

# **Journey to Success**

***FY16 Second  
Quarter Report***



CITY OF SAN ANTONIO  
ANIMAL CARE SERVICES  
DEPARTMENT

# FROM THE DIRECTOR'S DESK



ACS Interim Director

As we move further into the year, it's been so exciting to see Animal Care Services sustain and GROW recent successes! As interim director of ACS, I have seen the department involved in a variety of innovative projects that are making a real impact in our community. Projects like the recent groundbreaking of San Antonio's newest high volume spay/neuter clinic on Brooks City Base. It's slated to open this fall with an expected 4000 spay/neuter surgeries in the first year of operation. Programs like our Return to Owner initiative in Field Operations which helps lost pets get home while still holding errant owners accountable. More than 2600 pets have made their way back home as a result of their efforts...and the new Intake Counseling and Dog Training programs are having similar results in helping pet owners do the right thing. It's that personal engagement that has made the Education and Outreach team so successful this year as well with wildly popular events like Microchip MANIA and free resource clinics tied into the Comprehensive Neighborhood Sweeps Initiative (CNSI). Each program collaborates with the community to make San Antonio a more humane place to live-for pets *and* people!

*Stay tuned--because there's more to come!*

## CHAIR'S CORNER

It's hard to believe half of the operating year is already over. Looking back on the last months of ACS' efforts in our community, one thing stands out...one constant that seems to define and shape the shelters momentum. It's the willingness to collaborate and maximize efforts. When I look at programs like the Comprehensive Neighborhood Sweeps Initiative that combine education, enforcement and free pet resources, I can understand why San Antonio is quickly becoming a benchmark for best practices around the country. Increased spay/neuter numbers, higher live release rates, free microchip clinics, enforcement—they're all a part of our continued push to make our city a better place for people and their pets. As the chair of the ACS Advisory Board, I urge you to join us. ***Sterilize and microchip your pet.***

***Make sure that he or she stays on your property.***

Encourage your neighbors to do the right thing, too. We know that there's still work to do—a lot of it—but with continued support of our City leaders, partners and residents, ***the mission is possible.***



ACS Advisory  
Board Chair



# STRATEGIC PRIORITIES

## *at a glance*



 <b>STRATEGIC PRIORITY:</b> <b>INCREASE LIVE RELEASE RATE</b> 		
Performance Indicator	FY 2016 Q2 totals	FY 2016 through March
Live Release Rate	91%	89%
Adoptions	1,780	3,578
Rescues	3,271	6,137
Return-to-Owner (RTO)	1,445	2,694
Trap-Neuter-Return	195	381
Total Adjusted Euthanasia	666	1,616
Fosters	280	582
Volunteer Hours	4,195	8,414

 <b>STRATEGIC PRIORITY:</b> <b>CONTROL STRAY POPULATION</b> 		
Performance Indicator	FY 2016 Q2 totals	FY 2016 through March
Spay/Neuter Surgeries (ACS)	4,611	8,923
Spay/Neuter Surgeries (Partner)	3,722	7,714
Dead Animal Pick-up	5,011	10,519



# STRATEGIC PRIORITIES

*at a glance*



<b>STRATEGIC PRIORITY: ENHANCED ENFORCEMENT</b>		
<b>Performance Indicator</b>	<b>FY 2016 Q2 totals</b>	<b>FY 2016 through March</b>
<b>Call-for-Service Requests (Total)</b>	<b>23,580</b>	<b>47,457</b>
<b>Call-for Service Requests (Citizen Initiated)</b>	<b>16,774</b>	<b>34,175</b>
<b>Call-for-Service Requests (ACS Initiated)</b>	<b>6,806</b>	<b>13,282</b>
<b>Impoundments (Overall)</b>	<b>7,651</b>	<b>14,902</b>
<b>Citations/Warnings</b>	<b>2,735</b>	<b>5,197</b>
<b>Bite Cases</b>	<b>776</b>	<b>1,602</b>

<b>STRATEGIC PRIORITY: ENGAGE &amp; EDUCATE THE COMMUNITY</b>		
<b>Performance Indicator</b>	<b>FY 2016 Q2 totals</b>	<b>FY 2016 through March</b>
<b>Microchips Implanted (division)</b>	<b>1,171</b>	<b>2,416</b>
<b>CNSI Homes Visited</b>	<b>7,500</b>	<b>15,800</b>
<b>Adult Education Interactions</b>	<b>3,087</b>	<b>9,890</b>
<b>Child Education Interactions</b>	<b>24,002</b>	<b>46,843</b>
<b>Schools Visited</b>	<b>50</b>	<b>98</b>
<b>Community events attended</b>	<b>54</b>	<b>101</b>



# THE HIGHWAY TO HEALTH

Animal Care Services was awarded a sizable sum from the generous folks at PetSmart Charities, earmarked to be spent on spay/neuter surgeries for select zip codes-78237 & 78227. The 78227 portion of the grant was completed early on. However,

interest from 78237 citizens for the grant's benefits, along with difficulties in scheduling compliance at partner clinics put ACS on a tight timeline to complete a grant that was in real danger of remaining unfinished. The Education & Outreach division was asked to help develop strategies to complete the grant, and upon formation of the division, immediately began brainstorming. *They decided to try something new...*

In January 2016, the E&O team partnered with the ACS Clinic to perform public surgeries for the grant; onsite, and right down the street from the target area! The Clinic division agreed to include free rabies vaccines, free microchips, free e-collars, and other basic services to local pets and their people in order to finish the grant. In some cases, free transportation was arranged through the Field to help get pets to the clinic when their owners had no other options available to them. Slowly but steadily, more appointments came in.

