

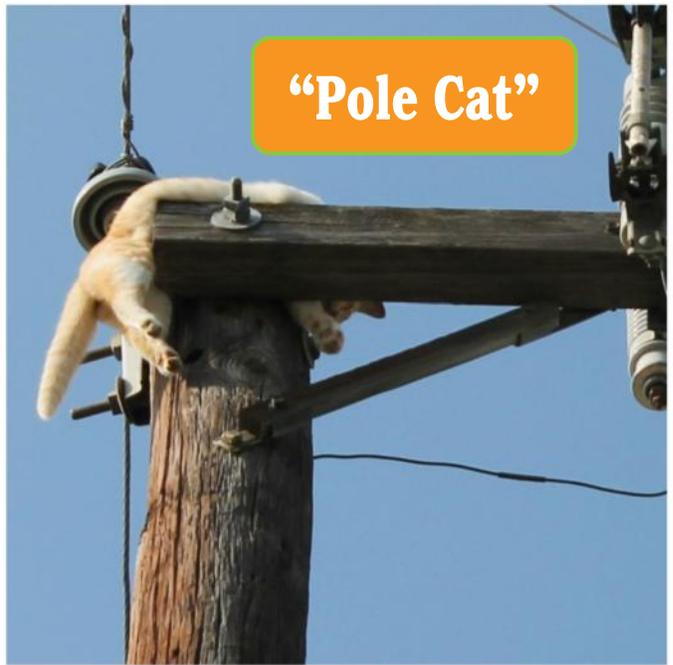
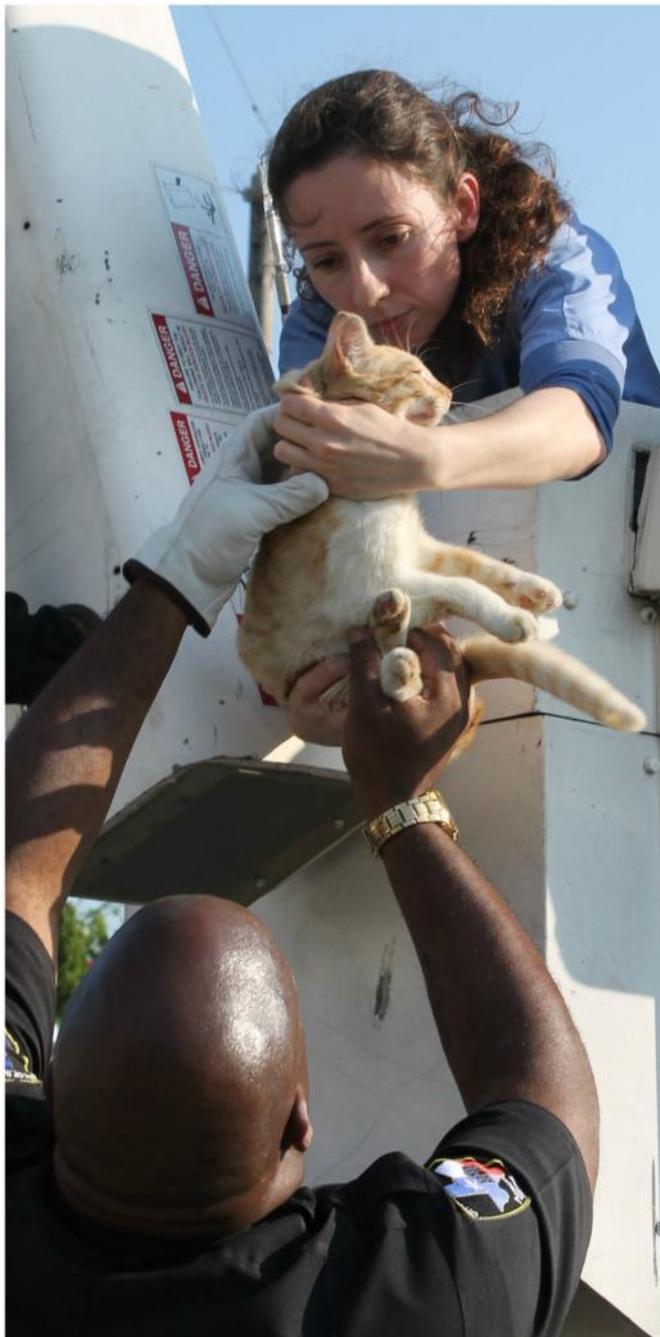
# ALL PAWS ON DECK



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

## Report to the Community

FY 2015 | Second Quarter



Whether it's a bull stuck in a swimming pool, 3 mini horses running loose in a cozy neighborhood, a dog stuck in a ditch, or 2 best friend cows stuck on a river's ravine, Animal Care Services has encountered a variety of animal rescue situations. Pole Cat, as staff named him, was no different. What started out as a chase after a squirrel ended up with a harrowing rescue.

Pole Cat chased after a squirrel and climbed up a utility pole off of General McMullen on the southwest side of San Antonio. The squirrel got away, but Pole Cat was now in a precarious situation. Local residents called 3-1-1 after the cat couldn't find his way back down the pole. ACS arrived on scene and assessed the situation. With the help of a local company's "cherry picker" bucket truck, ACS Chief Veterinarian Dr. Gotbeter met the one year old orange tabby at the top of the pole. Scared, lethargic and very interested in getting down, Pole Cat got right into Dr. Gotbeter's arms much to the elation of local neighbors and ACS staff who formed a makeshift landing area around the pole with sheets and blankets should the cat have fallen during rescue.

