

City of San Antonio



AGENDA Animal Care Services Advisory Board

Wednesday, April 19, 2017

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, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, APRIL 19, 2017 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

Call to Order (6:30pm)

1. **17-2760** Approval of minutes for the February 15, 2017 Animal Care Services Advisory Board meeting.

Director's Report

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

2. **17-2754** Discussion of the ACS Strategic Plan and City of San Antonio's Chapter 5 Ordinance. [Michael Rodriguez, Assistant to the Director, Animal Care Services]
3. **17-2756** Update and possible action on State Legislative issues regarding animals. [Heber Lefgren, Director, Animal Care Services]
4. **17-2758** Report regarding the inspections of Animal Care Services facility located at 4710 State Highway 151, Brackenridge facility located at 210 Tuleta, ADL Stray Kennels facility located at 11300 Nacogdoches

Advisory Board

Rd., and Brooks facility located at 8034 City Base Landing. [Rita Braeutigam, ACS Advisory Board Chair]

Citizens to be Heard

Determination of Next Meeting Date

Adjournment (8:00pm)

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| Susan Beldon, Dist. 9 Appointee| Sallie Scott, Dist. 10 Appointee



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

February 15, 2017, 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 Brown, Valerie Moore, Sallie Scott, Shannon Espy, Seamus Nelson, George Garcia, Michael Shannon and Susan Beldon²

Ex-Officio Members: Heber Lefgren, Maria Villagomez, and Roger Pollock²

Staff Liaison: Maria Kieke

I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:35 PM.

II. Approval of Minutes from February 15, 2016

Shannon Espy motioned to approve the February 15, 2016 meeting minutes seconded by Michael Shannon. Motion passed.

III. Director's Report

Heber Lefgren presented ACS highlights regarding the City Council "B" Session presentation on February 8th, PetHUB Initiative, Brooks Spay/Neuter Clinic, Specialty Animal Impounds and staffing update and statistical December 2016 thru January 2017 performance indicator report. Full report handouts were provided to Board members.

IV. Presentation on legislative issues in the State of Texas regarding animals

Heber Lefgren presented to the Board a presentation regarding animal related legislative bills in the State of Texas that do not negatively impact the ACS Shelter Operations. He opened the items presented for ACS Board member input and answered questions. Full report handouts were provided to Board members.

V. Discussion and Presentation regarding ACS Board Member Orientation

Heber Lefgren and Rita Braeutigam presented a new program initiative called "ACS Advisory Board Liaison" that provides a summary of Liaison assignments and associated responsibilities of the Liaisons to Board members as a method to enhance ACS's responsiveness and to provide additional pro-active services to the ACS Board members about ACS policies, protocols, and practices.

VI. Briefing and update on the revision process of the City of San Antonio's Chapter 5 Ordinance regarding animals and the ACS Strategic Plan

Michael Rodriguez presented to the Board an update on Chapter 5 and ACS's Strategic Plan. He spoke about the Chapter 5 revision plan, Strategic Plan revision, ACS Advisory Board Chapter 5 Subcommittee, projected timeline and the planned community input meetings schedules within the 10 council districts. He opened the items presented for ACS Board member input and answered questions. Full report handouts were provided to Board members.

VI. Report regarding the inspection of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta and the ADL Stray Kennels facility located at 11300 Nacogdoches Road

Rita Braeutigam presented the inspection report for the ADL Stray Kennels facility. Shannon Espy and Val Moore presented the inspection reports for the Brackenridge facility. George Garcia presented the inspection report for the 151 main campus facility.

VII. Citizens to be heard

1. John Bachman
2. Jen Studley
3. Deanna Lee gave time to John Bachman
4. Osanna Carrasco
5. Angelia Tate gave time to Deanna Lee
6. Mary Ouler

² Indicates not present at Board Meeting

7. Kell Keenan

VIII. Next meeting

The next ACS Advisory Board meeting work session was scheduled for April 19, 2017 at 6:30 p.m.

IX. Adjournment

The meeting adjourned at 8:28p.m.



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



April 19, 2017

Jaxx came to ACS on August 24, 2016, with injuries to his leg requiring a traumatic partial amputation of his hind leg. He showed severe trust issues and alternated between happy smiles, tail wags and kisses to howling, yapping, and crying. Our rescue foster team worked diligently to earn his trust. We found a rescue group to foster him after a successful surgery. A lot of love and dedication went into saving Jaxx, and we were thrilled to get him the happy ending that he deserved.

Shortly after the surgery, foster/trainer, Diana Hanson spent extensive time rehabilitating Jaxx. In February 2017, Diana was walking Jaxx in public when a man approached her and said Jaxx reminded him of his nephew's dog. His nephew had lost his dog in a home burglary in Austin. Diane explained to the man that Jaxx was found as a stray in San Antonio.