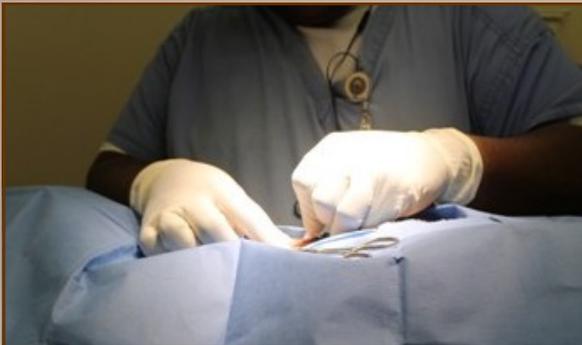
Staff at ACS pulled together to help finish this grant. With the E&O Team at the helm, spay/neuter sign-ups were delivered to the Education coordinators from Field, Customer Service

representatives, and

anyone else that came across someone from 78237 who needed their pets fixed! The E&O analyst created a call database so that volunteers and officers could contact citizens in the 78237 area and offer to sign them up for free services. E&O staff scheduled the appointments, and helped to check the pets in & out of the clinic. With this joint effort between divisions, over 200 spay/neuter surgeries, rabies vaccines, and microchips

were done in this identified 'high-need' area throughout the 2nd quarter of FY2016. It's a program that clearly demonstrates what we know to be true:

***Success through partnership minimizes effort  
and maximizes results!***



# BIG STEPS FOR BIG DOGS

**Everything is bigger in Texas; even our dogs!**

**In addition to their larger size and abundant strength, large dogs require more time and attention spent to train a well behaved pet. Thanks to our partners San Antonio Area Foundation and Best Friends for supporting Animal Care Services with their BIG Dog Grant for training and lowered**



**adoption fees for big dogs. The grant will fund one year of services and upon review of the**

**success of the program the City of San Antonio will seek to have the initiative to be funded. Katelyn Van Hofwegen, ACS' new trainer and a seasoned veteran of animal education, will help provide our Big Dogs with training in leash walking, controlling destructiveness, and potty training. For those that may be intimidated to adopt a larger dog, Katelyn says, "If you can come in with an open mind then the dogs will be more open to you". She teaches that pet training is a two part system instilling confidence in the owner to properly control their dog, as well as instilling confidence in the dog so that they will strive to please their owner. Another of her universal practices: treating pet ownership like parenting rather than seeing pets as property.**



## A safe place to land

**At ACS, we handle a lot more than 'just' dogs and cats. In a recent case, ACS cruelty investigators responded to a case of large-scale animal hoarding. More than 130 animals were removed from the home—one of**

**the largest seizures of neglected animals in ACS history. The seized animals included dogs, cats, chickens, geese, doves, parrots, lovebirds, cockatiels, peacocks, pheasants, a turtle, and more. ACS worked with several specialized rescues to find placement for the birds. In another case in February, 70 chickens and roosters (and one severely neglected bulldog) were pulled from another local home. In every case, each division of the shelter was called upon to provide their expertise to care for the animals brought in. In the end, that led to more happy endings.**



# MOVING FORWARD

## Brooks City Base Spay/Neuter clinic

Groundbreaking was held for the new spay/neuter clinic at Brooks City Base on April 8th. The *new low cost spay/neuter clinic is expected to open in Fall of 2016* with an estimated 4 thousand surgeries to be performed in the first operating year. The new Brooks clinic in City Council District 3 will join San Antonio's five other low cost pet sterilization resources.



## Enhanced Intake program

The ACS Enhanced Intake program continues to show success with *encouraging residents to actively engage in San Antonio's animal overpopulation issue* by giving unwanted or abandoned pets a second chance. A total of 339 strays and 342 owned pets went through the program in the 2nd quarter which has families keep the animals in their homes a few days during their stray hold. Placement efforts continue throughout the grant funded program by having the pet's pictures appear online in hopes of adoption or owner reclaim. Free training resources are also available for pet owners.



## Return to Owner efforts

FY16 Return to Owner efforts have continued to exceed performance expectations and local pets couldn't be happier for it! In a combined effort with Shelter, Live Release, Field officers and the Return to Owner officer, *RTO rates have seen a 63% increase* over the same time period last year. In FY16 year to date, more 2,600 pets have been returned to their homes with more than 1,400 of those occurring in the 2nd quarter.



## Education and Outreach Team

The newly formed Education and Outreach team has garnered community momentum in the 2nd quarter by pairing highly successful community events like Microchip MANIA and block walking with strategic marketing and media relations. A Leash Not Loose awareness campaign has achieved 4 million gross media impressions through targeted advertisements and billboards while supporting the message with free leashes and stickers encouraging responsible pet ownership. The free Microchip program approved by Council has seen more than 1100 pets chipped in the 2nd quarter alone.



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

