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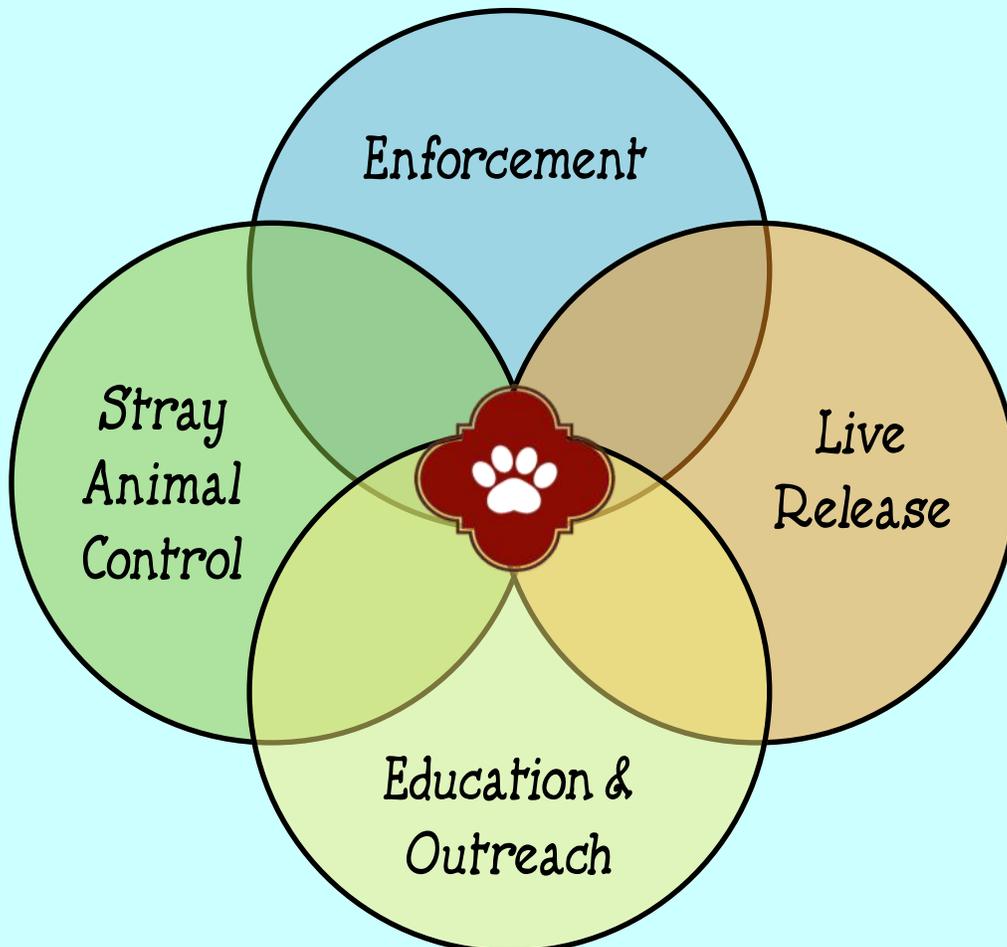
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OUR MISSION

Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety, and welfare of the residents and pets of San Antonio through education, enforcement, and community partnership.

OUR STRATEGIC PRIORITIES



THE DIRECTOR'S DESK

The department's Revised Strategic Plan now has four critical priorities: 1) Enhanced Enforcement; 2) Controlling the Stray Population; 3) Increasing the Live Release rate; and 4) Engage & Educate the Community.

Our staff continue to go above and beyond and think innovatively in support of these priorities. Departmental initiatives such as eliminating the City's licensing program in favor of a registered microchip and focused efforts from our RTO officer has gotten more pets home this year than ever before. Other FY 15 successes include the transition of the Community Cat Program, the grant-funded Pets for Life program, and additional funding for community spay/neuter surgeries. And we're not done yet!



We have some great things in store for FY 2016 including an enhanced intake/admissions counseling program, a grant-funded "big dog" program and trainer that will help get our harder to place pets - big dogs - into their "fur"ever homes and the building of the 7th high-volume spay/neuter clinic in SA.

I am grateful for the work that our Staff and partners do every day for the pets in our community. We are thrilled to continue to have the support of ACS staff, volunteers, the ACS Advisory Board, City Council, community partners, and the public.

Thank You,

Kathy Davis, ACS Director

THE CHAIR'S CORNER



Another year full of great success stories. ACS continues to go to great lengths to care for the residents and pets in our community.

The efforts of the department's Education & Outreach team are bountiful and we are seeing the effects of the team having critical conversations with residents in our community.

In addition, the new spay/neuter clinic in City Council District 3 will add needed services to an area that has been underserved. Spay/Neuter is a critical component to reducing pet overpopulation in our neighborhoods, keeping pets on their property, and subsequently, increasing the department's Live Release rate. We are making spay/neuter a focused initiative on the Board this coming year as well.

The ACS Advisory Board will continue to provide our unwavering support and look forward to an fruitful FY 2016.

Thank You,

Rita Braeutigam, ACS Advisory Board Chair

KEY INITIATIVES - UPDATE

In FY 2015, ACS proposed a multitude of new initiatives which support enhanced enforcement, an increase in live release and controlling the stray population, while encouraging responsible pet ownership. The following is an update on several key Department Initiatives.

