



ACS Fiscal Year 2019 First Quarter Report



This pledge serves as your promise to your pets and to our community that you will be a caring and humane pet owner.

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The Director's Desk

When I think about the amount of change that has taken place during the past 7 ½ years, I have been with Animal Care Services (ACS) I think of a Henry Ford quote, "Coming together is a beginning, staying together is progress, and working together is success." While we recognize there is still a lot to do, I am forever grateful to have been a part of the change that has transpired. Collaboration between ACS and San Antonio residents has led to achievements that would have previously been viewed as unobtainable. ACS is not a no-kill shelter and as an open admission shelter, we are unable to close the doors when we are at capacity. I am thankful that we have maintained a Live Release rate consistent with no-kill shelters.

Last fiscal year ACS implemented an action plan focused on increasing transparency, improving communication with the public, improving customer service, increasing staff training, and diversifying the ACS Live Release portfolio. This fiscal year, enhancements and additional programming have been budgeted to build upon the progress made last year. As always, the progress we make as an organization is multiplied when the community supports ACS initiatives. Our results have shown that increasing proactive measures have a direct impact on the live placement for pets. I invite all pet owners to visit our website to [take the ACS pledge](#) and pledge to be a responsible pet owner within their community. Even the simplest reminder to neighbors to keep their pets on property or informing new pet owners that ACS provides microchips to San Antonio residents for free everyday will go a long way to support ACS initiatives. By taking the pledge to be a responsible pet owner, and maintain the wellbeing of your pet, you free up kennel space to provide care to a pet in need. I sincerely express my greatest thanks to everyone that has contributed to the ACS municipal shelter and improving the lives of San Antonio pets. THANK YOU!!!!



ACS Director
Heber Lefgren



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

A major focus for ACS this fiscal year is collaboration, which I believe begins with the San Antonio community. Several pilot programs have been implemented this fiscal year that would greatly benefit from community support. ACS Field Officers have initiated the Puppy Mill Enforcement Pilot Program as an assertive effort to deter illegal puppy sales and uphold the standards that are required for approved pet vendors. We have all seen the online ads and vehicles with signs taped to them promoting puppy sales that are, in large part illegal. Unfortunately, many other problems usually follow these situations, and often the health conditions of the pets are overlooked. I encourage you to assist ACS by calling 311 to report any suspicious puppy sale activity. In addition, reporting stray and roaming dogs can make a difference in the life of the pet and in the community that they live in. Owners of roaming pets should be held accountable for their actions, and stray dogs deserve the opportunity to find a fur-ever home. ACS maintained a 91% Live Release rate for all pets and a 95.8% Live Release rate for all placeable pets during the first quarter of FY 2019. This accomplishment could not be achieved without the collaboration of San Antonio residents, ACS staff, and the ACS animal welfare partners. I cannot wait to see the enhancements that are made during this fiscal year. [Take the ACS Pledge](#) and hug a pet today!

FY 2019 Programs and Projects Update

Puppy Mill Enforcement Pilot Program



ACS implemented the Puppy Mill Enforcement Pilot Program in FY 2019 to increase proactive efforts to deter illegal puppy sales. In the early months of FY 2019, ACS completed a criminal investigation against an illegal puppy seller. The seller did not have a breeder's license, and the puppies were sold with health complications. Agency representatives from multiple jurisdiction levels (city, county, & state) assisted ACS with the investigation and the conviction. The seller was found guilty on two counts totaling over \$4,000 in fines and court fees.



Within the upcoming months, an Animal Cruelty Specialist will be added to the ACS Field Operations Division to fully implement this pilot program. The specialist will investigate illegal sale of puppies online, roadside, and at outdoor markets. Greater compliance is expected from those selling puppies online, and ACS is hopeful that this pilot program will lead to a reduction in the number of individuals selling dogs in San Antonio. Community support for this pilot program is crucial for discovering potential cruelty cases.