Diana later received a call from the nephew. He asked Diana if he could send her some pictures of Jaxx and see if the markings matched. The markings were similar, so they agreed to meet and confirm his long lost companion. As soon as they were reunited, Jaxx immediately ran towards the young man hugging and embracing his found owner.

ACS was able to help Jaxx recover and be reunited after such a terrible ordeal.

This is a great example of how ACS staff works together to assist all pets that come into our care to include reuniting pets with their owners, releasing pets to rescue groups and adopting pets to residents. The staff has worked hard to achieve a 91% Live Release rate from October through March while maintaining similar impoundments from FY 2016. For the first time in the History of ACS, our Return to Owner (RTO) program, which ensures 23% of all pets are returned to their owners, now functions at a similar level as our Adoption program. This is a significant accomplishment seeing that RTOs nationally are around 10%. This also demonstrates the positive impact that the mandatory microchipping ordinance and our efforts to provide free microchips are having in the community.

Returning pets to their owner is also beneficial from an educational and enforcement standpoint as it allows opportunities to have crucial conversations with pet owners. Through March, ACS issued nearly 6,500 citations which are approximately 1,200 higher than the same period last year. The conversations we are having with pet owners are taking the officers a little more time to complete a call, which results in a reduction of ACS initiated service requests, but we believe it is well worth the time and will continue to provide a positive impact to the community.

ACS STRATEGIC PLAN AND CHAPTER 5 UPDATE: ACS has hosted five of eight community meetings to receive input on potential revisions to Chapter 5 and the ACS Strategic Plan. Community meetings have been met with positive feedback from residents and are providing additional insight towards the future direction of ACS. As of April 14, 2017, ACS has received 600 completed surveys from the community meetings and online. Michael will provide greater detail during the business portion of the meeting.

HUMANE EDUCATOR NATIONAL CERTIFICATION: Animal Care Services has become the largest municipal shelter in Texas to have certified Humane Educators on staff to provide educational programs and outreach for the community. Josie Espinoza and Lyssa MacMillan, Education Coordinators with the ACS Education and Outreach Team, recently completed a 15-month national certification program to become Humane Educators through the Prosocial Learning Academy and the Humane Society of the United States. Using data and expertise gained by their course of study, Lyssa and Josie have already revamped the department's education programs to include updating the responsible pet ownership and bite prevention strategies for multiple target audiences.

NEW MICROCHIPS: Animal Care Services is transitioning to a new microchip provider through the Found Animals Registry. These microchips are utilized by ACS as a permanent form of licensing and as a way to identify animals in the event they become lost or stolen. All animals reclaimed by their owner or adopted from ACS are microchipped, unless medically prohibited. Registered microchips are recorded in a National Pet Recovery System that list contact information for the pet's owner, alternate contact information for the pet owner, and veterinarian information shortly after the adoption is finalized. Registered microchips play a vital role in ensuring lost pets are returned to their owners. By recording the pet owner's contact information with the microchip provider, Animal Care Services will enhance their resources to help ensure the pet is returned to their family. In addition to increasing the shelter's live release rate, these pet-owner reunions ease shelter overcrowding by facilitating positive outcomes earlier.

TEXAS UNITES FOR ANIMALS CONFERENCE: ACS will have a large presence at the Texas Unites for Animals Conference on April 22 through April 24 in Austin, Texas. The conference will have 55 workshops to include, field services, adoptions and placements, health, behavior, marketing, shelter medicine, and executive leadership training. ACS staff will attend the workshops to find ways to improve ACS.

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

- Sony Peronel has been selected as the Animal Care Services' Special Projects Manager. Before joining ACS, Sony worked as a Human Resources Analyst and helped modernize the City's Workforce Diversity Plan. Sony was also selected by the City Manager for the nationally recognized Management Fellowship program. During his fellowship, Sony gained experience coordinating, planning, and monitoring projects in the City Manager's Office, Center City Development and Office of Management and Budget. Sony has over four years of local government experience including work abroad in Seoul, South Korea. He has a Master's degree in Urban and Regional Planning. Sony will oversee contracts, assist with the budget process and working on special projects to include Chameleon and tracking department performance measures.
- Other new hires include Adan Perez, ACS Officer; Melody Forshey, ACS Officer; Claudia Balarin, Rescue Foster Coordinator; Tabitha Sanders, Rescue Foster Coordinator; Shane West, Rescue Foster Coordinator; Daphne Jones-Sgro, ACS Officer; Jill Lotspeich, ACS Office; and, Lauren Woodard, Live Release Program Coordinator.

