

FY17 Third Quarter Report

*Caring, Sharing,
Learning and
Leading*



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

THE DIRECTOR'S DESK



ACS Director
Heber Lefgren

Animal Care Services recently met with our city leaders and the community to discuss important topics as the shelter moves forward with proposed revisions to the Chapter 5 animal ordinance and an update on our ACS Strategic Plan. Innovation and progressive programming are key to our mission to make San Antonio a safe and animal friendly community so we've worked with local residents for the last several months on many of the initial proposed recommendations included in this report. Since February, ACS has held a series of town hall meetings to meet with citizens and garner feedback on local animal ordinance and the department's strategic priorities. ***A bilingual comprehensive survey found that, overall, San Antonio residents have seen improvement in our city's animal issues, but agree that there's still more work to do.*** That's why we will continue to host public meetings to discuss the way local animal laws impact our neighborhoods and neighbors. Meetings are scheduled through the end of August but interested citizens can take a second focused survey on the ACS website at www.saacs.net. The survey is available in both English and

Spanish and I highly encourage San Antonio residents to check it out. Meeting locations and dates are also available on our website. At the end of this process, we hope to have a revised animal ordinance that not only reflects what our overall community wants but just as importantly protects pets and people. Please join us at one of the upcoming meetings and get your survey in today!



CHAIR'S CORNER

Having worked with pets and our shelter for many years, I can tell you there are times some residents don't do right by their companion animals. There's been nuisance behavior like barking or crowing that goes ignored and unaddressed. Dogs left to suffer with heavy chains wound around their necks. Owners who hurt their pets or allow their pets to hurt others through negligence or outright intent. There's issues associated with keeping too many animals on a property. So many times these concerns impact not only the pets but neighborhood relationships and simple quality of life. That's why I'm excited about the *possibilities and protections* our proposed animal ordinance revisions will give companion animals and their guardians. We know our laws are meant to support our community's overall way of life. I hope you'll take our survey on the ACS website (www.saacs.net) and let us know how we can continue to make San Antonio a safer, more humane and peaceful place for us all.



ACS Advisory Board Chair
Rita Braeutigam



STRATEGIC PRIORITIES

at a glance -3rd quarter

ENHANCED ENFORCEMENT <i>at a glance</i>	
FY 2017 Q3 totals	
Call-for-Service Requests (Total)	73,381
Call-for Service Requests (Citizen Initiated)	51,319
Call-for-Service Requests (ACS Initiated)	22,062
Impoundments (Overall)	22,877
Citations and Warnings	8,956
Bite Cases	2,620

INCREASE LIVE RELEASE RATE <i>at a glance</i>	
FY 2017 Q3 totals	
Live Release Rate	90.9%
Adoptions	5,178
Rescues	9,401
Return-to-Owner (RTO)	5,127
Trap-Neuter-Return	668
Total Adjusted Euthanasia	2,068
Fosters	954
Volunteer Hours	10,665

EDUCATION & OUTREACH <i>at a glance</i>	
FY 2017 Q3 totals	
Microchips Registered	16,778
CNSI Homes Visited	25,700
Media Interactions	517
Community events	235
Schools Visited	121

CONTROL STRAY POPULATION <i>at a glance</i>	
FY 2017 Q3 totals	
Spay/Neuter Surgeries (ACS)	10,494
Spay/Neuter Surgeries (Partner)	9,419
Dead Animal Pick-up	18,136



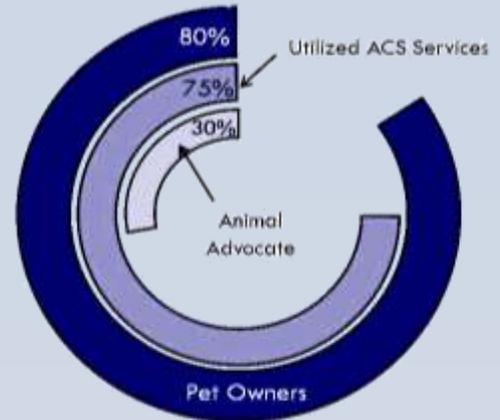
Did you know Animal Care Services has a specialized bike patrol unit for large scale City events like marathons and Fiesta?