Volunteer Program Update

The Animal Care Services Volunteer program supports the department's mission and strategic priorities by engaging community participants in Shelter, Clinic, Live Release and Education operations. In FY 2018, the volunteer program consisted of 620 active volunteers who generously donated 9,656 hours to Animal Care Services. This donated volunteer service equates to 4.64 full time employees. Continuing into FY19, ACS has created a dynamic Volunteer Program Development Plan with the goal of enhancing the current program through inclusive strategies. In an effort to encourage staff participation, each division has appointed a Volunteer Liaison. Division Liaisons are responsible for ensuring volunteers have a positive experience with their division by participating in advanced training opportunities and increased communication with the volunteers. ACS staff look forward to offering divisional training sessions on a regular basis with the goal of establishing reliable teams to support each division's goals. Monthly and Year to Date Volunteer Summary Reports will be reviewed regularly with Department Leadership to identify further program enrichments and potential obstacles.



Spay and Neuter Leadership Forum

Heber Lefgren, Director of ACS, represented ACS at a Spay and Neuter Leadership Forum in Utah in January of FY 2019. The forum was hosted by the ACS rescue partner Best Friends Animal Society and covered the importance of shelter spay and neuter programs and their best practices. Many representatives at the forum were captivated by the robust TNR Program (trap, neuter, and release) that ACS has implemented to spay and neuter feral cats throughout San Antonio. In San Antonio, feral cats are considered wildlife and are equipped to handle life outside. One Utah agency admitted to never considering TNR a possibility, and after a review of its potential, they indicated that TNR could potentially increase their shelter's Live Release rate by 10%-15%. ACS will continue to attend collaborative events to identify best practices and share them with animal welfare communities in a concerted effort to help improve the lives of shelter pets.

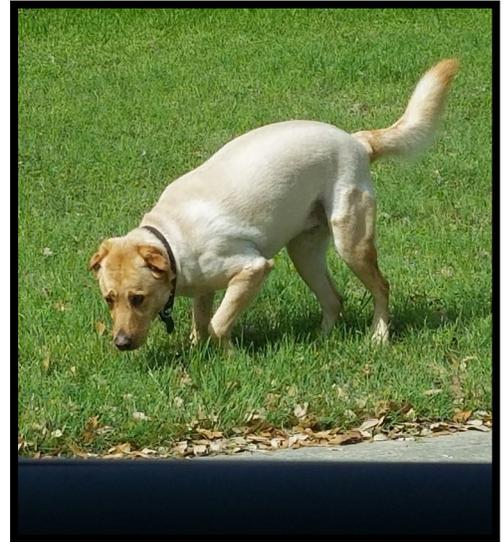


Spay & Neuter Voucher Pilot Program

ACS is committed to utilizing departmental resources to their fullest by distributing services in an equitable manner across the city. Historically, only zip codes that were designated as high-need areas qualified for free spay and neuter surgeries. Beginning in FY 2019, ACS implemented the Spay & Neuter Voucher Pilot Program to provide additional support to residents that previously did not qualify. ACS District Officers that oversee Council Districts 1–5 are distributing free spay & neuter vouchers to the residents they interact with regardless of the zip code they reside in. ACS hopes that this pilot program is adopted like last fiscal year's Field Microchipping Program so that more San Antonio pet owners can receive the resources that they need.

Stray and Roaming Dog Survey Update

Thanks to participating volunteers and ACS staff, data was collected from 28 survey areas across San Antonio during the last several months. Analysis from the completed research contained a significant insight to better understand the ratio of stray dogs to owned roaming dogs in San Antonio. Unfortunately the data from the 28 survey areas alone was not able to accurately predict a total population of stray and roaming dogs. This was largely due to the limitations of the initial study and unpredictable nature of researching stray and roaming dogs. After further analysis, a new research method was added to the project during the first quarter of FY 2019. ACS staff and volunteers surveyed dogs within the same areas twice on the same day. A scientific count of the unobserved dogs within an area was obtained by comparing the populations of dogs observed during different periods of the same day. A final analysis of both datasets has begun, and a full detailed report will be released later this fiscal year.



