

# Working Together...

## Communicating Success!

*FY17 First Quarter Report*



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

# THE DIRECTOR'S DESK



ACS Director

The new year has brought a new energy to Animal Care Services and a renewed focus on communication. In fact, the department's new communications plan supports the move towards even greater transparency with a number of initiatives. Of course, ACS will continue to regularly post our departmental statistics on the shelter website ([www.saacs.net](http://www.saacs.net)) as well provide education resources at local schools and events. But my favorite new communication tools have to be the monthly meetings we've simply dubbed "Meet with the Director" and "Meet the Staff." The get togethers are informal chats with myself and key leadership to brainstorm ideas with the public and discuss new initiatives and programs. A big topic of discussion--how to improve and enhance current successes.

How do we raise our live release rate even higher than our current 90% placement? With more than 3 thousand year to date citations, how can we continue to hold irresponsible pet owners accountable while keeping pace with impoundments? Much of the successes Animal Care has achieved over the years have been borne from a willingness to look (and listen) for solutions in everyday interactions. We are committed to making San Antonio the most pet friendly community in the country. Tell us your ideas. There's still work to be done and animals to be saved.

## CHAIR'S CORNER

With a new fiscal year comes **new opportunities to engage the community** in supporting responsible pet ownership and humane animal care. I am particularly excited about the recent expansion of the ACS District Officer program which follows a community policing model. The shelter now has officers specially assigned to many of our community's highest risk neighborhoods. The program stresses conversation and proactive engagement and its an approach that's working. Using street by street engagement , ACS is finding more happy endings for pets in our neighborhoods. That's good news for pets and even better news for our beautiful city!



ACS Advisory Board Chair



# STRATEGIC PRIORITIES

## *at a glance*



ENHANCED ENFORCEMENT <i>at a glance</i>	
FY 2017 Q1 totals	
Call-for-Service Requests (Total)	24,402
Call-for Service Requests (Citizen Initiated)	16,978
Call-for-Service Requests (ACS Initiated)	7,424
Impoundments (Overall)	7,603
Citations and Warnings	3,364
Bite Cases	845

EDUCATION & OUTREACH <i>at a glance</i>	
FY 2017 Q1 totals	
Microchips Registered	5,381
CNSI Homes Visited	8,800
Media Interactions	158
Community events	87
Schools Visited	50



INCREASE LIVE RELEASE RATE	
<i>at a glance</i>	
FY 2017 Q1 totals	
Live Release Rate	89.9%
Adoptions	1,936
Rescues	2,942
Return-to-Owner (RTO)	1,750
Trap-Neuter-Return	315
Total Adjusted Euthanasia	776
Fosters	307
Volunteer Hours	3,347

CONTROL STRAY POPULATION <i>at a glance</i>	
FY 2017 Q1 totals	
Spay/Neuter Surgeries (ACS)	7,058
Spay/Neuter Surgeries (Partner)	2,167
Dead Animal Pick-up	5,398

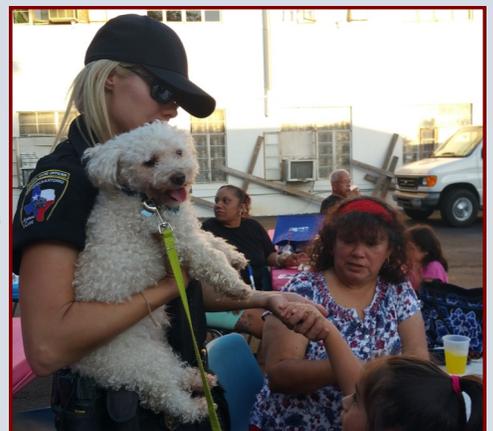
# THINKING NEXT LEVEL



**Its been a little over a year since San Antonio became the largest city in the nation to institute microchip licensing. Since the Alamo City has taken this progressive step, a number of other cities throughout the nation have spoken with the shelter about the process in hopes of replicating it in their own communities. With more than 22 thousand microchips implanted and registered in the last fiscal year, ACS has shown the comprehensive benefit of this safe, permanent form of pet ID. The department even continues to host community microchip clinics and offer microchipping resources seven days a week at the shelter off 151.**

**While microchip licensing has contributed to the highest Return to Owner numbers in the shelter's history (5,769 in FY16 alone), ACS continues to look at ways to boost those numbers even higher. Some ideas under consideration: augmenting microchip licenses with new technologically advanced tags and ensuring pets who come into the shelter leave with a sturdy collar. Outreach efforts continue to talk up the need for ID as one of the basics of pet care – new innovations in the animal care industry will hopefully allow ACS to host many more happy reunions, saving time, shelter space and PETS!**