INITIATIVE	DESCRIPTION	UPDATE
Registered Microchip as Pet License	<p>Despite the issuance of over 30,000 free licenses and over 65,500 purchased licenses over the last three fiscal years, the renewal rates for the City's licensing program has been below expectations. Therefore, the FY 15 Adopted Budget includes a reduction of \$70,000 in operating costs associated with the City's Free Licensing program.</p> <p>The department will pursue an ordinance amendment to utilize a registered microchip as the required pet license, contingent upon ACS Advisory Board recommendation and subsequent City Council approval.</p>	<p>The department presented the proposed ordinance amendment to the ACS Advisory Board and received subsequent support in December 2014. This initiative was presented in March 2015 to the City's Quality of Life Committee, approved by the full City Council in April 2015 and enforcement began in July 2015.</p> <p>As part of the department's awareness efforts and in association with a City Council approved mid-year budget adjustment of funding for 5,000 free microchips, ACS conducted numerous Free Microchip MANIA! Clinics around the community where we provided over 3,500 free microchips in less than 4 months. Including the free microchips provided to the community, ACS ensured over 18,000 microchips were registered in FY 15.</p>
ACS TNR/SNR Program	<p>The highly successful Best Friends Animal Society Community Cat Program ended March 31, 2015. Through the continued education of best practices, ACS will implement a TNR/SNR (Trap-Neuter-Return/Shelter-Neuter-Return) Program. The FY 2015 Adopted Budget provides funding for an additional Coordinator to carry out duties related to TNR/SNR. The implementation of the in-house program will also include the mapping of procedures and policies to insure a smooth transition from Best Friends to ACS.</p>	<p>The ACS Community Cat Program launched in mid-April 2015 and included the hiring of the Community Cat Program Coordinator to oversee the daily operations of the Program.</p> <p>In just 6 months, ACS loaned just under 350 traps to citizens for humane cat trapping, issued over 3,300 vouchers for community cat surgeries and performed over 1,700 in-house surgeries on community cats, preventing thousands of unwanted births.</p>
Clinic Staff Surgeons	<p>ACS will hire two in-house Staff Veterinarians that will allow the department to continue to perform the high level of spay/neuter surgeries completed daily in addition to more specialized surgeries for pets needing additional medical treatment prior to positive placement.</p>	<p>ACS hired 1 Staff Veterinarian, has placed a standing posting for the remaining Staff Veterinarian position and are working with the City's Executive Recruiter to identify top quality candidates. The department will continue to review candidates and intends to fill the remaining position in FY 16.</p>
Maintain 80% Live Release Rate	<p>The FY 2015 Adopted Budget provides funds needed to maintain 80% Live Release Rate for all pets in our care. Additionally, the department set a goal to maintain 90% or above Live Release Rate for both our kitten and puppy (under 4 months) populations.</p>	<p>The department has achieved a historic 85% Live Release rate in FY 2015.</p> <p>Additionally, the department has a Live Release rate of 91.4% (kittens) and 97.1% (puppies) for pets 4 months and under.</p>

KEY INITIATIVES - UPDATE

CNSI

The Comprehensive Neighborhood Sweeps Initiative (CNSI) completed its fourth consecutive year offering all-inclusive services and programs emphasizing responsible pet ownership offered to targeted areas within the community. Through staff/volunteer block walking efforts, nearly 19,000 homes were provided information on sterilization services, City Ordinances, and low-cost vaccination clinics resulting in over 2,500 free rabies vaccinations administered. These efforts were followed by an enforcement period conducted by ACS Sweeps Officers where over 940 stray and roaming animals were impounded from City streets. Spearheaded by the department's new Education & Outreach Team, ACS will continue the highly successful program in 10 more targeted areas in FY 2016.

CNSI Area	Area A	Area B	Area C	Area D	Area E	Area F	Area G	Area H	Area I	Area J	TOTAL
Council District(s)	5 & 6	4 & 6	2 & 3	2 & 3	3	1 & 7	5	4 & 5	2	3	
Block Walk Month	Oct.	Nov.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Sep.	
Volunteers	1	11	2	41	15	15	-	28	8	1	122
Homes Visited	590*	1,000*	1,620*	2,550	1,900	1,750	1,800	2,800	3,000	1,620*	18,810
Rabies Vaccines	91	104	180	207	170	265	197	400	522	399	2,535
Violations Issued	10	3	18	5	1	85	46	18	5	40	231
Return-to-Owner (Field)	3	1	9	3	1	21	17	9	3	16	83
Animals Impounded	59	17	65	21	26	247	180	94	26	206	941

*One of Two Monthly Block Walks Cancelled Due to Inclement Weather

Area	A	B	C	D	E	F	G	H	I	J
Month	Oct.	Nov.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Sep.
Council District	5/6	4/6	2/3	2/3	3	1/7	5	4/5	2	3
Zip Codes Served	78237	78227	78202 78203 78210	78223 78210	78223	78228 78201 78237	78207 78237	78211	78203	78211 78214

City Residents living in the following zip codes qualify for **FREE** spay/neuter services!

Call 210.207.6688 for more information.

FY 2016 FREE Spay/Neuter Zip Codes:

78201 78212 78224

78202 78214 78225

78203 78215 78227

78204 78218 78228

78207 78220 78237

78208 78221 78242

78210 78222 78250

78211 78223

KEY INITIATIVES - UPDATE

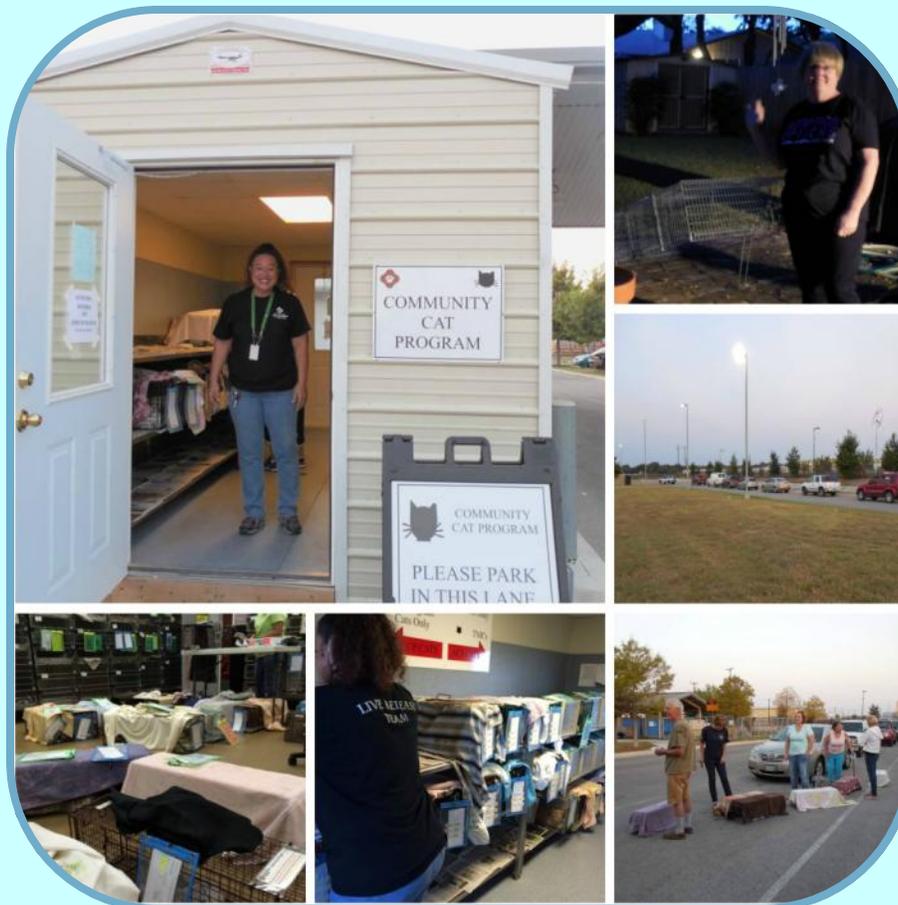
ACS Community Cat Program

The highly successful Best Friends Animal Society Community Cat 3-year grant-funded program ended in March 2015. During their tenure, over 13,000 cats were TNR'd (Trap-Neuter-Return) preventing hundreds of thousands of unwanted births. ACS refused to let the momentum fade and began the process of transitioning the program in-house in the Spring of 2015. The ACS Community Cat Program (CCP) launched in mid-April 2015 and included the hiring of the CCP Coordinator, Fumiko "Miko" Fujimoto, to oversee the daily operations of the Program.

The program is open to cat enthusiasts in 20 zip codes (primarily on our Southeast and Southwest sides of town). Citizens meet with Miko to go over the program, be issued a humane cat trap (if needed) and vouchers for each cat needing surgery. Miko's day starts bright and early around 6:30am where she preps the Community Cat Program Shed for the day's incoming group of cats. The line of trappers begin at 7am sharp and can range from 5 to 15 cars waiting in line at any given time. Miko greets each trapper and gets each cat weighed and entered into the system, answers a few questions, and then on to the next trapper. It's fast and furious for the next hour or so. Once drop-off is complete, Miko finishes her paperwork and ensures that all cats are ready to go for surgery. Our clinic staff will TNR anywhere between 20-40 cats in a given day.

Between surgery drop-off and surgery pick-up in the afternoon, Miko is on the phone, sending e-mails, chatting with citizens interested in being part of the program and assisting folks through over-the-counter intake. No day is the same and Miko relishes the fact that she's making a difference - one trapper, one colony, and one cat at a time.

In just 6 months, ACS loaned just under 350 traps to citizens for humane cat trapping, issued over 3,300 vouchers for community cat surgeries and performed over 1,700 in-house surgeries on community cats. Our goal Fiscal Year 2016 is 4,000 community cat surgeries. The efforts of the Community Cat Program has reduced cat intake into the shelter 27% from FY 2012 (over 9,400 cats) to FY 2015 (under 6,900). Additionally, there are hundreds of cat colonies in our neighborhoods that are reducing nuisance but are also thriving, healthy, and manageable.



KEY INITIATIVES - UPDATE

Education & Outreach

As part of the addition of the 4th ACS Strategic Priority of *Engage & Educate the Community*, the department received funding during the FY 15 Mid-Year Budget Adjustment to hire 1 Public Relations & Outreach Manager, 2 Education Coordinators and 1 Management Analyst (in addition to the previously funded Health Education Specialist in our schools) to create the ACS Education & Outreach Team.

The full team launched in September 2015. The Public Relations & Outreach Manager, Lisa Norwood (ACS' previous Public Information Officer) oversees a team of 3 Education Staff Members and 1 Administrative Management Analyst. Lyssa MacMillan (previous ACS CNSI staff member), Josie Espinoza (previous ACS Customer Service Representative), and Jesse Enriquez (longtime School Education staff member) will work "hands on" in our neighborhoods while Daniel Gonzalez will provide marketing support, data analysis, and event support for the Education & Outreach team.



The team hit the ground running and is working heavily in District 2 and 5 through block-walking efforts as part of the highly successful CNSI grassroots program, signing up residents for free spay/neuter surgeries in the 78237 zip code, a grant funded zip code, providing free microchip MANIA clinics to residents all around town, and talking to our residents about responsible pet ownership, importance of spay/neuter, leash...not loose and various programs and services offered by ACS.



ACS Advisory Board Chair, Rita Breautigam, strongly believes that community engagement is paramount to helping address pet-related issues in San Antonio. She mentions:

“Being able to have one-on-one conversations with residents about responsible pet ownership, keeping pets on their property, and the importance of spay/neuter will be an invaluable asset to curbing pet overpopulation, reducing the number of roaming pets, and increasing the department’s Live Release rate.”

ENFORCEMENT INDICATORS

Animal Care Services' (ACS) first strategic priority is to enhance the department's enforcement efforts. Animal Care Services is responsible for protecting the health and safety of citizens and their pets in San Antonio. In FY 2015, the department received 102,855 call-for-service requests including a 71% increase in Officer-initiated calls, impounded 29,727 pets, and issued 7,136 citations and warnings.