New Shelter ASILOMAR Report

Beginning in FY 2019, ACS introduced a new, more informative format of the ASILOMAR report. The ASILOMAR report is posted monthly and displays shelter performance statistics detailing the different methods of the intake and outcome of pets. The new and old formats of the ASILOMAR reports share a standard “Live Release rate” formula to determine the overall live release rate of animals entering ACS. The difference between the reports is in the calculation for the Live Release rate of “placeable” pets. The old ASILOMAR report contains a formula that measures the Live Release rate of animals based solely on medical condition. This formula does not take into consideration those pets that were healthy but unable to be placed within the community due to “aggressive” or “dangerous” designations. Ultimately, the formula contained in the newly formatted ASILOMAR report is a more accurate way of answering the question “What was the live release rate of all animals ACS was allowed to find placement for?” In the interest of transparency, ASILOMAR reports published throughout FY 2019 contain both the new and old format, and the old format will be discontinued in FY 2020.



K9s For Warriors Pilot Program Update

In January of FY 2019, San Antonio City Council unanimously approved the K9s For Warriors Pilot Program and lease agreement. K9s For Warriors is a nonprofit organization that trains rescue dogs to become service animals for veterans suffering from PTSD and other disabilities. The agreement includes building a facility on the ACS campus that will allow K9s For Warriors to directly pull and house dogs within their own kennels. This partnership has further diversified the shelter’s live placement portfolio by adding this outcome option for large dogs. Large dogs are often harder to adopt, but they are the size of dog that K9s For Warriors prefers. Construction of the new facility will begin later this year, and is expected to be completed by 2020.



Statistical Analysis

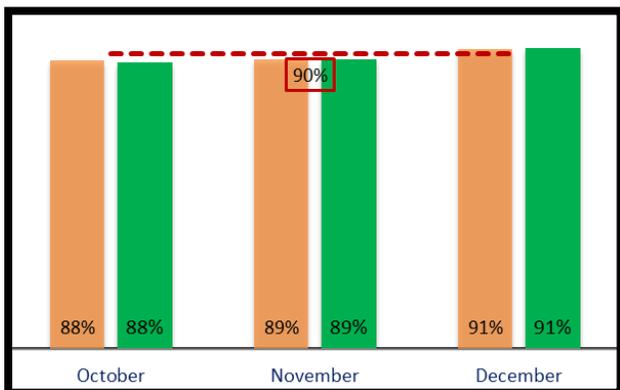
Analysis of the annual metrics for Fiscal Year 2019 will be a comparison of the results for Fiscal Year 2019 and the average of respective metric totals for the previous three years (Fiscal Year 2016, Fiscal Year 2017, and Fiscal Year 2018). Annual Fiscal Year 2019 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live Release Rate

In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department’s 60-year history. Just a short four years later and ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. While there are some metrics that are scaled lower than last year’s first quarter, this year we are on target to find live placement for a higher percentage of pets than ever before. 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.

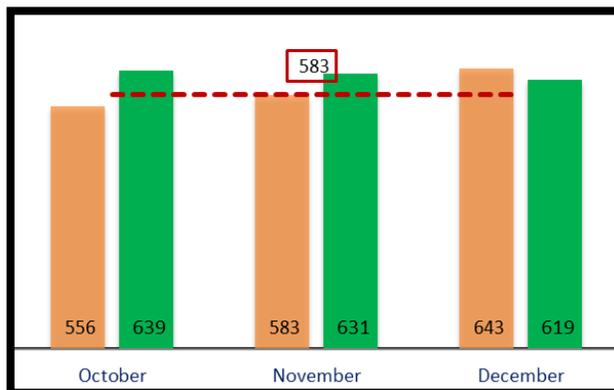
Live Release Rate

FY19 Annual Goal: 90%
 FY19 First Quarter Results: 89%
 FY16-FY18 First Quarter Avg. Results: 89%



