

Strategizing Success

FY17 Second Quarter Report



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



THE DIRECTOR'S DESK



ACS Director

As we get into our busier puppy and kitten season here at the shelter, we've been talking a lot about process improvements we can make to help save lives and promote safe neighborhoods—now and in the future. In addition to making stronger, consistent pushes for foster help, we're also excited to begin promoting new resources like our Responsible Pet Ownership class and the Brooks Spay/Neuter clinic. We think in present and future tense here at ACS and it's something that's borne out by business planning experts—no strategy completely stands up to reality. That's why we can strategize the best plans for today but keep in mind things may change tomorrow. A good example is the process we're going through

with revising our community's animal laws, the Chapter 5 ordinance. These regulations have been on the books for decades but as our community grows, we need to revise or update them. That constant enhancement can get a little hectic—especially when we operate one of the largest municipal animal shelters in the country. But I think it's ACS' persistent striving for better that is helping make S.A. a safer, more loving home for our families for those with and without fur.



CHAIR'S CORNER

It's hard to believe how much our community has changed over the last few years! San Antonio, of course, continues to attract new companies and new businesses. That means new residents with pets...or even better, residents who are looking to add a new dog or cat into their families! Our growing population and expansion is one of the reasons why we're revising our Chapter 5 ordinance again. These animal laws are living documents that need to change to keep up with our community's needs. ACS is hosting public meetings to discuss proposed changes and get feedback on our focus to make San Antonio safer and more humane. Meeting dates and locations can be found at www.saacs.net. I hope you'll join us!



ACS Advisory Board Chair



STRATEGIC PRIORITIES

at a glance January-March

CONTROL STRAY POPULATION <i>at a glance</i>	
FY 2017 Q2 totals	
Spay/Neuter Surgeries (ACS)	3,015
Spay/Neuter Surgeries (Partner)	<i>*pending data reports</i>
Dead Animal Pick-up	4,941

INCREASE LIVE RELEASE RATE <i>at a glance</i>	
FY 2017 Q2 totals	
Live Release Rate	92.9%
Adoptions	1,579
Rescues	3,199
Return-to-Owner (RTO)	1,687
Trap-Neuter-Return	160
Total Adjusted Euthanasia	508
Fosters	190
Volunteer Hours	4,405

ENHANCED ENFORCEMENT <i>at a glance</i>	
FY 2017 Q2 totals	
Call-for-Service Requests (Total)	25,265
Call-for Service Requests (Citizen Initiated)	17,003
Call-for-Service Requests (ACS Initiated)	7,522
Impoundments (Overall)	7,138
Citations and Warnings	927
Bite Cases	849

EDUCATION & OUTREACH <i>at a glance</i>	
FY 2017 Q2 totals	
Microchips Registered	5,890
CNSI Homes Visited	8,300
Media Interactions	167
Community events	79
Schools Visited	38



Brooks S/N clinic opens



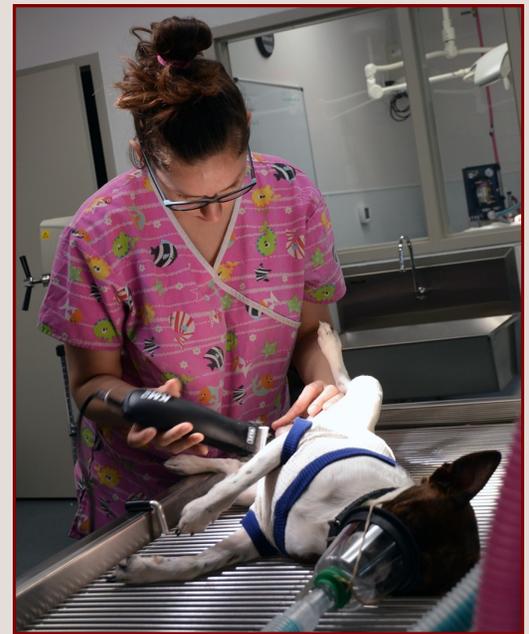
San Antonio residents in search of low-cost spay/neuter and pet wellness services now have yet another option. Brooks Spay/Neuter Clinic, which will be managed by longtime ACS partner, the San Antonio Humane Society (SAHS), is newest resource to help fight the city's pet overpopulation problem. Built on property owned by Brooks City Base, Animal Care's latest clinic is expected to perform 5,000 spay/neuter surgeries in its first year. That number is expected to increase to 8,000 surgeries by its third year of operation! The Brooks Spay/Neuter Clinic is

located off Southeast Military at 8034 City Base Landing and operation hours are Tuesday through Saturday, 7:30 AM – 5:00 PM.