Community Survey-results



Regarding ACS performance over the past five years:

- **52%** of respondents indicate ACS has improved overall operations over the past 5 years.
- **67%** of respondents indicate ACS is providing adequate resources such as spay/neuter, registered microchips, and low-cost vaccinations at a reasonable price to assist the public to be responsible pet owners.
- **68%** of respondents agree or are neutral about ACS providing prompt customer service.



Regarding ACS Strategic Direction:

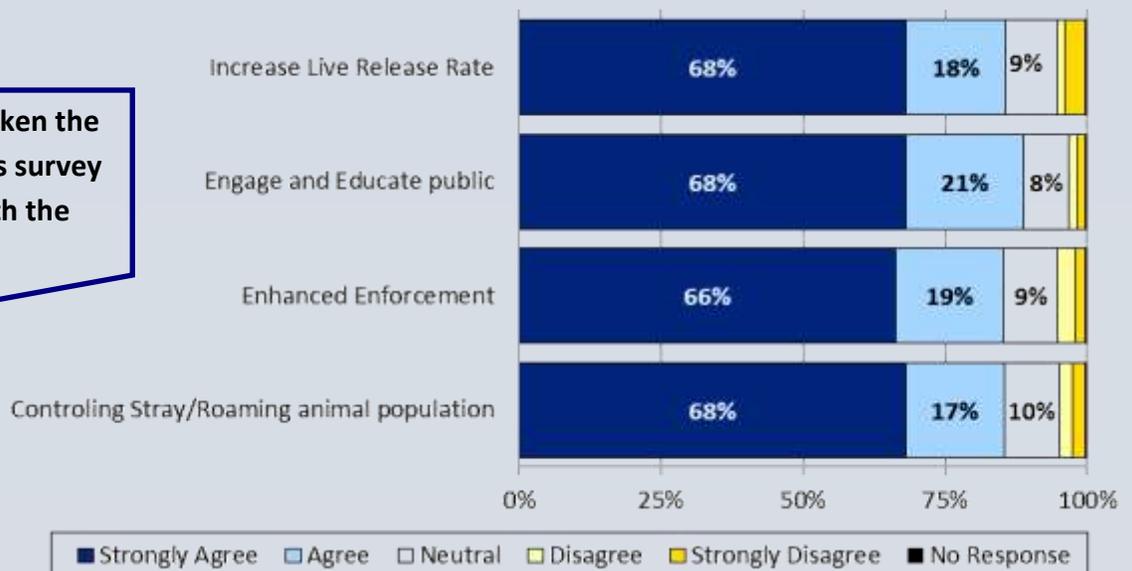
- Over **85%** of respondents support the continuation of the 4 existing ACS strategic priorities of:
 - 1) Enhanced enforcement
 - 2) Control the stray population
 - 3) Increase Live Release rate
 - 4) Engage/educate the community

How do those who have taken the Initial ACS Survey describe themselves?

Regarding Changes to Chapter 5 of the City Code:

- **90%** of respondents would like to require spay/neuter of pets found on the streets.
- **89%** of respondents would like to increase regulations to reduce backyard breeders.
- **77%** of respondents would like to reduce or remain neutral regarding the allowable number of chickens or roosters.
- **75%** or more of respondents would like to see added attention towards investigating cruelty & neglect, holding pet owners accountable, issuing citations, increasing community involvement, and finding live placement.

How do those who have taken the initial Animal Care Services survey rate their agreement with the



Proposed animal laws



The following includes a few of the major proposed revisions to the City's Chapter 5 animal ordinance, our community's collection of animal laws. Animal Care Services will continue to garner citizen input throughout the finalization process with community meetings and an online survey. All recommended changes and an opportunity to provide individual feedback can be found on the ACS website at www.saacs.net. The final recommendations will go to City Council in early September.

Spay/Neuter

- Proposed mandatory Spay/Neuter for the pets of violators.
- Proposed Authorization for ACS to perform surgery for dangerous/aggressive violations & repeat violators at owners expense.