Adoptions

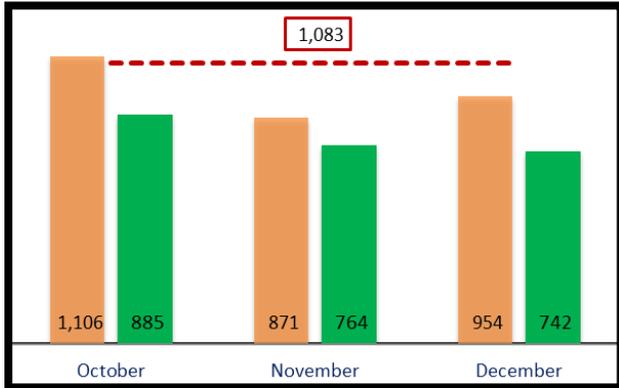
FY19 Annual Goal: 7,000
 FY19 First Quarter Results: 1,889
 FY16-FY18 First Quarter Avg. Results: 1,782



Increasing the Live Release Rate (Cont.)

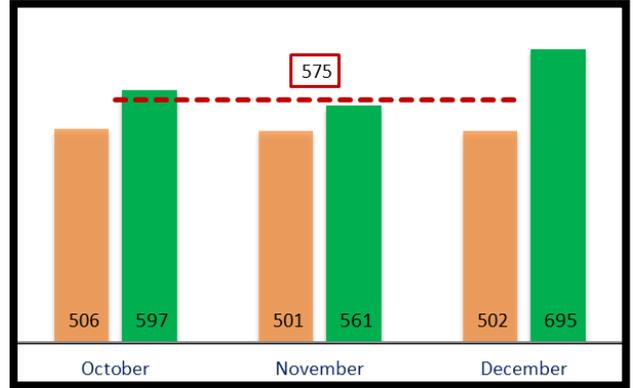
Rescues

FY19 Annual Goal: 13,000
FY19 First Quarter Results: 2,391
FY16-FY18 First Quarter Avg. Results: 2,931



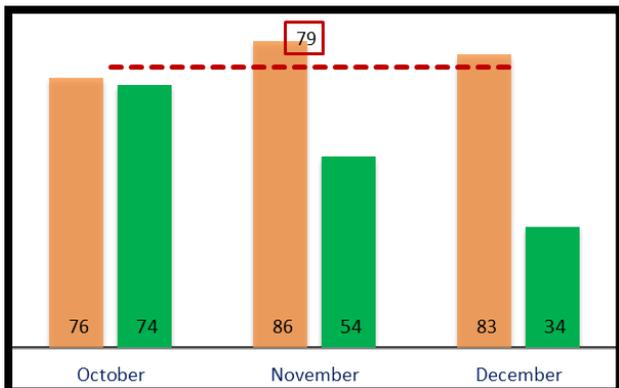
Return To Owner (Overall)

FY19 Annual Goal: 6,900
FY19 First Quarter Results: 1,853
FY16-FY18 First Quarter Avg. Results: 1,509



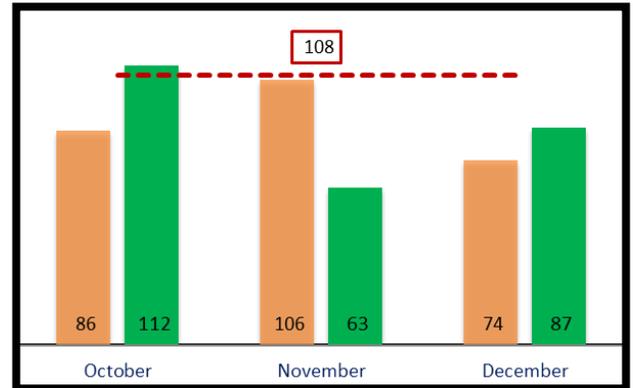
Trap Neuter Release

FY19 Annual Goal: 950
FY19 First Quarter Results: 162
FY16-FY18 First Quarter Avg. Results: 245