After a ride back to the shelter, a medical exam and work-up, Pole Cat has now been adopted and inside a loving home. While strange to some, just another day in the life of Animal Care Services and our dedicated staff.

# TABLE OF CONTENTS

OUR MISSION

2

THE DIRECTOR'S DESK  
THE CHAIR'S CORNER

3

KEY INITIATIVES -  
UPDATE

4

DIVISION  
SPOTLIGHT

7

ENFORCEMENT  
INDICATORS

8

LIVE RELEASE  
INDICATORS

10

CONTROL  
INDICATORS

12

FISCAL REPORT

13

# 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

Three years ago, ACS revised the Department's Strategic Plan with an eye towards supporting three critical priorities: 1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate. ACS closed out FY 2014 with a Live Release rate of 81% and we are at a historic 85% Live Release rate for FY 15 Year-to-Date. As we build upon our successes and strive to be the largest "No Kill" city in the country, we are tasked with further increasing education, outreach, and community engagement continuing to build awareness about responsible pet ownership and the importance of spay/neuter.



We continue to go the extra mile as we implement a myriad of initiatives in line with our three core objectives of the department's Strategic Plan. A detailed update on these initiatives is listed on pages 4 and 5 of this report.

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



The ACS Advisory Board have been steadfast supporters of spay/neuter and its importance as we work to control the stray population and increase the City's Live Release rate. As an ACS Rescue Partner, the group I co-founded, Alamo Rescue Friends (ARF), focuses on the transport of stray animals from Animal Care Services to the New England area. We focus on New England - where cities and their shelters don't see the same issue of pet overpopulation as we face in San Antonio - where ARF pets have a 100% chance of finding their new forever family. Stray pet overpopulation is less of a concern in these areas primarily through the embracing of spay/neuter.

San Antonio has come along way in offering over half a million dollars annually in free spay/neuter services. But the only way we can truly control the stray population, increase the City's Live Release rate and become "No Kill" is through educating and engaging our community on the importance of spay/neuter and responsible pet ownership. Preventing unwanted births is the first step to becoming the largest "No Kill" city in the country.

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
<b>Pet License as Registered Microchip</b>	<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 and then approved by the full City Council in April 2015.</p> <p>Implementation including a full marketing campaign and awareness campaign will be in May 2015 with full enforcement beginning July 2015.</p>
<b>ACS TNR/SNR Program</b>	<p>The highly successful Best Friends Animal Society Community Cat grant-funded program ends 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 ACS Community Cat Program Coordinator to oversee the daily operations of the Program.</p> <p>Through the first 6 weeks of implementation, ACS has loaned nearly 100 traps to citizens for humane cat trapping, issued 700 vouchers for community cat surgeries, and performed over 180 surgeries on community cats preventing thousands of unwanted births.</p>
<b>Clinic Staff Surgeons</b>	<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 has placed a standing posting for both Staff Veterinarian positions and are working with the City's Executive Recruiter to identify top quality candidates. The department has begun the interview process and intends to have both Veterinarian positions hired shortly.</p>
<b>Maintain 80% Live Release Rate</b>	<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 an unprecedented 85% Live Release rate for the first half of FY 2015.</p> <p>Additionally, the department has a Live Release rate of 93.8% (cats) and 97.1% (dogs) for our kitten and puppy (under 4 months) populations.</p>

# KEY INITIATIVES - UPDATE

## Community Partnerships Key to Increasing Capacity

ACS partnered with the Animal Defense League (ADL) to fund the building of additional kennels on the ADL campus using \$2.2 M in Bond Funds from the 2012 Bond Program. Part of a 25-year lease, this partnership increases ACS' capacity by an additional 3,000 pets annually and ensures those pets live outcome. Officially opened in November 2014, the two (2) new adult dog buildings and one (1) puppy room allow ADL staff to pull pets from Animal Care Services and house pets at ADL through their mandated stray hold period at which point they will become ADL pets for live outcome.

ADL staff including ACS Intake Coordinator Rita Chavez (*pictured at right*), come to ACS 3-4 times per week and in consultation with our rescue department and our clinic staff, walk our kennels to select pets for transfer to ADL. After a brief initial quarantine period to maintain shelter health, these pets are transferred to the new ACS kennels on the campus of ADL for adoption—where they'll get socialization and love from ADL staff and volunteers while they wait for the forever family. Rita says that she enjoys the rewarding work she does especially knowing that pulling a pet from ACS to ADL saves two lives - the pet selected and the open kennel that ADL rescue pull makes allowing ACS to bring in another stray pet.

Innovative partnerships that ACS has forged with our friends, such as Animal Defense League, have played a critical role in all three aspects of our strategic priorities.



## Media



The PIO division has shown consistent performance over the second quarter of FY 2015. Earned media has been especially robust with more than 330 stories completed about ACS programs and events. There has been an especially focused effort on raising awareness of the (then) pending microchip licensing ordinance - including Grace, a pup missing from home for over 3 years, able to be reunited through the diligent work of our Chief ACS Microchip Investigator. Pitches centered on the microchip as a resource to pride lifetime ID for pets as well as the affordability of this “one and done” means of licensing. The outreach campaign included a TVSA element as well as promotional flyers created for city council offices.