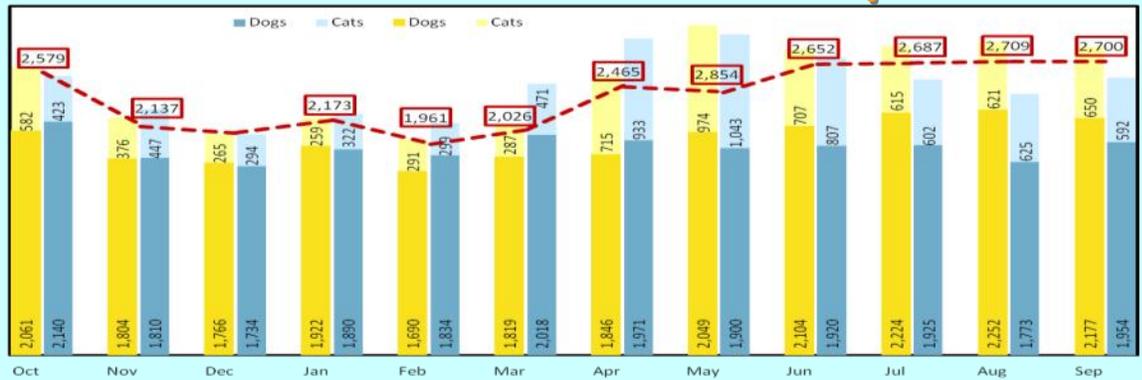
Call-for-Service Requests



FY Totals

FY 14 (A): 90,515
 FY 15 (T): 90,000
 FY 15 (A): 102,855
 (A) Actual (T) Target

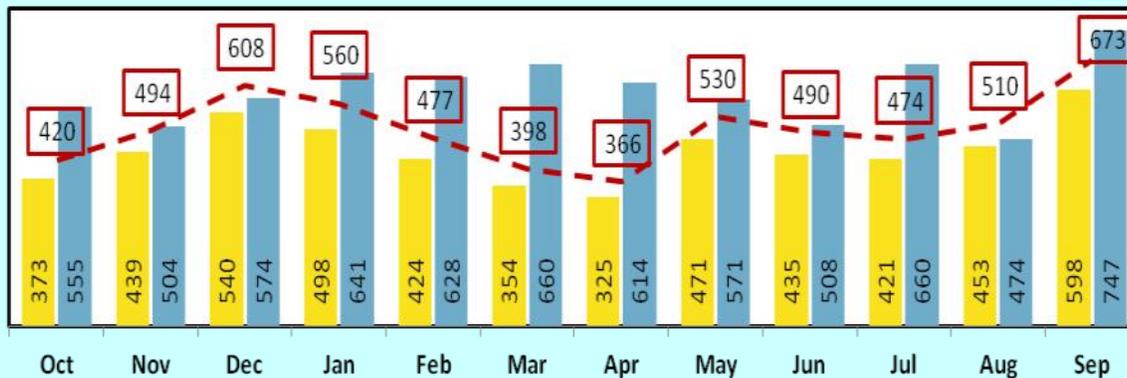
Impoundments



FY Totals

FY 14 (A): 30,056
 FY 15 (T): 29,000
 FY 15 (A): 29,727
 (A) Actual (T) Target

Violations



FY Totals

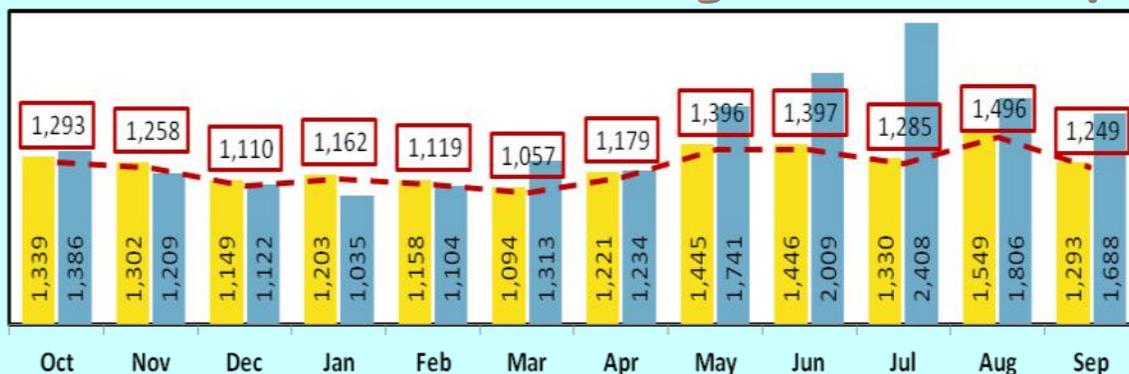
FY 14 (A): 5,331
 FY 15 (T): 6,000
 FY 15 (A): 7,136
 (A) Actual (T) Target

ENFORCEMENT INDICATORS

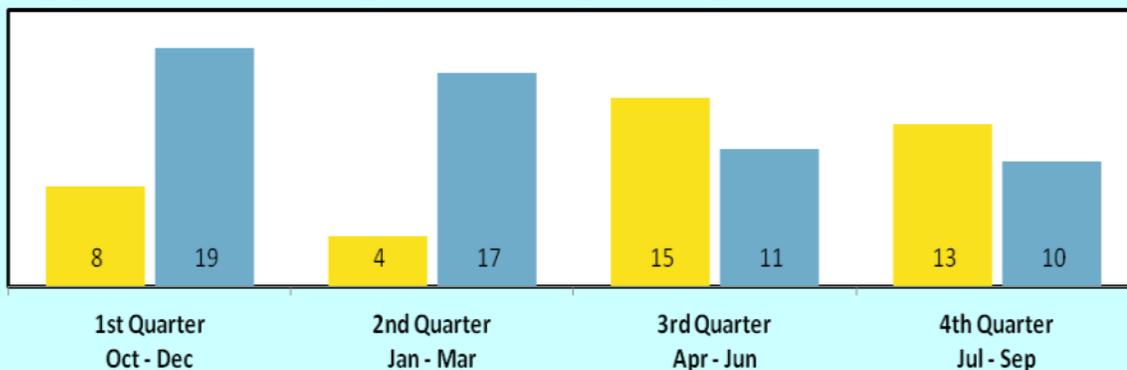
Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of registered microchips, the number of dogs designated as aggressive/dangerous and the number of cruelty cases filed with the District Attorney's Office. The last two measurements are included to show that ACS views enhanced enforcement as important and will take steps to ensure public safety as well as the enforcement of laws. In FY 2015, the Department issued 18,055 registered microchips, designated 57 dogs as aggressive or dangerous, and filed 83 animal cruelty cases.

Registered Microchips

FY Totals
 FY 14 (A): 15,529
 FY 15 (T): 15,000
 FY 15 (A): 18,055
 (A) Actual (T) Target