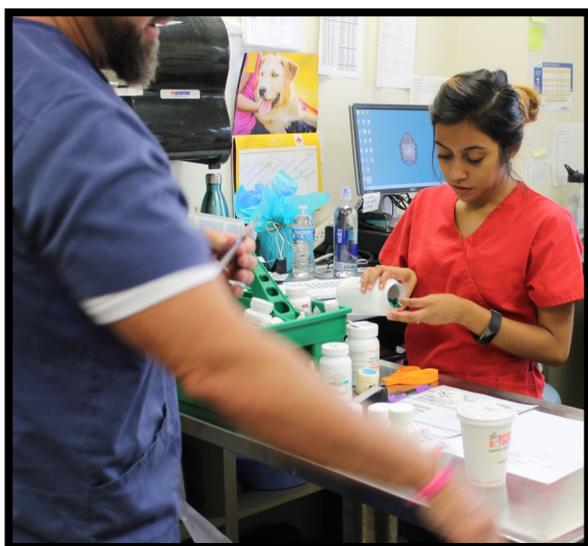
Pets Fostered

FY19 Annual Goal: 1,300
FY19 First Quarter Results: 262
FY16-FY18 First Quarter Avg. Results: 266



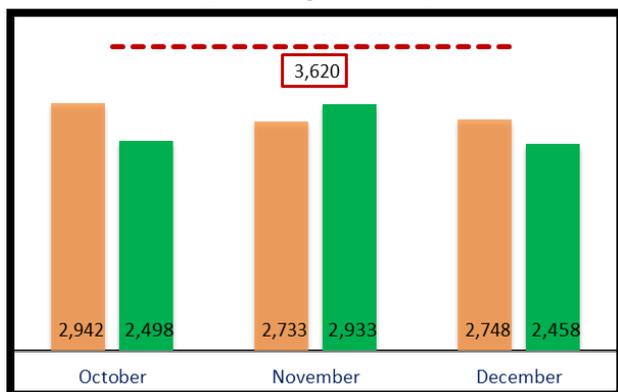
Control the Roaming Animal Population

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Total spay and neuter surgeries performed are lower in part due to a surgery partner contract renewal that restricted services October 2018. With the implementation of the new Spay & Neuter Voucher Pilot Program, more surgeries should be completed in the following months. In addition, the metric of dead animal pickup is used as an additional benchmark of the number of animals roaming free. The decrease in dead animal pick-up is a reflection of the impact of the proactive programs and services provided by ACS and the community.



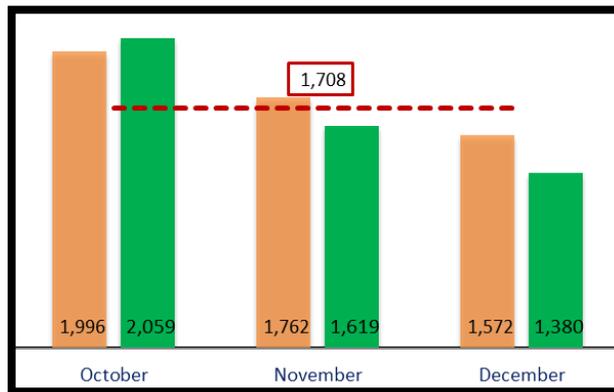
Total Spay & Neuter Surgeries

FY19 Annual Goal: 43,455
 FY19 First Quarter Results: 7,889
 FY16-FY18 First Quarter Avg. Results: 8,423