Purchased media has included both English and Spanish advertisements focused on key messages encouraging spay/neuter and “leash...not loose”. Spots have included radio ads and DJ endorsements on KBBT (98.5 The Beat) and KXTN (Tejano 107) as well as produced commercials on KABB, WOAI and Univision.

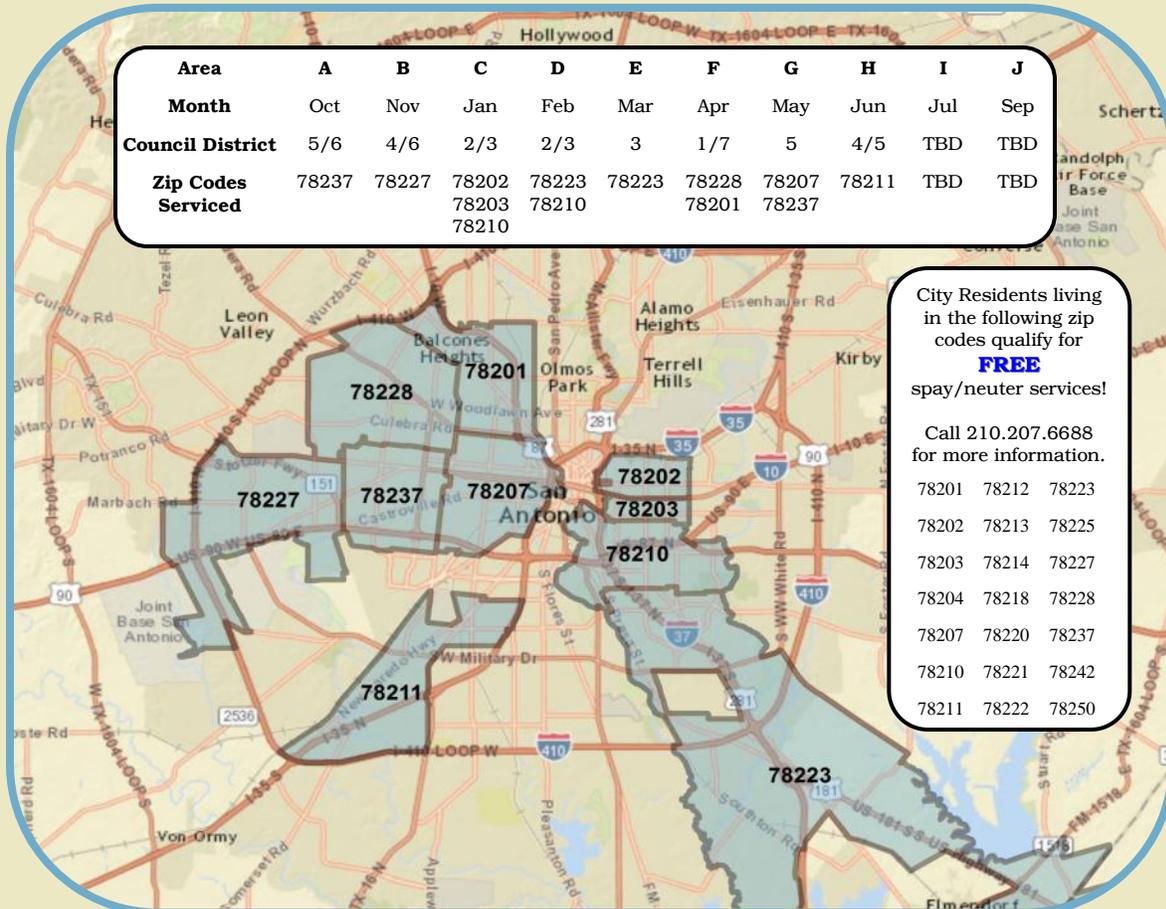
# KEY INITIATIVES - UPDATE

## CNSI

The Comprehensive Neighborhood Sweeps Initiative (CNSI) begins 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, almost 7,600 homes were provided information on sterilization services, City Ordinances, and low-cost vaccination clinics resulting in almost over 750 free rabies vaccinations administered. These efforts were followed by an enforcement period conducted by ACS Sweeps Officers where over 180 stray and roaming animals were impounded from City streets. ACS will continue the program in 5 more targeted areas in Districts 1-7 throughout the remainder of the fiscal year.

CNSI Area	Area A	Area B	Area C	Area D	Area E	TOTAL
<b>Council District(s)</b>	5 & 6	4 & 6	2 & 3	2 & 3	3	N/A
<b>Block Walk Month</b>	Oct.	Nov.	Jan.	Feb.	Mar.	N/A
<b>Volunteers</b>	1	11	2	41	15	70
<b>Homes Visited</b>	590*	1,000*	1,620*	2,550	1,900	7,660
<b>Rabies Vaccines Administered</b>	91	104	180	207	170	752
<b>Violations Issued</b>	10	3	18	5	1	37
<b>Return-to-Owner (Field)</b>	3	1	9	3	1	17
<b>Animals Impounded</b>	59	17	65	21	26	188

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



# DIVISION SPOTLIGHT

## COSA Core Values In Action: ACS Clinic

The City of San Antonio's (COSA) Core Values of Teamwork, Integrity, Innovation, and Professionalism are principles that represent who the City of San Antonio is as an organization. They are the driving force behind our successes as a department and a public service team.