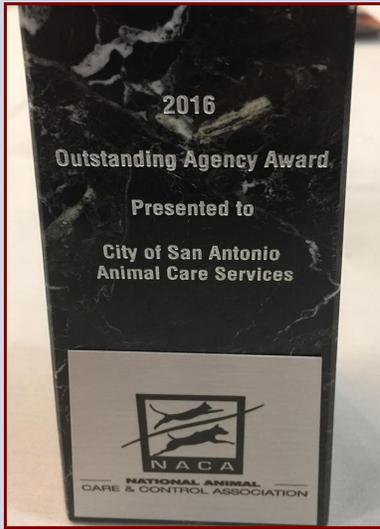
**City leadership has approved the expansion of the ACS District Officer program. That's good news for City Council districts 3 and 4 which include some of San Antonio's highest risk neighborhoods. The new district officers will join their colleagues in districts 2 and 5 in offering more community policing style approach to animal control. In addition to working with City Council staff, the district officers will partner with other ACS divisions to bring targeted resources to constituents and working with violators to prevent re-offending.**





# GROWING ACHIEVEMENT

**A national accolade for Animal Care Services has found a special place in the shelter! This fall, ACS was named “Outstanding Animal Care & Control Agency of the Year” by the National Animal Care & Control Association at their annual conference in Seattle, Washington. This award is presented to the organization that best exemplifies ‘effective training programs for personnel, innovative public education programs, and active community involvement’. ACS staff also presented workshops at the prestigious meeting which draws hundreds of animal welfare professionals. NACA is the largest animal control association in the world.**



**Making good programs even better** has helped Animal Care Services grow success over the years. In November, the Animal Defense League opened its doors at the Paul Jolly Center for Adoptions in Brackenridge Park. San Antonio Pets Alive, who’d overseen the centrally located facility for three years, opened two new placement locations following the transition. SAPA’s successful adoption of hundreds of pets at Paul Jolly helped establish the adoption center in San Antonio’s largest park and with collaborative help between ACS, ADL and SAPA, the transition itself was smooth.

As a area non-profit that’s been saving animal’s lives in San Antonio for over 82 years, the Animal Defense League has been a long term partner of ACS. With San Antonio Pets Alive’s new community shelters and PJAC’s continued success, local residents now have more than half a dozen options for pet adoption. That’s important considering the mission to encourage “adopt, don’t shop.” Animal Care Services regularly leads city-wide adoption events with the large shelters in town. These latest program enhancements will no doubt increase placement at the yearly special events which regularly find homes for hundreds of dogs and cats.



# FY17 Q1 FULL STATISTICS



*October 2016—December 2016*

## IMPROVED CONTROL OF SPAY POPULATION

<i>Performance Indicators</i>	FY 16	FY 17	FY 16	FY 17	FY 17
	Actual	Target	YTD Actual	YTD Target	YTD Actual
Surgeries Performed (Overall)	35,781	40,225	8,732	8,781	7,458
ACS	14,069	13,125	3,210	2,996	3,744
Community Cat Program	4,660	4,000	1,103	955	1,147
Surgeries Performed by	12,373	11,766	3,992	3,796	2,567
City Facilities (Brack & Brooks)	4,679	11,334	427	1,034	
Microchips Registered	22,251	22,000	5,576	5,513	5,381
Deceased Dog/Cat Pick-Up	21,321		5,576		5,381



## INCREASED LIVE RELEASE

<i>Performance Indicators</i>	FY 16	FY 17	FY 16	FY 17	FY 17
	Actual	Target	YTD Actual	YTD Target	YTD Actual
Live Release Rate	88.4%	88.5%	86.6%	86.7%	89.9%
Adoptions	7,192	7,300	1,791	1,818	1,936
Rescues	13,096	12,900	2,880	2,837	2,942
Return-to-Owners (Overall)	5,769	6,400	1,247	1,383	1,750
Trap-Neuter>Returns	1051	680	204	132	315
Pets Fostered	1,461	1,500	289	297	307
Volunteer Hours	16,397	17,000	4,245	4,401	3,347





# FY17 Q1 FULL STATISTICS

## October 2016—December 2016

### ENHANCED ENFORCEMENT

	FY 16	FY 17	FY 16	FY 17	FY 17
<i>Performance Indicators</i>	Actual	Target	YTD Actual	YTD Target	YTD Actual
Call-for-Service Requests	100,962	101,000	25,179	25,188	24,402
<i>Citizen-Initiated</i>	69,184	69,000	17,505	17,461	16,978
<i>ACS-Initiated</i>	31,778	32,000	7,674	7,728	7,424
Impoundments (Overall)	31,811	31,000	7,263	7,481	7,603
Return-to-Owners (Field)	3,055	3,800	739	919	854
Citations/Warnings Issued	10,933	13,000	2,507	2,981	3,364
Aggr./Dangerous Dog	34		16		8
Serious Bodily Injury Cases**	7		1		0
Cruelty Cases Filed**	72		16		18



### EDUCATION & OUTREACH

	FY 16	FY 17	FY 16	FY 17	FY 17
<i>Performance Indicators</i>	Actual	Target	YTD Actual	YTD Target	YTD Actual
Media Interactions	816	750	263	187	158
CNSI Homes Visited	26,200	25,000	8,100	6,250	8,800
Education Events	392	400	94	100	96
Schools Visited	210	225	42	56	54
Adult Interactions	18,154	18,000	6,728	4,500	3,260
Child Interactions	79,201	90,000	22,831	22,500	21,908





***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.***



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