Deceased Dog/Cat Pick-up

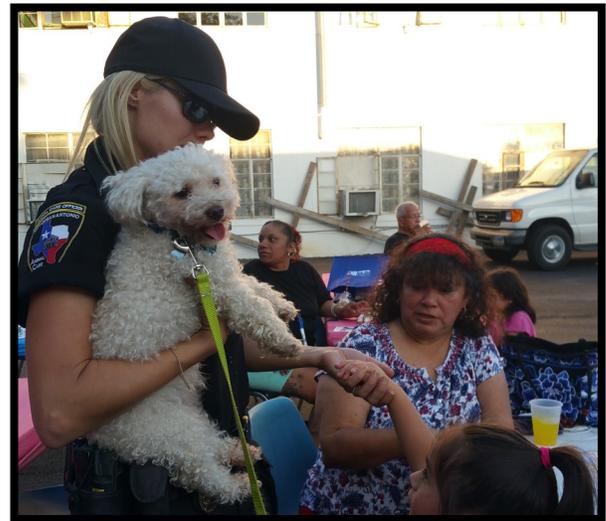
FY19 Annual Goal: Less than 20,500
 FY19 First Quarter Results: 5,058
 FY16-FY18 First Quarter Avg. Results: 5,330



* In this metric a lower number means a greater success.

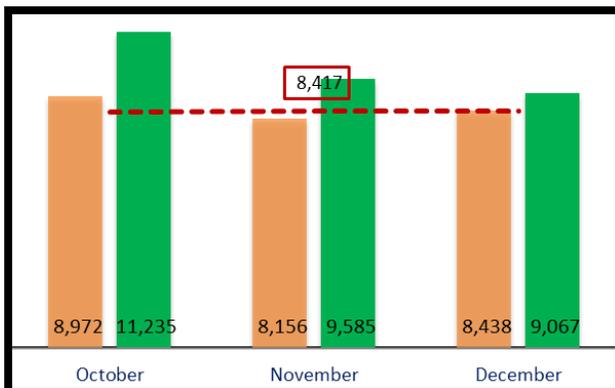
Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of citizens and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, pets returned to their owners by field officers, and cruelty cases filed.



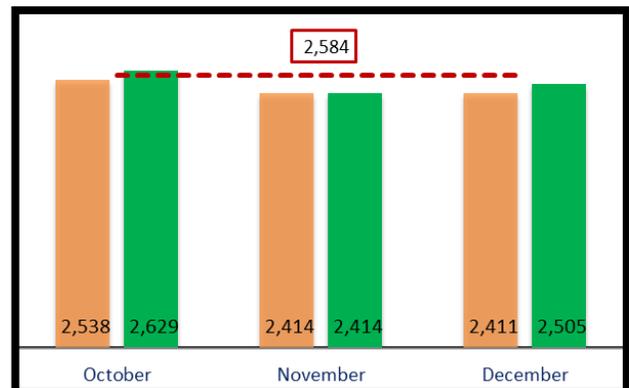
Calls for Service Requests

FY19 Annual Goal: 101,000
 FY19 First Quarter Results: 29,887
 FY16-FY18 First Quarter Avg. Results: 25,566



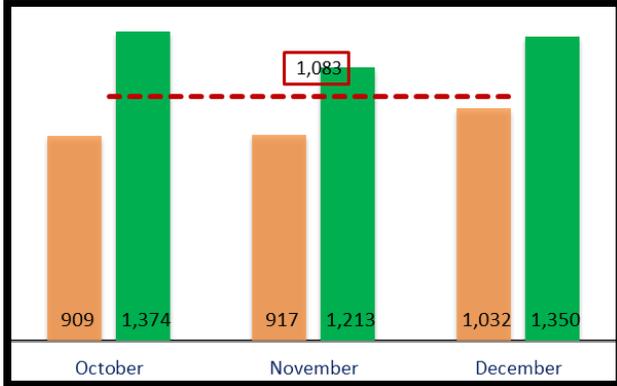
Impoundments

FY19 Annual Goal: 31,000
 FY19 First Quarter Results: 7,548
 FY16-FY18 First Quarter Avg. Results: 7,363