Animal Limits & Impoundment

- Authority to impound pets sold in illegal locations including roadside and flea markets.
- Authority to impound repeat permit violators.
- Only 1 Rooster allowed without excess animal permit. 1 rooster for every 10 hens with an excess permit.
 - *Current fowl limits of 3 hens without a permit would remain unchanged.*
- Minimum of 450 sq. feet unobstructed housing space required per dog for excess permit approval.

Tethering

- Provide 150 sq. feet in addition to 10 feet in length.
- Prohibit the use of chains.
- Decrease weight of tying device from 1/8th weight of dog to 1/10th weight of dog.
- Prohibit all tethering of puppies or sick/injured pets.



The locations and dates for future ACS community meetings are available at www.saacs.net as is a bilingual survey focused on these draft changes to the City's animal ordinance.

FY17 Q3 FULL STATISTICS



April 2017—June 2017

ENHANCED ENFORCEMENT

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	April Total	May Total	June Total
Call-for-Service Requests (Overall)	100,962	101,000	75,013	75,041	73,381	7,791	8,397	8,266
<i>Citizen-Initiated</i>	69,184	69,000	51,776	51,642	51,319	5,474	6,032	5,832
<i>ACS-Initiated</i>	31,778	32,000	23,237	23,399	22,062	2,317	2,365	2,434
Impoundments (Overall)	31,811	31,000	23,625	23,152	22,877	2,507	2,894	2,735
Return-to-Owners (Field)	3,055	3,800	2254	2804	2,617	284	307	245
Bites Cases	3,492	3,500	2561	2567	2,620	291	321	314
Citations/Warnings Issued	10,933	13,000	7,676	9,127	8,956	860	889	770
Aggr./Dangerous Dog Designations	34		27		28			
Serious Bodily Injury Cases	7		6		6			
Cruelty Cases Filed	72		56		58			

INCREASED LIVE RELEASE

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	April Total	May Total	June Total
Live Release Rate	88.4%	88.5%	88.3%	88.4%	90.8%	91.02%	89.50%	88.78%
Adoptions	7,192	7,300	5,296	5,376	5,178	478	551	634
Rescues	13,096	12,900	9,662	9,517	9,401	915	1,195	1,150
Return-to-Owners (Overall)	5,769	6,400	4,246	4,710	5,127	538	556	596
Trap-Neuter>Returns	1051	680	702	454	668	46	50	97
Pets Fostered	1,461	1,500	1,132	1162	954	158	145	154
Volunteer Hours	16,397	17,000	12,723	13,191	10,665*	1,462	1,451	*
Total Adjusted Euthanasia	3,569		2,645		2,068	195	276	313





FY17 Q3 FULL STATISTICS

April 2017—June 2017

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	April Total	May Total	June Total
Surgeries Performed (Overall)	35,781	40,225	27,327	29,513	28,781	2,751	3,402	3,200
<i>ACS</i>	14,069	13,125	10,358	9,664	10,494	947	1,217	1,362
<i>Community Cat Program</i>	4,660	4,000	3,259	2,803	3,651	346	347	410
Surgeries Performed by Partners	12,373	11,766	11,052	10,607	9,419	875	1,255	845
<i>City Facilities (Brack & Brooks)</i>	4,679	11,334	1,152	6,439	5,217	583	583	583
Microchips Registered	22,251	22,000	17,081	16,888	16,778	1,473	1,940	2,094
Deceased Dog/Cat Pick-Up	21,321		15,967		18,136	2,548	2,706	2,543



EDUCATION & OUTREACH

Performance Indicators	FY 16 Actual	FY 17 Target	FY 16 YTD Actual	FY 17 YTD Target	FY 17 YTD Actual	April Total	May Total	June Total
Media Interactions	816	750	628	577	517	39	73	80
CNSI Homes Visited	26,200	25,000	23,700	22,615	25,700	2,800	2,600	3,000
Education Events	392	400	304	310	235	24	18	27
Schools Visited	210	225	150	161	121	5	9	19
Adult Interactions	18,154	18,000	13,321	13,500	14,275	1,844	905	707
Child Interactions	79,201	90,000	68,227	67,500	47,782	1,606	2,710	1,433



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**