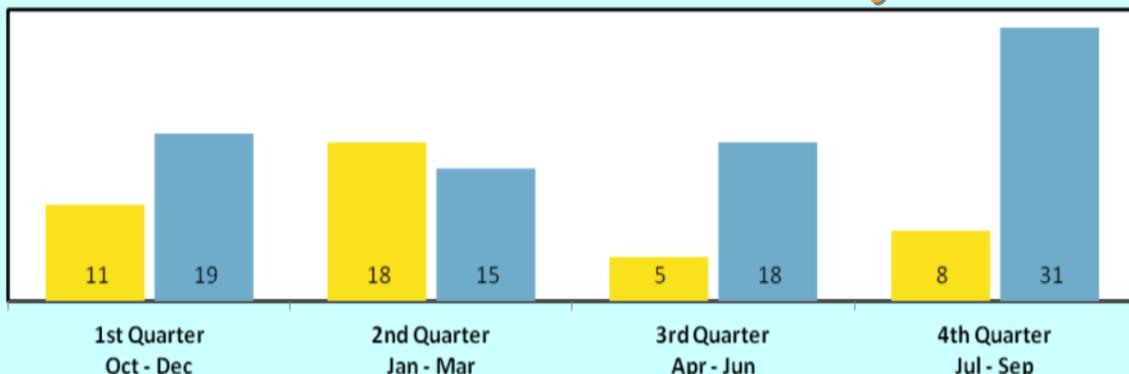
Aggressive/Dangerous Dog Designations



FY Totals
 FY 14 (A): 40
 FY 15 (A): 57
 (A) Actual (T) Target

Cruelty Cases Filed

FY Totals
 FY 14 (A): 42
 FY 15 (A): 83
 (A) Actual (T) Target

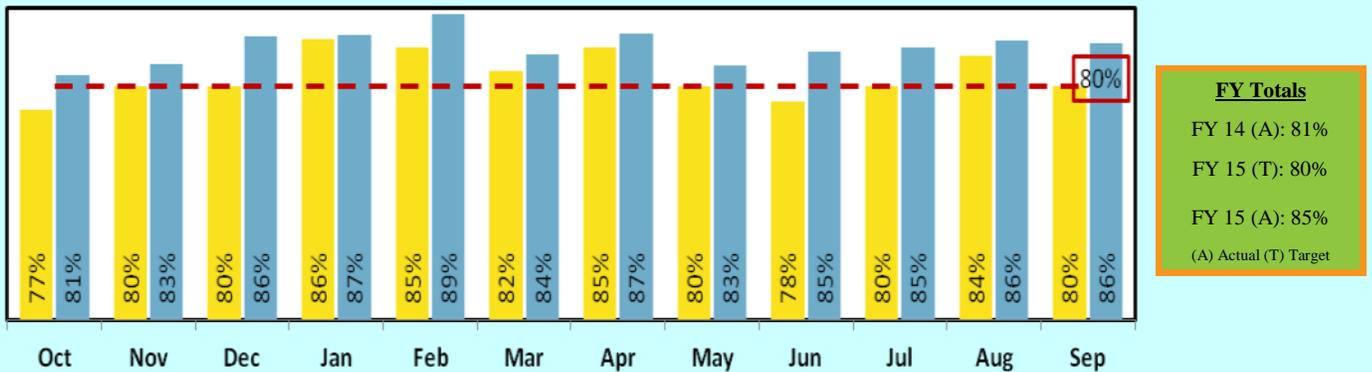


■ FY 2014 Actual
 ■ FY 2015 Actual
 - - - FY 2015 Target

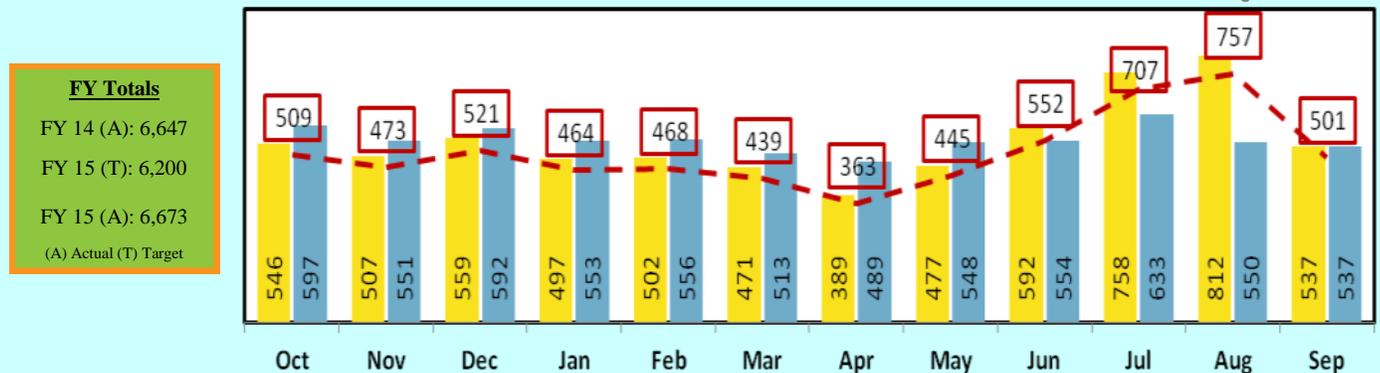
LIVE RELEASE INDICATORS

Animal Care Services' (ACS) second strategic priority is to increase its "Live Release" rate. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed. In FY 2015, ACS achieved an 85% live release rate, the highest in the department's 60-year history. In FY 2015, 6,673 pets were adopted and 13,257 pets were transferred to our Rescue partners.