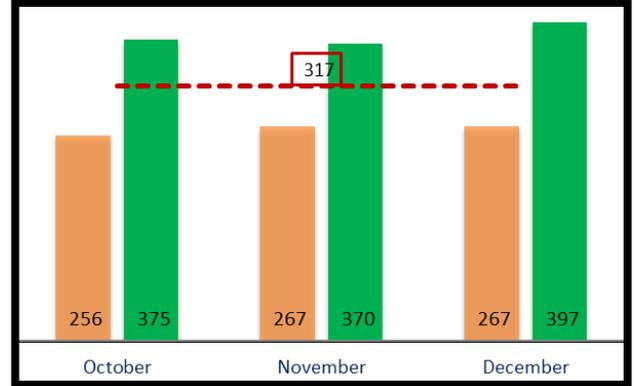
Citations Written

FY19 Annual Goal: 13,000
 FY19 First Quarter Results: 3,937
 FY16-FY18 First Quarter Avg. Results: 2,858



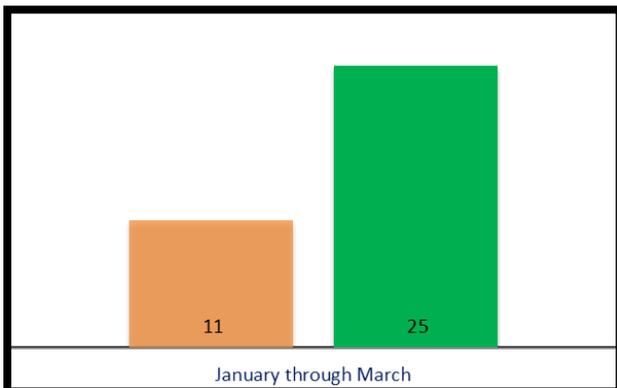
Pets Returned to Owner in the Field

FY19 Annual Goal: 3,800
 FY19 First Quarter Results: 1,142
 FY16-FY18 First Quarter Avg. Results: 790



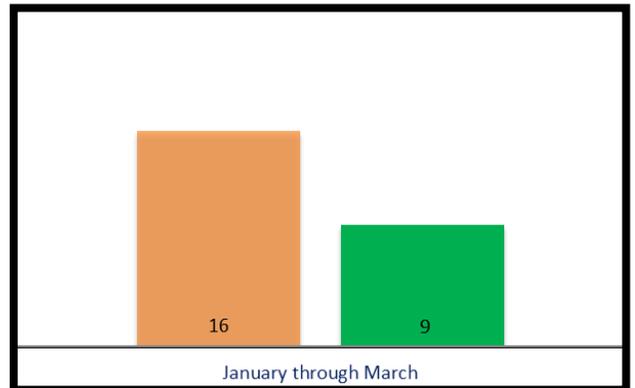
Aggressive/Dangerous Designations

FY19 First Quarter Results: 25
 FY16-FY18 First Quarter Avg. Results: 11



Cruelty Cases Filed

FY19 First Quarter Results: 9
 FY16-FY18 First Quarter Avg. Results: 16



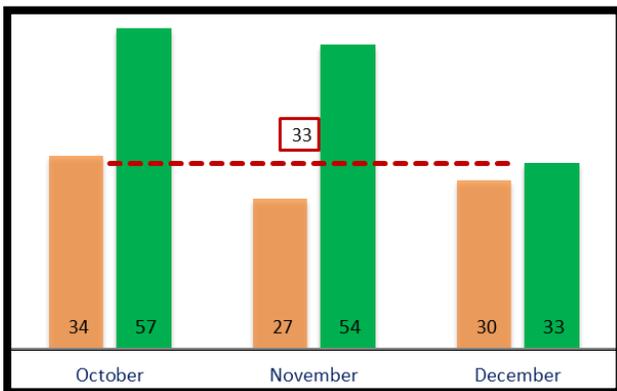
Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. The original target for total schools visited was designed with the intention that ACS would be awarded only one presentation during a school visit. ACS has tracked total school education presentations during Fiscal Year 2018, and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.