The Clinic Operations Divisions of Animal Care Services is responsible for providing care for the 30,000 animals annually impounded by the City with necessary vaccines, medical treatment and spay/neuter services. In coordination with other divisions, the clinic monitors and seeks to improve the overall health of the shelter population. This includes providing all necessary diagnostics, medications, treatments and surgeries. Additionally, the clinic is committed to helping control the pet population of the City of San Antonio through high-volume spay/neuter services provided to animals before they are released from the shelter.

Clinic staff are divided into teams - 5 technicians and 1 veterinarian who perform 50-80 spay/neuter and other specialized surgeries 6 days a week for all pets leaving ACS. Two technicians who conduct 60 - 100 medical work-ups of all pets leaving ACS, to include heartworm test, vaccinations, flea/tick prevention, etc. Two technicians who vaccinate the 80-120 pets that come into the shelter every single day and identify any pets needing veterinary examinations. A technician assists the shelter veterinarian performing exams on pets in our care that need medical attention and 2 technicians work with pets in foster care during foster medical hours.

The ACS Clinic and staff embody all four COSA Core Values - using **teamwork** to accomplish all of the daily tasks, **integrity** and **professionalism** in caring for the hundreds of animals in our care and doing so with compassion and **innovation** to identify unique ways to provide proper medical care and save countless pet's lives with limited resources. ACS Clinic plays a vital role in the department's success.

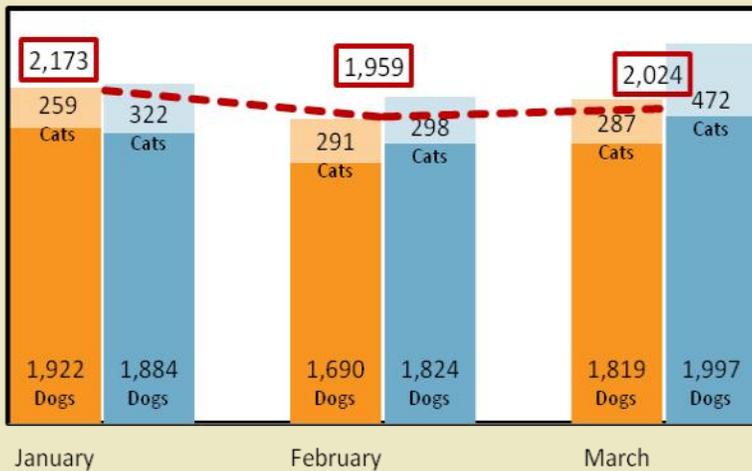


# ENFORCEMENT INDICATORS

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. During the second quarter of FY 2015, the department received 24,410 call-for-service requests, impounded 6,797 pets, and issued 1,908 citations and warnings.

## Call-for-Service Requests

This measurement compares the total call-for-service requests received in the second quarter of FY 2015 to those received in FY 2014. This measurement also includes the FY 2015 monthly target amount. **There is a 27% increase in the number of Officer-initiated requests and Officer follow-up calls in FY 2015 over FY 2014.**

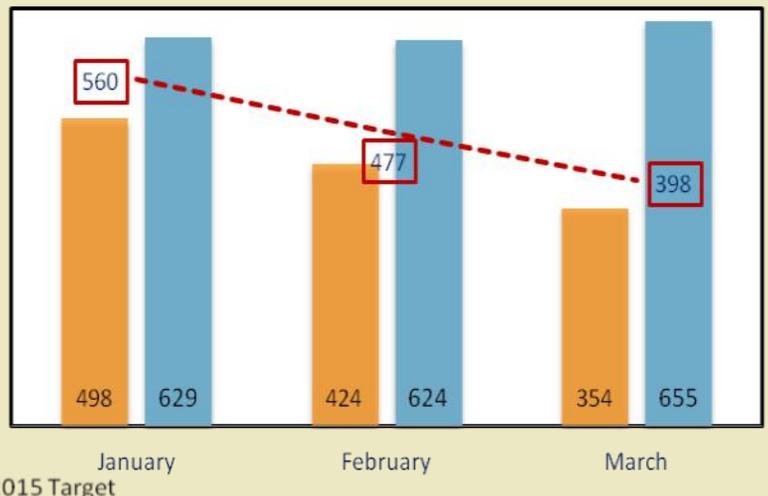


## Impoundments

This measurement provides the total number of pets impounded at ACS. This measurement includes field and over-the-counter (OTC) intake as well as those pets impounded and returned-to-owner while in the field. The department's Year-to-Date (YTD) actual is 16,619 pets, which is 8% [1,224] higher than the YTD target of 15,395 pets. **There is a 3% increase in FY 2015 over FY 2014 in the number of dogs impounded from City streets.**

## Violations

This measurement lists the total number of citations and warnings issued to those in violation. Examples of violations include: no rabies vaccination, animal bite, and roaming free of restraint. The department's YTD actual is 4,155, which is 25% [831] higher than the YTD target of 3,324 citations and warnings. The increase in the number of citations and warnings issued is directly related to the implementation of the civil citation process in FY 2014.



# ENFORCEMENT INDICATORS

Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of city licenses issued, 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. During the second quarter of FY 2015, the Department issued 3,848 city licenses, designated 17 dogs as aggressive or dangerous, and filed 15 animal cruelty cases.