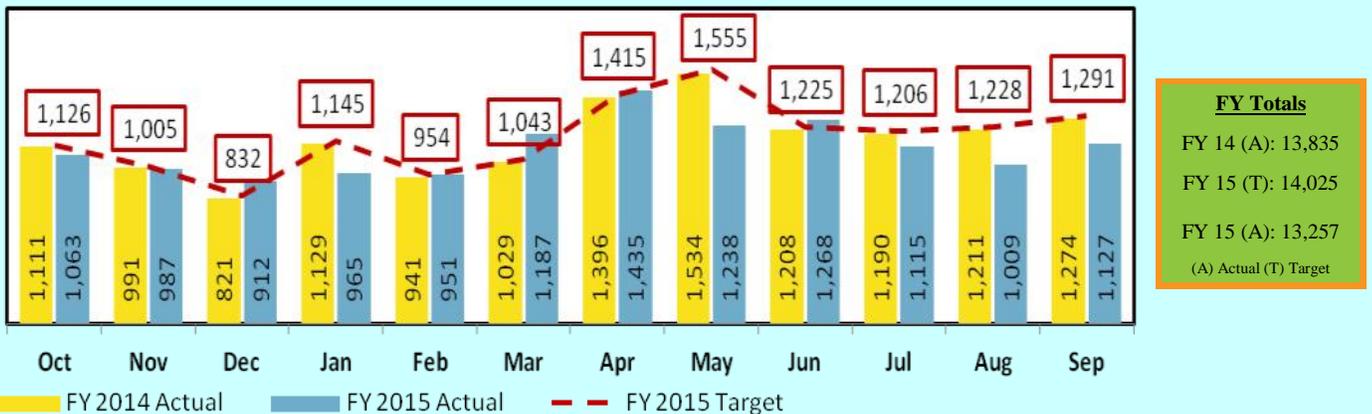
Live Release Rate



Adoptions



Rescues

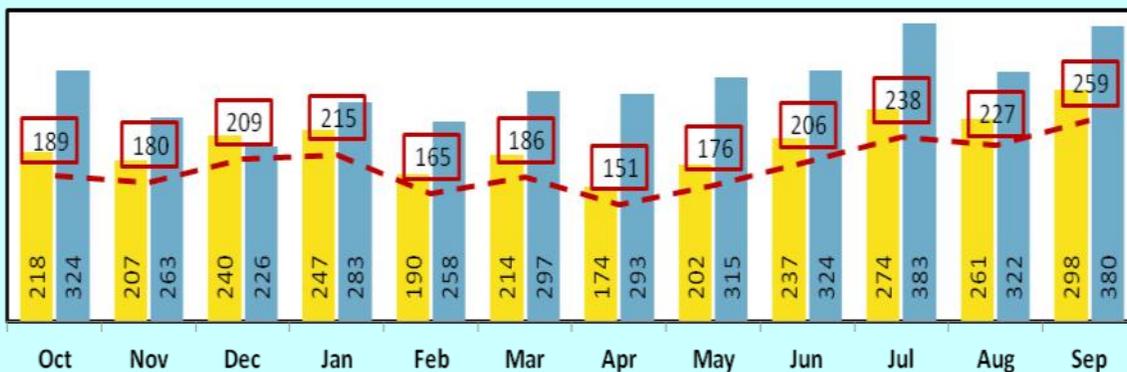


LIVE RELEASE INDICATORS

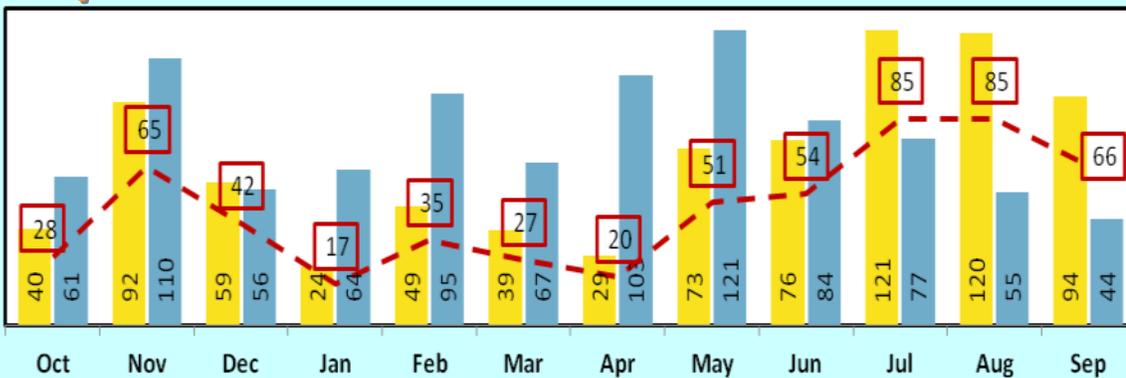
Additional measurements used to evaluate ACS' second strategic priority of increasing its Live Release rate include Return-to-Owner (RTO), Trap-Neuter-Return (TNR), and Foster. In FY 2015, 3,668 pets were returned to their owner (RTO) and 957 cats were placed in the Trap-Neuter-Return (TNR) program. 1,241 pets entered into the ACS Foster Program, alleviating on-site shelter capacity and allowing ACS to humanely care for more pets.

Return-to-Owners (RTO)

FY Totals
 FY 14 (A): 2,762
 FY 15 (T): 2,400
 FY 15 (A): 3,668
 (A) Actual (T) Target



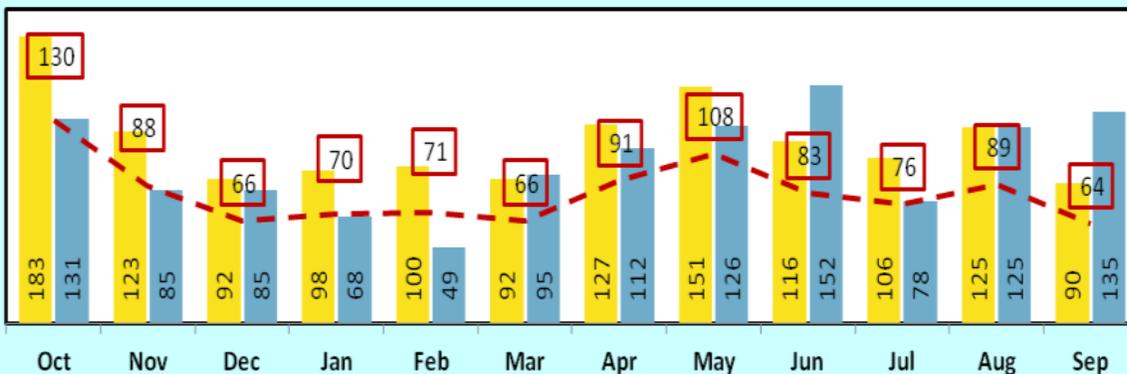
Trap-Neuter>Returns (TNR)



FY Totals
 FY 14 (A): 816
 FY 15 (T): 575
 FY 15 (A): 937
 (A) Actual (T) Target

Fosters

FY Totals
 FY 14 (A): 1,403
 FY 15 (T): 1,000
 FY 15 (A): 1,241
 (A) Actual (T) Target



Legend: Yellow bar = FY 2014 Actual, Blue bar = FY 2015 Actual, Red dashed line = FY 2015 Target