The new clinic is one of six low cost pet sterilization clinics in San Antonio—a rare opportunity for local pet owners as most communities throughout the country have a single spay neuter clinic if they have one at all. "We are thrilled to have the opportunity to operate the Brooks Spay/Neuter Clinic," says Nancy F. May, President/CEO of the SAHS. "By providing low-cost spay/neuter and Wellness Clinic services, as well as community education, we will impact a great number of pets not only in District 3, but in San Antonio overall." On Saturdays from 9:30 a.m. to 2:30 p.m., the Brooks clinic staff will also be providing wellness services. Low cost veterinary services will include things annual exams, shots, heartworm tests and treatments as well as flea/tick preventatives.



While wellness services are available on a first come-first served basis, appointments are available for sterilization services. Residents can make their appointments online at the San Antonio Humane Society's website: www.sahumane.org. The clinic can be reached directly at 210.963.7150 anytime during regular business hours.



Brooks Spay/Neuter Clinic, 8034 City Base Landing, 210.963.7150

Chapter 5 public meetings

Animal Care Services is hosting 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 which will take place over the course of the next several months. The meetings will consist of informational sessions coupled with question/answer opportunities and a brief survey to garner feedback. The remaining meetings will be held from 6:30 p.m. to 8 p.m. at the following dates and locations:



- **April 18th** **Miller's Pond Community Center, 6075 Old Pearsall**
- **May 4th** **Harlandale Community Center, 301 Sussex**
- **May 16th** **Melendrez Community Center, 5909 West Commerce**

The dates and locations are available online at www.saacs.net where residents can also take the survey in English or Spanish. At each meeting, staff will gather input on suggested changes to the Chapter 5 animal ordinance as well as feedback on ACS' mission and changing role in the community in light of recent lifesaving and enforcement successes. Animal Care Services year to date live release rate is 91.4% with no reduction in intake. More than 64 hundred citations have been given to animal law violators and 34 hundred lost pets have been returned to their owners through Animal Care.

Not just dogs and cats!



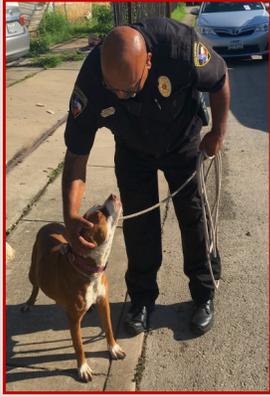
ACS has seen an influx of unusual animals over the last several months including a baby alligator, ferrets, turtles and half a dozen pigs. With the exception of the ferrets, many of these exotic or endangered animals are illegal to have as pets in the city of San Antonio.



FY17 Q2 FULL STATISTICS



January 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	Jan. Total	Feb. Total	March. Total
Call-for-Service Requests (Overall)	100,962	101,000	50,435	50,454	48,927	8,554	8,043	8,668
<i>Citizen-Initiated</i>	69,184	69,000	34,756	34,665	33,981	5,730	5,177	6,096
<i>ACS-Initiated</i>	31,778	32,000	15,679	15,789	14,946	2,806	2,121	2,595
Impoundments (Overall)	31,811	31,000	14,922	14,739	14,741	2,273	2,273	2,592
Return-to-Owners (Field)	3,055	3,800	1506	1873	1,781	316	321	290
Bites Cases	3,492	3,500	1606	1610	1,694	276	265	308
Citations/Warnings Issued	10,933	13,000	5,267	6,263	6,437	1,070	1,035	968
Aggr./Dangerous Dog Designations	34		21		20			
Serious Bodily Injury Cases	7		3		4			
Cruelty Cases Filed	72		37		30			

ACS Happy Tails-*Chelsea & Purrl Rose*



"Fostering Chelsea turned into 'we loved her too much to let go', then turned into getting her certified and trained through the VA to be my PTSD combat Vet service dog. And to think, no one wanted her! We are so blessed to have her in our home."

-Sam Champeau

"After having many family discussions about adopting a cat, we finally visited your facility...Our children saw Rose (now Purrl Rose) and they fell in love, even though she was still severely underweight and skittish. ...she has since grown and become very affectionate. We love Purrl very much, we are so thankful that we found her at your facility and we are happy to have her as part of our family."

-Dianna Torres Lee





FY17 Q2 FULL STATISTICS

January 2017—March 2017



IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 16	FY 17	FY 16	FY 17	FY 17	Jan. Total	Feb. Total	March. Total
	Actual	Target	YTD Actual	YTD Target	YTD Actual			
Surgeries Performed (Overall)	35,781	40,225	18,441	19,505	16,822*	3,117	2,465	2,515*
ACS	14,069	13,125	6,699	6,253	6,968	1,195	892	1,137
Community Cat Program	4,660	4,000	2,231	1,922	2,548	375	514	512
Surgeries Performed by Partners	12,373	11,766	8,005	7,683	6,121*	1,547	1,059	866*
City Facilities (Brack & Brooks)	4,679	11,334	1,506	3,648	1,185*	*	*	*
Microchips Registered	22,251	22,000	11,445	11,316	11,271	2,106	1,686	2,098
Deceased Dog/Cat Pick-Up	21,321		10,519		10,339	1,640	1,487	1,814