## City Licenses

This measurement shows the total number of licenses issued by ACS in the first quarter of FY 2015. This includes licenses purchased at ACS, and online. The department's YTD actual for FY 2015 is 7,105 licenses. The sharp decrease in the number of licenses issued is directly related to the FY 2015 Budget Initiative of eliminating the Free Licensing Program (10,000 Licenses) and the Chapter 5 Ordinance change of a registered microchip replacing the City license as part of the City's licensing program.

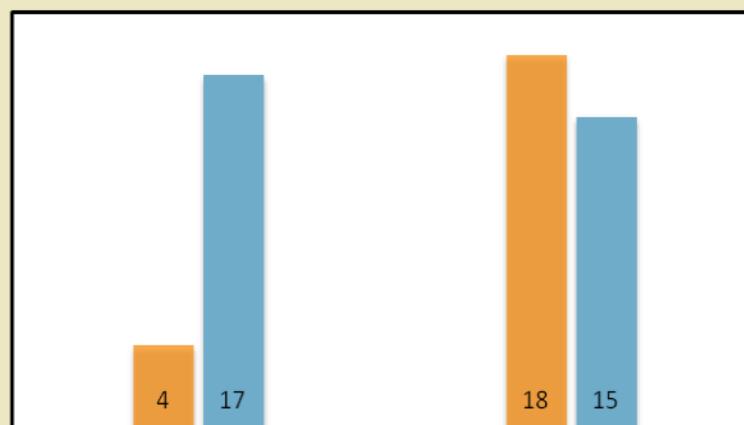
\*Due to the implementation of the ordinance change, this measurement will be replaced in future reports.

## Aggressive/Dangerous Dog Designations

This measurement provides the total number of animals designated as aggressive or dangerous. This measurement does not include investigations, but rather actual designations only. There are no targets established. This measurement is for information purposes only and is reported quarterly.

## Cruelty Cases Filed

This measurement provides the total number of cases of animal cruelty against an offender filed with the Bexar County District Attorney's (DA) Office. This measurement does not include investigations, but rather actual cases filed with the DA only. There are no targets established. This measurement is for information purposes only and is reported quarterly.



Aggressive/Dangerous Designations

Cruelty Cases Filed

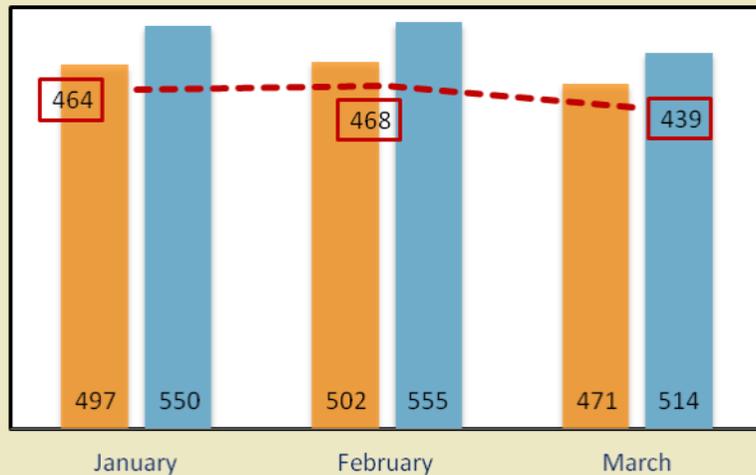
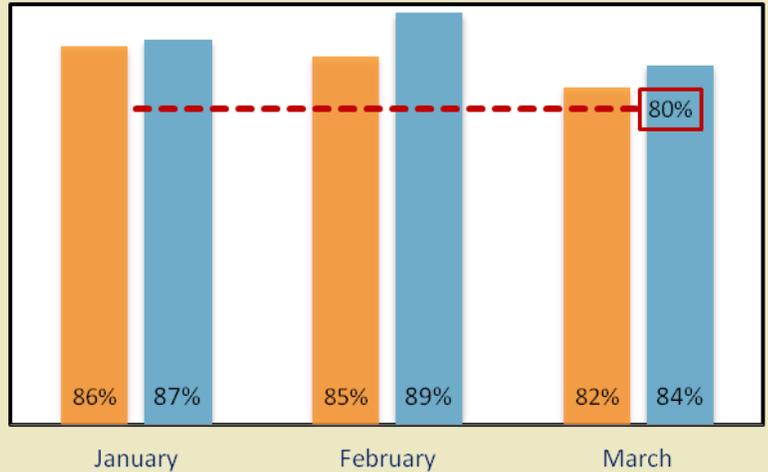
— FY 2014 Actual — FY 2015 Actual - - - FY 2015 Target

# 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 2014, ACS achieved an 81% live release rate, the highest in the department's 60-year history. However, the department's Year-to-Date (YTD) FY 2014 rate is setting new precedence—with an 85% average Live Release rate. In the second quarter, 1,619 pets were adopted, and 3,085 pets were transferred to our Rescue partners.

## Live Release Rate

This measurement compares the FY 2015 Live Release rate to the FY 2014 actual and FY 2015 target. Live Release rate includes the total Adoption, Rescue, Return-to-Owner (RTO), and Trap-Neuter-Return (TNR) statistics. **The department's YTD Live Release rate is 85%**, which is 3% higher than the FY 2014 YTD Live Release rate of 82%.