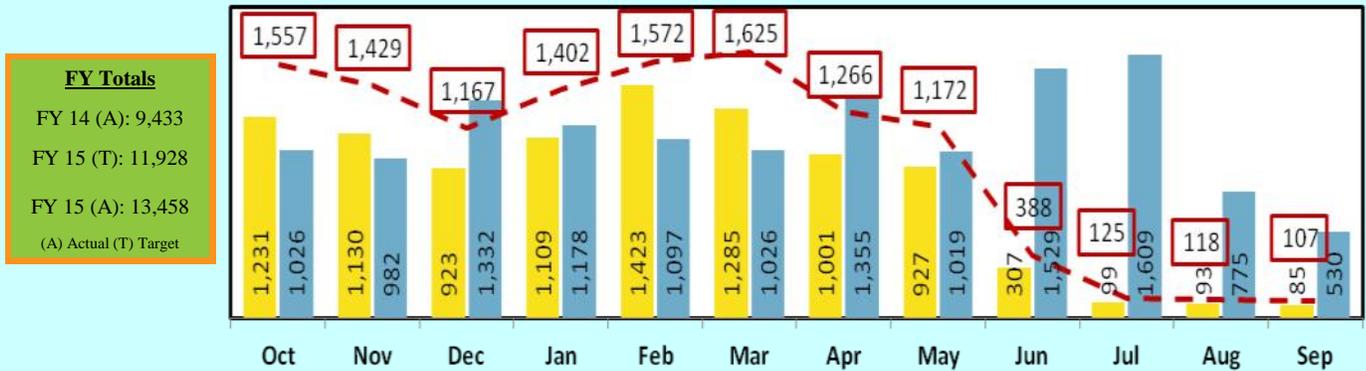
CONTROL INDICATORS

Animal Care Services' (ACS) third strategic priority is to improve the control of the stray pet population. Through continued efforts such as increased spay/neuter surgeries, Comprehensive Neighborhood Sweeps Initiative (CNSI), and education/outreach, the City should see a reduction in roaming pets as well as lower pet intake over time. In FY 2015, ACS completed 14,658 in-house surgeries. Our partners added to that number by performing 13,458 surgeries funded by ACS. 22,796 deceased dogs and cats were picked up by the City's Solid Waste Management Department - a 10% decrease.

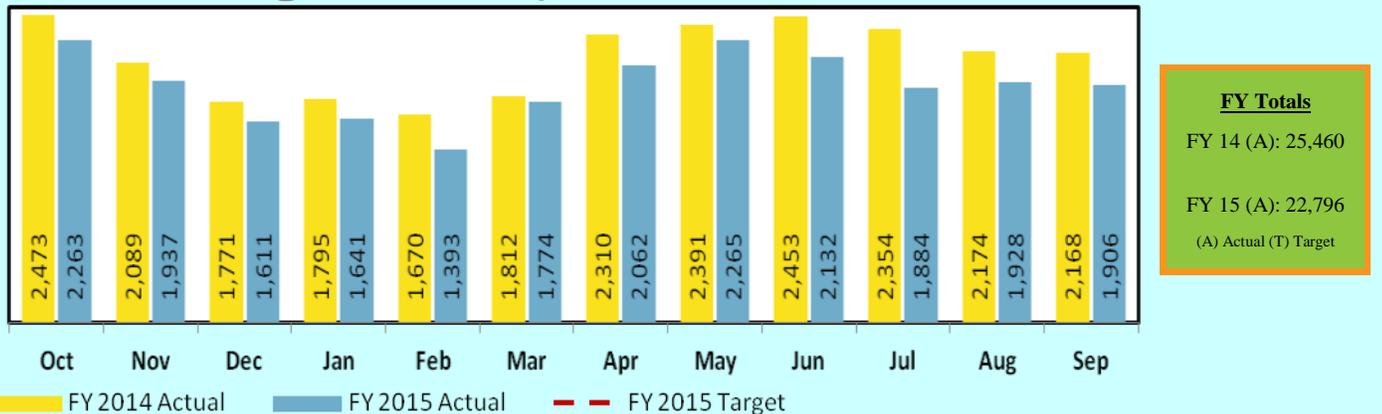
Surgeries (ACS)



Surgeries (Partners)



Deceased Dog/Cat Pick-Up



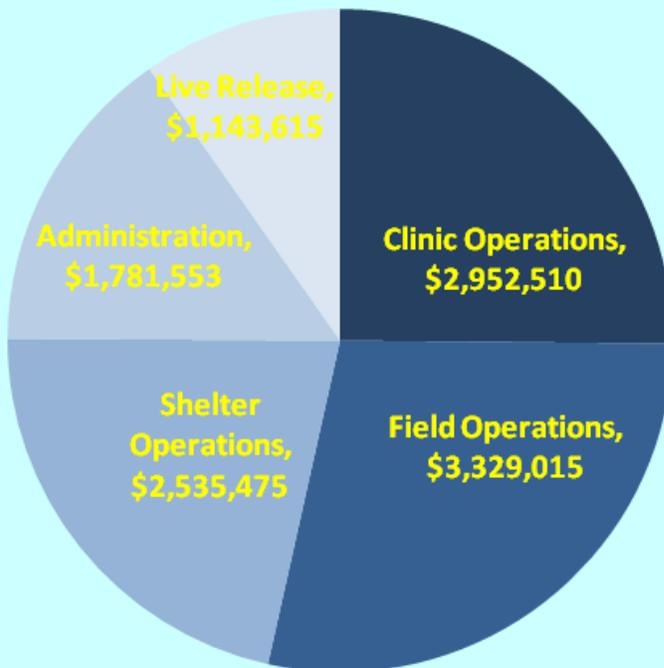
FY 2015 RECAP

In FY 2015, the ACS Annual Budget totaled \$11.65 million, an increase of \$364,000 from the FY 2014 Adopted Budget. The City Council approved a mid-year budget adjustment increasing the department's budget by \$350,000 relating to 2 initiatives. These initiatives add 3 personnel positions to enhance community outreach and engagement and additional funds for free incentive services including spay/neuter surgeries, rabies vaccinations, and microchips. The allocation increased the department's FY 2015 Revised Budget to \$12.00 M.

The FY 2015 Actuals show the department under budget approximately \$262,000. The department is carrying over approximately \$157,000 to the next fiscal year to cover pending invoices bringing the estimated actuals under budget approximately \$105,000. The department had some savings due to periodic vacancies throughout the Fiscal Year.

The Adopted Budget for FY 2016 is \$12.53 M for anticipated 85% Live Release rate.

FY 2015 Budget Summary



FY 2015 Record Breakers!

24,535
Total Live
Release Outcomes

3,558
FREE
Registered Microchips!

3,668
Return to Owner's

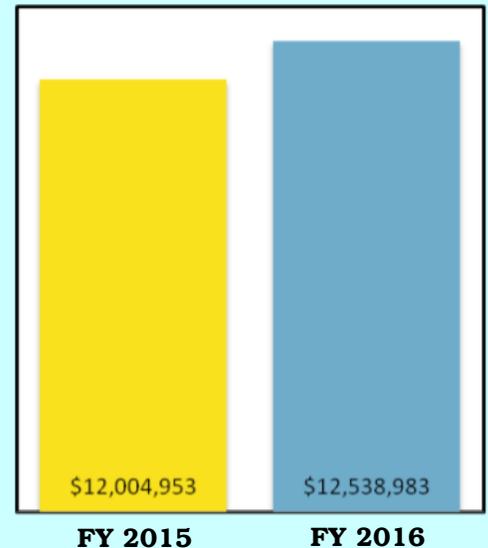
85%
Live Release Rate

FY 2016 KEY INITIATIVE

FY 16 Budget Summary

The FY 2016 Adopted Budget has allocated \$12.53 million, a 4% increase over FY 2015, for an anticipated 85% Live Release Rate. This year's budget includes both cost--saving measures through efficiencies as well as the addition of new programs/services aligned with the Department's goals and mission.

