 2016; and (3) Maintain a similar Live Release rate (85%) during the first 15 days of November 2016 compared to the first 15 days in November 2016 (despite the Paul Jolly Center being closed for 10 days).

BROOKS SPAY/NEUTER CLINIC: Construction on the Brooks Spay/Neuter & Wellness Clinic located in District 3 remains on target. The exterior and interior shell of the building is complete. Crews are working on the flooring within the building and will be paving the parking lot next week. In September 2016, City Council approved the Request for Proposal process recommendation and awarded the operation and management of the clinic to the San Antonio Humane Society. The San Antonio Humane Society is gearing up to hit the ground running. The Grand Opening is currently scheduled for January 25th. A formal invite will be sent out to the Advisory Board over the coming weeks. Once opened in January 2017, this clinic will provide 5,000 low-cost spay/neuter surgeries in its first year (8,000 by Year 3 and beyond) and wellness services for area pet owners.



STAFFING UPDATE: There are several recent promotions and new hires within the Department that I would like to highlight:

- Aimee DeContreras has been promoted to the ACS Field Operations Manager. Aimee has nearly 10 years on animal experience including over 7 years as an Animal Care Supervisor where she handled Tactical Enforcement to include sweeps, traps, and permits teams. Most recently, Aimee serves as Commander of the ACS Animal Care Officer

Training Academy. Officer DeContreras will report to the Chief Field Operations Officer and assist in overseeing the Field Supervisors, Animal Care Investigators, and Animal Care Officers.

- Esteban Rodriguez has been selected as an Animal Care Supervisor in our Field Operations Division. Esteban brings over 8 years of experience working for animal services in El Paso working in various divisions of the department and most recently in Dallas as an Animal Care Officer where he was promoted to Supervisor and Field Manager for Dallas Animal Services. Officer Rodriguez oversees a team of several Animal Care Officers and the 4 community-based District Officers – a newly-funded FY 2017 budget initiative.
- Claudia Balarin has been selected as a Rescue-Foster Coordinator. Claudia comes to ACS with 3 years of animal handling and 4 years of digital marketing experience. Previously, Claudia managed the marketing department in one of Central Florida’s most popular pet resorts and was also a digital marketing Analyst for Darden Restaurants.
- Selections have been made for 3 Intake Coordinators who will handle the Enhanced Intake & Admissions Counseling Program – a newly funded FY 2017 budget initiative. All 3 selections are going through process and hope to have them in place before the Holidays. The 4 position – Animal Trainer – will be posted shortly for selection and hiring in late January.
- Applications for the Assistant Director position are being reviewed and will keep the Advisory Board posted throughout the interviewing and selection process.

UPCOMING EVENTS: The following are some of the many upcoming events at ACS:

DECEMBER

- Whiskers in Wonderland: City-Wide Adoption Event with Animal Care Services, Animal Defense League, San Antonio Humane Society and San Antonio Pets Alive! \$35 Dog Adoptions; \$15 Cat Adoptions.
 - December 9 – 11: 11:00am to 7:00pm at all locations of the 4 shelters listed above.
- Comprehensive Neighborhood Sweeps Initiative: December’s efforts will be in District 5.
 - December 10 & 16: Blockwalking Efforts
 - December 17: Free Rabies/Microchip Vaccination Clinic from 10:00am – 1:00pm at Collin Gardens Park.
- ACS Modified Hours & Holiday Closures: ACS will be open from 11:00am – 3:00pm on Christmas Eve (12/24/16) and New Year’s Eve (12/31/16). In observance of the Christmas Day and New Year’s Day Holidays, ACS will be closed to the public on 12/25/16 and 1/1/17. ACS will still have staff on caring for pets on campus and Animal Care Officers will be responding to high priority call-for-service requests.

JANUARY

- Comprehensive Neighborhood Sweeps Initiative: January’s efforts will be in District 6.
 - January 6: Microchip Mania! Clinic from 2:00pm – 5:00pm at Meadowcliff Community Center
 - January 15 & 20: Blockwalking Efforts
 - January 21: Free Rabies/Microchip Vaccination Clinic from 10:00am – 1:00pm at Collin Gardens Park.
 - January 28: Free Rabies/Microchip Vaccination Clinic from 1:00pm – 5:00pm at ACS.
- Free Rabies/Microchip Vaccination Clinic from 10:00am – 1:00pm at McAllister Park (Dog Park Parking Lot).
- Meet the Director: Held during each off month of the ACS Advisory Board Meeting. Informal forum to have respectful, open discussion with the ACS Director. The next Meet the Director forum will be held in the ACS Training Rooms on January 18 from 5:00pm – 6:00pm.



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



OCTOBER 2016 – NOVEMBER 2016

ENHANCED ENFORCEMENT

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	Oct. Total	Nov. Total
Call-for-Service Requests (Overall)	100,962	101,000	17,152	17,158	16,045	8,369	7,676
<i>Citizen-Initiated</i>	69,184	69,000	12,003	11,973	11,213	5,672	5,541
<i>ACS-Initiated</i>	31,778	32,000	5,149	5,185	4,832	2,697	2,135
Impoundments (Overall)	31,811	31,000	4,892	5,056	5,104	2,548	2,556
<i>Dogs</i>	25,347	24,557	3,924	4,057	4,004	1,985	2,019
<i>Cats</i>	6,464	6,443	968	999	1,100	563	537
Impoundments (Field)	17,557	18,440	3,002	3,154	3,250	1,481	1,498
Return-to-Owners (Field)	3,055	3,800	490	609	533	271	262
Citations/Warnings Issued	10,933	13,000	1,651	1,963	2,175	1,194	981
Aggr./Dang. Dog Designations*	34		N/A*		N/A*		
Serious Bodily Injury Cases**	7		N/A**		N/A**		
Cruelty Cases Filed**	72		N/A**		N/A**		

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	Oct. Total	Nov. Total
Surgeries Performed In-House	18,729	17,125	2,909	2,661	3,324	1,658	1,666
<i>ACS</i>	14,069	13,125	2,104	1,963	2,482	1,159	1,323
<i>Community Cat Program</i>	4,660	4,000	805	698	842	499	343
Surgeries Performed by Partners	12,373	11,225	2,695	741†	510	202°	308°
Microchips Registered	22,251	22,000	3,620	3,579	3,546	1,795	1,751
<i>Free 5K</i>	7,391	5,000	1,353	915	1,138	588	550
Deceased Dog/Cat Pick-Up	21,321		3,841		1,995°	1,995	N/A

INCREASED LIVE RELEASE

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	Oct. Total	Nov. Total
Live Release Rate	88%	88%	85%	85%	89%	89%	89%
Adoptions	7,192	7,300	1,127	1,144	1,253	594	659
Rescues	13,096	12,900	1,954	1,925	1,964	1,059	905
Return-to-Owners (Overall)	5,769	6,400	816	905	1,182	618	564
Trap-Neuter>Returns	1,051	680	133	86	184	88	96
Pets Fostered	1,461	1,500	186	191	235	101	134
Volunteer Hours	16,397	17,000	3,042	3,154	3,043	1,562	1,482

ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	Oct. Total	Nov. Total
Education & Outreach Events	392	400	67	68	58	34	24
Media Interactions	816	750	162	149	117	67	50
FY 2016 Budget	\$12.93 M	\$13.93 M		\$2.21 M	\$2.04 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.

†FY 17 YTD Target has been modified to include only those partners that we have received information from to provide a valid target to actual comparison.