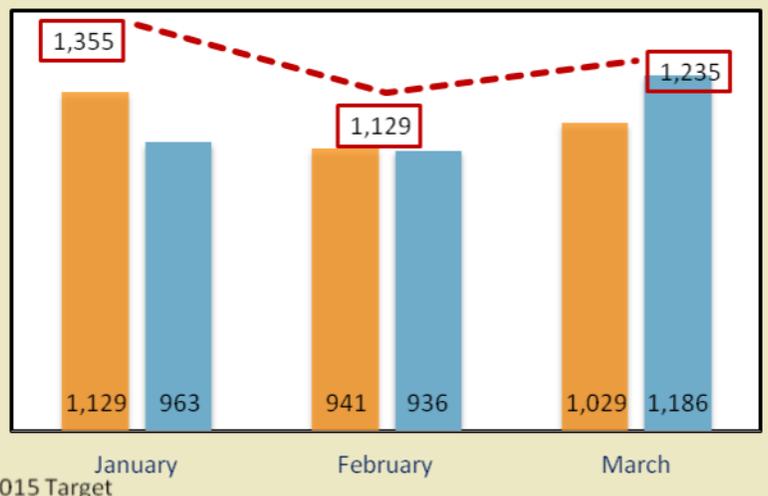


## Adoptions

This measurement lists the total number of pets adopted at ACS (including any satellite or offsite locations) during the second quarter of FY 2015. The department's YTD actual is 3,849, which is 19% (611) higher than FY 2014 YTD target of 3,238 adoptions.

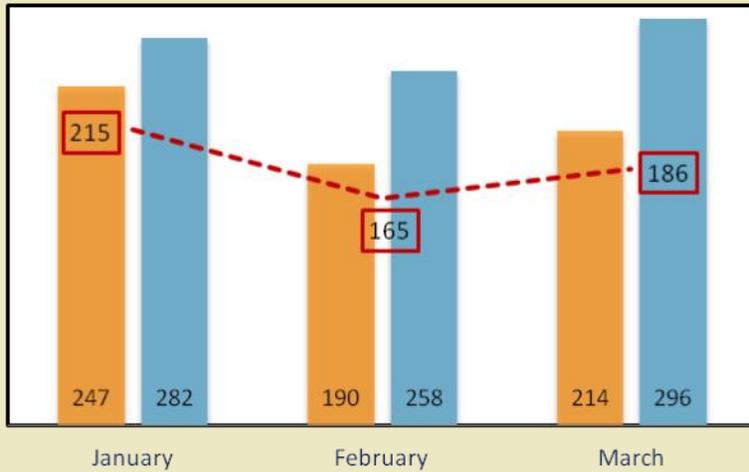
## Rescues

This measurement lists the total number of pets transferred to approved ACS rescue partners in the second quarter. Approved ACS rescue partners are organizations who assist in finding new homes for pets from ACS. The department's FY 15 YTD actual is 7,458, which is .5% (40) higher than the FY 2014 YTD actual of 7,418 rescued pets. In conjunction with the Spring & Summer puppy/kitten season, the department expects to meet the FY 2015 target of rescued pets.



# 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 the second quarter, 836 pets were returned to their owner (RTO) and 226 cats were placed in the Trap-Neuter-Return (TNR) program. 219 pets entered into the ACS Foster Program, alleviating shelter capacity and allowing ACS to humanely care for more pets.

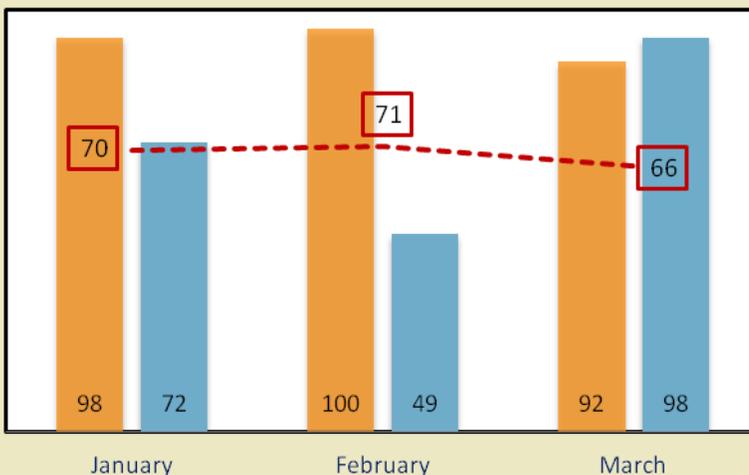
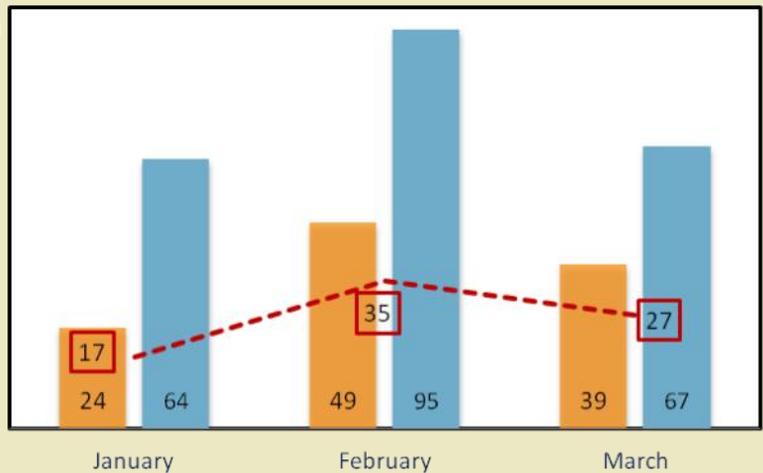