General Fund	FY 2013	FY 2014	FY 2015	FY 2016
Adopted Budget	\$10.91 M	\$11.26 M	\$11.65 M	\$12.53 M
Revised Budget	\$11.04 M	\$11.29 M	\$12.00 M	-
Change (\$)	\$1.4 M	\$220 K	\$364 K	\$534 K
Change (%)	15%	2%	3%	4%
Staffing Levels	136	130	127	130
Change	+7	(6)	(3)	3
Change (%)	5%	(4%)	(2%)	2%



CD 3 Spay/Neuter Clinic

Working with the Brooks Development Authority, the City of San Antonio will be building a spay/neuter clinic & dog park located at Brooks City Base in City Council District 3 (CD 3) on the City's Southeast side. San Antonio has six (6) current high-volume spay/neuter facilities, but the CD 3 spay/neuter clinic will be the first clinic serving this side of town.

The clinic will provide free and low-cost spay/neuter surgeries and low cost minor medical services, such as vaccinations and wellness. The department will be issuing a Request for Proposal in early 2016 to identify an ACS Contractor to operate and manage the facility. Groundbreaking is expected in early 2016 with projected opening of Fall 2016.



HAPPY TAILS!

New Wheels....New Life

The Silva family has had Maximus since he was a puppy and was devastated when he escaped from their yard and was hit by a car leaving him paralyzed in the hind limbs. Mr. Silva did not know what to do with his adored dog that loved to go for walks and play at the dog park. He thought about euthanizing Maximus, but told us that he had so much life left in his eyes that there had to be something else that could be done. Mr. Silva talked to our vet here at the shelter who then referred Maximus to our Pet's for Life program as a qualified recipient. Pets for Life is a grassroots grant program funded through a partnership with PetSmart Charities, the Humane Society of the United States and Animal Care Services for residents in specially identified neighborhoods in SA.



PetSmart Charities, HSUS, and ACS were very eager to help this dog and family - the hunt for a wheelchair began. It took about 2 weeks for the wheelchair to come in. Right before Thanksgiving, Mr. Silva and Maximus headed to the shelter to test out his new wheels and make sure everything was the right fit. When we saw Maximus, we could tell he was not very happy; he actually looked depressed and was a little grumpy. We began adjusting the harness and wheelchair to fit him and when we were finally done Mr. Silva walked about 2 feet away from Maximus and said "Come here, Max". Maximus looked at his owner and then realized that with the assistance of the wheelchair, he could move again. Maximus took off walking down the sidewalk!!!



The transformation in Maximus from the time that he got to the shelter to getting into the wheelchair and realizing that he could walk and run again was amazing!! He was holding his head high and appeared to be smiling. The Silva family expressed their deepest thanks to the Pets for Life Program for making this all happen.

Thanks, PetSmart Charities and HSUS, for your continued, compassionate support.

"No Excuses!"

As part of the Community Cat Program, we come into contact with a lot of amazing citizens in San Antonio looking to make a difference for the cat colonies in their neighborhoods. But on one morning in September, we saw something that we definitely don't see everyday.

Ms. Zapata pulled up to ACS for surgery drop-off - with 3 cat traps - on her scooter! After a smile and a picture, we got the full story. Ms. Zapata was going to have a friend drop her and her cats off at ACS that morning, but the friend had some car trouble. Ms. Zapata was determined to get to ACS and strapped down all three cats to her scooter - tightly, we might add - and made her way half way across town driving down side streets to make sure she and her cats were safe. She said that people were honking, making comments, and stared as they passed by. She said she always yelled the same message: **"HAVE YOUR PETS SPAYED OR NEUTERED!"** Ms. Zapata said there shouldn't be any excuses...and we agree!



We offered to drive Ms. Zapata and her scooter back to her neighborhood across town, but she politely declined. Her friend was able to get to ACS and pick her up and also come back that afternoon to pick up her kitties. It's so wonderful seeing someone make a difference, no matter what obstacles may get in their way.

BE RESPONSIBLE
Leash **NOT** Loose



They miss you too.

MICROCHIPS HELP GET LOST PETS HOME

FREE registered microchips.

LIFETIME ID for your pet.
Available everyday at ACS.

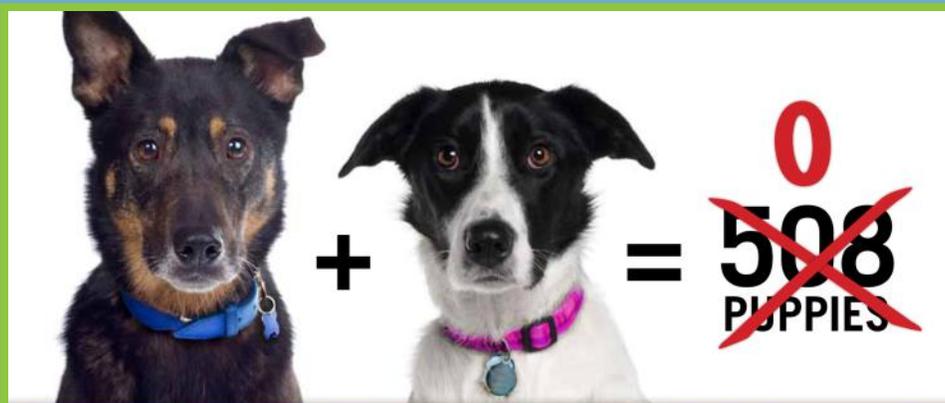
Monday-Friday: 11am-7pm
Saturday/Sunday: 11am-5pm



Animal Care Services
4710 State Highway 151



**Free Microchipping for SA Residents Only*



FIX THE MATH. FIX YOUR PET.

Be Responsible.

www.saacs.net 

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CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**

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<http://www.saacs.net>*