*Pending final data reports

INCREASED LIVE RELEASE

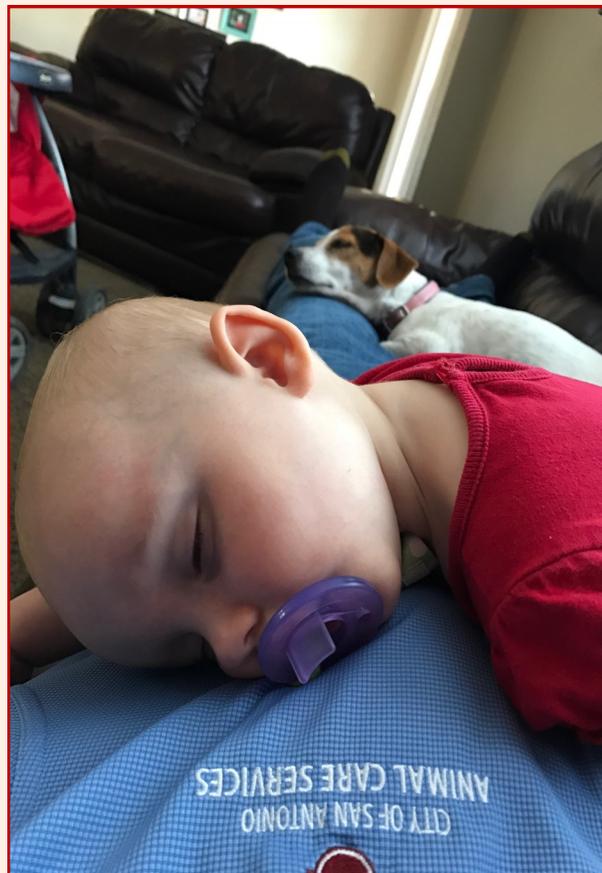
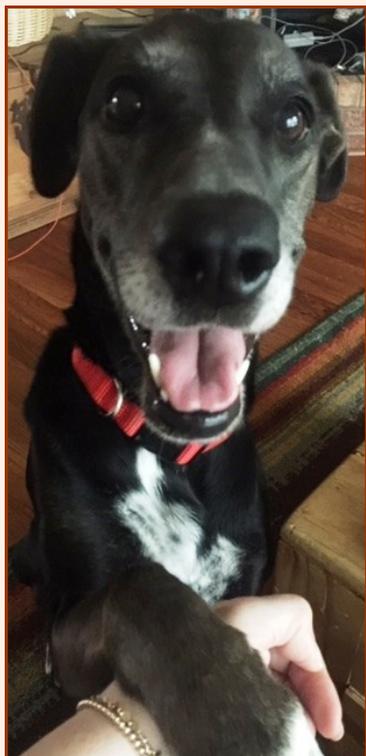
Performance Indicators	FY 16	FY 17	FY 16	FY 17	FY 17	Jan. Total	Feb. Total	March. Total
	Actual	Target	YTD Actual	YTD Target	YTD Actual			
Live Release Rate	88.4%	88.5%	88.8%	89.0%	91.4%	92.97%	94.23%	91.63%
Adoptions	7,192	7,300	3,580	3,634	3,515	597	449	533
Rescues	13,096	12,900	6,163	6,071	6,141	987	1,041	1,171
Return-to-Owners (Overall)	5,769	6,400	2,732	3,031	3,437	573	545	569
Trap-Neuter>Returns	1051	680	401	259	475	78	24	58
Pets Fostered	1,461	1,500	570	585	497	75	46	69
Volunteer Hours	16,397	17,000	8,545	8,860	7,752	1,404	1,539	1,462
Total Adjusted Euthanasia	3,569		1,621		1,284	169	126	213



EDUCATION & OUTREACH

Performance Indicators	FY 16	FY 17	FY 16	FY 17	FY 17	Jan. Total	Feb. Total	March. Total
	Actual	Target	YTD Actual	YTD Target	YTD Actual			
Media Interactions	816	750	449	413	325	57	69	41
CNSI Homes Visited	26,200	25,000	15,700	14,981	17,300	3,000	2,800	2,500
Education Events	392	400	197	201	166	26	25	28
Schools Visited	210	225	91	98	88	18	10	10
Adult Interactions	18,154	18,000	9,890	9,000	10,819	640	737	6,182
Child Interactions	79,201	90,000	46,843	45,000	42,033	9,527	4,530	6,068

Love. Safety. Community. Family.



Many people think it must be hard to work in an animal shelter. Especially a municipal facility which takes in tens of thousands of animals every year. They're right. But the job of trying to save as many of our community's pets as we can everyday can get easier when we work together to find solutions. Our community may find homes for thousands of animals and ACS may ticket just as many irresponsible owners...but it doesn't work without YOU and the team of hardworking rescue partners, staff, volunteers and collaborating clinics. Without everyone in the community who does it for the same reasons we do... Love. Safety. Community. Family. No matter how many legs you have. 🐾



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DEPARTMENT**

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.