## Return-to-Owners (RTO)

This measurement compares the total number of pets that were returned to their owner (RTO). This measurement includes pets returned-to-owner at the shelter as well as impounded and returned-to-owner in the field. The department's YTD actual for FY 2015 is 1,940 RTO's, which is 50% (645) more than the FY 2015 YTD target of 1,295 RTO's. **The department's RTO rate has increased from 6% of total live outcomes in FY 2012 to over 14% of total live outcomes in FY 2015 Year-to-Date.**

## Trap-Neuter>Returns (TNR)

This measurement compares the total number of cats that have entered into a Trap-Neuter-Return (TNR) program through ACS or through a grant with Best Friends Animal Society (ended March 31, 2015). The department's YTD actual is 554 TNR's, which is 137% (320) more than the YTD target of 234 TNR's. Our Live Release rate for all healthy/treatable cats for FY 15 YTD is nearly 99%, a remarkable achievement.



## Fosters

This measurement compares the total number of pets entering into the ACS Foster Program. The department's YTD actual is 639, which is 10% (58) higher than the FY 15 YTD target of 581 fostered pets.

Over time, as the Live Release Rate rises, the need for, and number of fosters may continue to decrease.

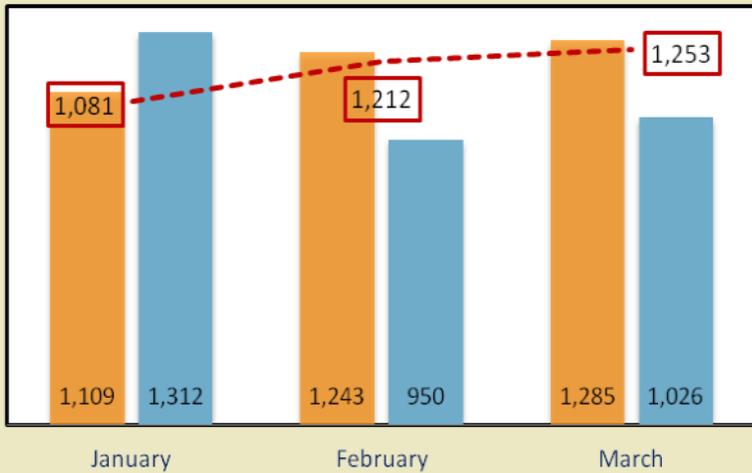
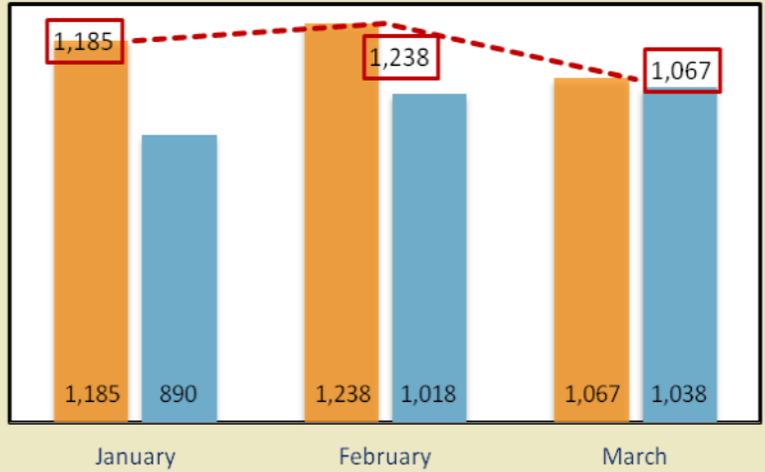
\*This measurement does not affect the Live Release rate as animals in foster are still under ACS' care. This measurement is for information purposes only.

# 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. During the second quarter of FY 2015, ACS completed 2,946 in-house surgeries. Our partners added to that number by performing 3,288 surgeries funded by ACS. 4,808 deceased dogs and cats were picked up by the City's Solid Waste Management Department.

## Surgeries (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS for the second quarter of FY 2015 to the same time period of FY 2014. The department's YTD actual for FY 2015 is 7,397, which is 17% (1,525) less than the YTD target of 8,922 surgeries. The decrease in the number of spay/neuter surgeries can be attributed to more pets coming in to the shelter already sterilized and ACS Dog Kennels at ADL contract which requires ADL to complete sterilization surgery for the pets they take from ACS.



## Surgeries (Partners)

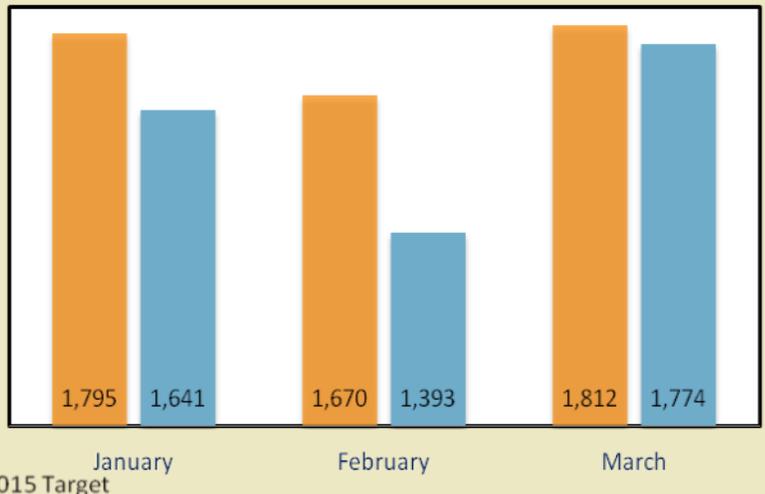
This measurement lists the total number of free spay/neuter surgeries funded by ACS (\$515,000) and performed by one of our 5 spay/neuter partners benefitting residents in 21 targeted zip codes. The YTD actual is 7,668, which is .7% (55) less than the YTD target of 7,723 surgeries.