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

APRIL

- Furry Fiesta Frenzy: Ole! Ole! All approved adopters - Crack a cascarone to identify your reduced adoption fee! Close out Fiesta with a new friend.
 - April 17-24: 11:00am to 7:00pm – Animal Care Services

- ACS Community Input Meetings on Chapter 5 & Strategic Plan Revisions: Animal Care Services will host a series of public meetings across the community to discuss potential revisions to local animal laws as well as the shelter’s Strategic Plan. San Antonio residents are invited to offer input at any of the planned meetings.
 - April 18 – Miller’s Pond Community Center from 6:30pm to 8:00pm.
- Comprehensive Neighborhood Sweeps Initiative: April’s efforts will be in District 4. These events will be held at the Ramirez Community Center.
 - April 15: Block walking Efforts from 8:00am to 12:00pm
 - April 22: Free Rabies/Microchip Clinic from 10:00am to 1:00pm
- National Adopt a Shelter Pet Day: This nationally recognized day raises awareness about the thousands of pets in shelters across the country waiting for their new home. \$25 Dog Adoptions; \$15 Cat Adoptions.
 - April 30: 11:00am to 7:00pm – Animal Care Services

MAY

- ACS Community Input Meetings on Chapter 5 & Strategic Plan Revisions: Animal Care Services will host a series of public meetings across the community to discuss potential revisions to local animal laws as well as the shelter’s Strategic Plan. All meetings will begin at 6:30 PM. San Antonio residents are invited to offer input at any of the planned meetings.
 - April 18: Millers Pond Community Center
 - May 4: Harlandale Community Center
 - May 16: Melendrez Community Center
- Comprehensive Neighborhood Sweeps Initiative: May’s efforts will be in District 6. These events will be held at the Cuellar Community Center.
 - May 5: Microchip Mania! Free Microchip Clinic from 2:00pm to 5:00pm
 - May 12: Block walking Efforts from 8:00am to 12:00pm
 - May 20: Free Rabies/Microchip Clinic from 10:00am to 1:00pm
- Meet the Director: During each off month of the ACS Advisory Board Meeting, the ACS Director will hold an informal forum to “Meet the Director” with an opportunity to have respectful, open discussion about ACS. This is an opportunity for citizens to provide input and feedback to the Department Director.
 - May 17 – Animal Care Services from 5:00pm to 6:00pm



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



FEBRUARY 2017 – MARCH 2017

ENHANCED ENFORCEMENT

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	Feb. Total	Mar. Total
Call-for-Service Requests (Overall)	100,962	101,000	50,435	50,454	48,927	7,298	8,691
<i>Citizen-Initiated</i>	69,184	69,000	34,756	34,665	33,981	5,177	6,096
<i>ACS-Initiated</i>	31,778	32,000	15,679	15,789	14,946	2,121	2,595
Impoundments (Overall)	31,811	31,000	14,922	14,739	14,741	2,273	2,592
<i>Dogs</i>	25,347	24,557	12,604	12,385	12,136	2,000	2,185
<i>Cats</i>	6,464	6,443	2,318	2,354	2,605	273	407
Return-to-Owners (Field)	3,055	3,800	1,506	1,873	1,781	321	290
Citations/Warnings Issued	10,933	13,000	5,267	6,263	6,437	1,035	968
Aggr./Dang. Dog Designations*	34		5*		12*		
Serious Bodily Injury Cases**	7		2**		4**		
Cruelty Cases Filed**	72		21**		12**		

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	Feb. Total	Mar. Total
Surgeries Performed In-House	18,729	17,125	8,930	8,174	9,516	1,406	1,649
<i>ACS</i>	14,069	13,125	6,699	6,253	6,968	892	1,137
<i>Community Cat Program</i>	4,660	4,000	2,231	1,922	2,548	514	512
Surgeries Performed by Partners	12,373	11,225	8,005	7,683	5,689 ^o	1,059	434 ^o
Microchips Registered	22,251	22,000	11,445	11,316	11,271	1,686	2,098
<i>Free 5K</i>	7,391	5,000	4,134	2,797	4,264	767	881
Deceased Dog/Cat Pick-Up	21,321		10,519		10,339	1,487	1,814

INCREASED LIVE RELEASE

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	Feb. Total	Mar. Total
Live Release Rate	88.4%	89.0%	88.8%	89.0%	91.4%	94.2%	91.6%
Adoptions	7,192	7,300	3,580	3,634	3,515	449	533
Rescues	13,096	12,900	6,163	6,071	6,141	1,041	1,171
Return-to-Owners (Overall)	5,769	6,400	2,732	3,031	3,437	545	569
Trap-Neuter>Returns	1,051	680	401	259	475	24	58
Pets Fostered	1,461	1,500	570	585	497	46	69
Volunteer Hours	16,397	17,000	8,545	8,860	7,752	1,539	1,462

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	Feb. Total	Mar. Total
Education & Outreach Events	392	400	197	201	166	25	28
Media Interactions	816	750	449	413	325	69	41
FY 2017 Budget	\$12.93 M	\$13.93 M		Pending ^Δ	Pending ^Δ		

*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.

^o Information pending 2 Partners quarterly report from January through March and 2 partners March report.

^ΔFY 17 YTD Target Budget pending adjustments due to change of several program implementation dates from later in FY to earlier in FY. Department is on budget.