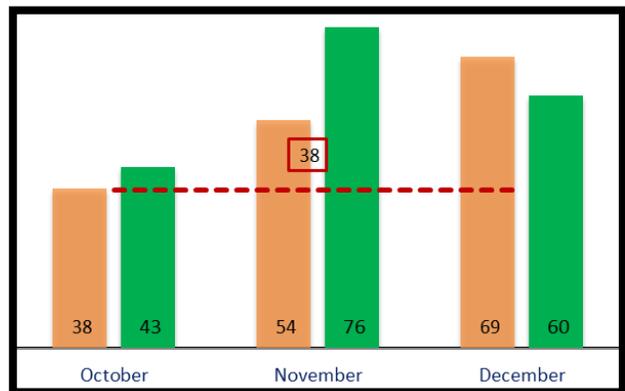
Education Events

FY19 Annual Goal: 400
 FY19 First Quarter Results: 144
 FY16-FY18 First Quarter Avg. Results: 91



Schools Presentations

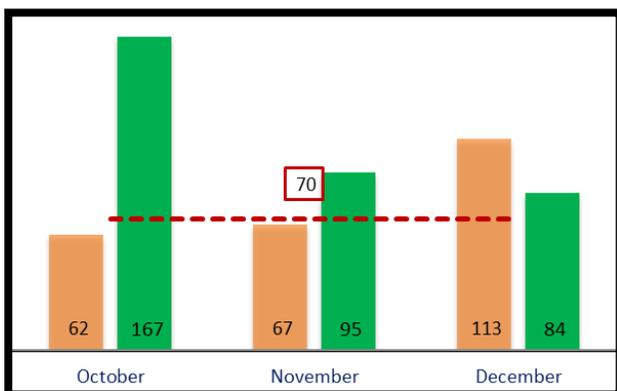
FY19 Annual Goal: 450
 FY19 First Quarter Results: 197
 FY18 First Quarter Results: 185



*Total school presentations metric started tracking in FY18.

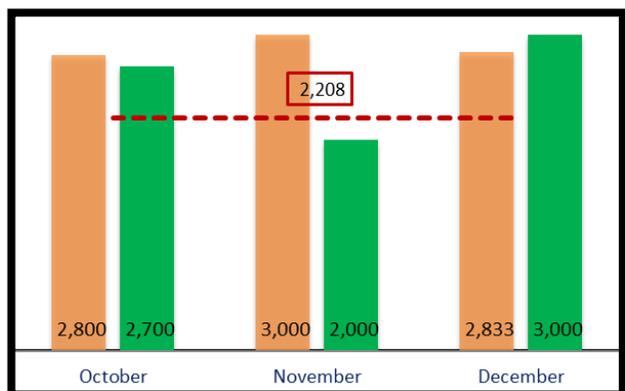
Media Interactions

FY19 Annual Goal: 830
 FY19 First Quarter Results: 346
 FY16-FY18 First Quarter Avg. Results: 242



CNSI Homes Visited

FY19 Annual Goal: 26,500
 FY19 First Quarter Results: 7,700
 FY16-FY18 First Quarter Avg. Results: 8,633





Animal Care Services

4710 State Highway 151
San Antonio, TX 78227

Main Phone: 210-207-4738
Fax: 210-207-6676

Adoption Center Hours:
Monday - Friday: 11:00 am - 7:00 pm
Saturday/Sunday: 11:00 am - 5:00 pm
(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)
E-mail [ACS Intake](#) to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED

Our 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.