**Through the end of March, over 60% of total funding for the Fiscal Year has been utilized.** The marketing efforts of the department and our spay/neuter partners have proven that this initiative is successful and the need is great.

## Deceased Dog/Cat Pick-Up

This measurement provides the number of deceased dogs or cats picked up the City's Solid Waste Management Department. **There has been an 8% decrease in deceased dog/cat pick-up in in FY 2015 Year-to-Date (YTD) when compared to the FY 2014 YTD.**

\*In Department Progress Reports prior to FY 14, this measurement depicted all deceased animal pick-up (including livestock, rodents, etc.). In an effort, to place a more centralized focus, the department will now be reporting dog & cats only. This measurement does not include established targets. This measurement is for information purposes only.



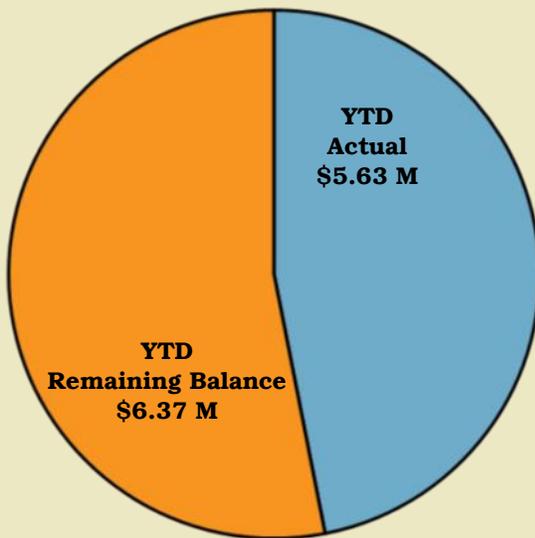
Legend: █ FY 2014 Actual █ FY 2015 Actual - - - FY 2015 Target

# FISCAL REPORT

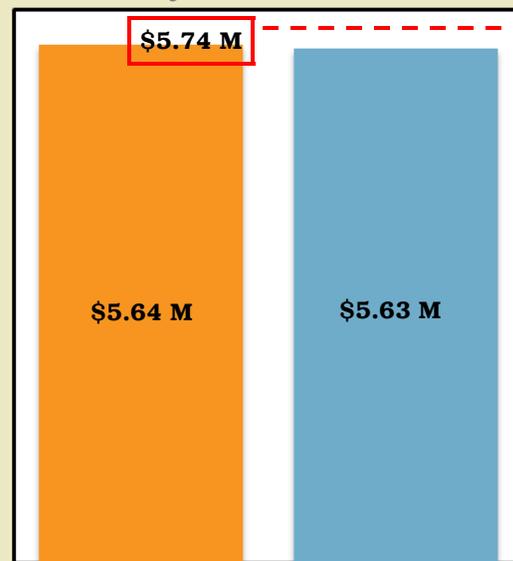
In FY 2015, the ACS Annual Budget totals \$11.65 million, an increase of \$364,000 from the FY 2014 Adopted Budget related to budget improvements and initiatives mentioned previously in this report. The first half of FY 2015 Actuals show the department just under budget. From October through March, ACS has spent \$5.63 million which is only 1% (\$110,000) less than the planned amount of \$5.74 million.

**FISCAL UPDATE:** In May 2015, 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. More information regarding these updated initiatives will be included in the next Quarterly Report to the Community.

## FY 2015 Budget Summary



**FY 2015 Adopted Budget: \$11.65M**  
**FY 2015 Revised Budget: \$12.00M**



FY 2014 Actual

FY 2015 Actual

## San Antonio to New England: a 2,100 mile Road Trip!

Lizzy, Mabel, Macy, and Angel are all senior dogs between 9 and 10 years old pulled from Animal Care Services by Alamo Rescue Friends (ARF). After receiving treatment for medical issues, all four of these beautiful senior ladies are now in their forever homes - in New Hampshire.

ARF, an ACS Rescue Partner Incentive Program Partner, focuses on pets pulled from ACS and transport them to 7 shelters throughout New England who all have more families looking to adopt than they do stray dogs in their communities. Over the past 5 years, over 1,300 dogs have been transported every 6-8 weeks. Getting 60 dogs per transport up to New England from San Antonio is no easy feat.

ARF Co-Founder Virginia Davidson and husband Greg make the 36-hour drive down from New England and load up the dogs who have spent 3-4 weeks in foster care in San Antonio and make the 42-hour trek back (between potty breaks and quick walks) and are welcomed by the New England shelters where San Antonio dogs and are adopted within a few days. Just another example of thinking innovatively and providing another outlet for San Antonio's pets.





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

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