



# ACS Fiscal Year 2018 Second Quarter Report



**Brooks Spay and Neuter Clinic two year transformation from groundbreaking to completion.**

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## The Director's Desk

The spring season is among us and with that also comes new life, change, and kitten season. In the last quarter, Animal Care Services (ACS) began several pilot programs that are already making an impact in the community. Additionally, it has been one year since the opening of the Brooks Spay Neuter Clinic. In an effort to control the stray animal population, ACS continues to invest resources in responsible pet ownership, spay and neuter surgeries, and much more! It is truly wonderful to see the growth and change the city has seen during my tenure at ACS.

In Fiscal Year 2013, ACS partners provided 8,644 spay and neuter surgeries for the entire fiscal year. Over the past six months, ACS partners have combined for over 10,000 surgeries, in addition to the in-house surgeries, combining for over 18,200 surgeries for the first half of Fiscal Year 2018. In addition to increasing the amount of spay and neuter surgeries, ACS has recently recorded an all-time record setting live release rate.

Over the past three months, ACS has maintained a live release rate of 93.5%. This monumental accomplishment is one to be shared by all ACS employees, partners, and residents that have dedicated themselves to improving the quality of life for San Antonio pets. This achievement is to be a milestone for future projects to strive to achieve as we prepare to provide additional services for more pets. I greatly appreciate everyone that has devoted some part of themselves to help find placement for the thousands of pets needing a forever home. THANK YOU!!!!



ACS Director  
Heber Lefgren



*Rita Braeutigam*

ACS Advisory Board Chair

Rita Braeutigam

## Chair's Corner

Recently, I took the short flight to Houston from San Antonio. The stewardess announced that they wanted to provide us with the best possible service but to please be patient as there were 134 of us and only 3 stewardesses providing beverage service within 30 min. As she was speaking, I thought that in a perfect world ACS could give a shout out to the citizens of San Antonio reminding them that the officers in the field want to provide the best possible service but to please realize that there are 42 field officers and roughly 70,000 citizen-generated calls for service a year. These calls are prioritized based on the most urgent situations such as an injured animal or an aggressive dog. One strategy that ACS uses to reduce the number of loose dogs on our streets is education. As a Department, ACS has welcomed and encouraged citizen involvement in educating their community. By talking, one on one, to neighbors, presenting information at neighborhood meetings or distributing information to local libraries and senior centers we can help our education team and officers in the field spread the word on making our City a better place for people and animals. Residents now have educational resources available to use on the ACS website. Educational videos and weekly interactive live streams provide the opportunity to learn and have questions answered. Residents can be an additional voice for the animals and people in our community. Sometimes the answer to stopping the negative behavior is information.

## Brooks Spay Neuter Clinic's First Year

The Brooks Spay Neuter Clinic was opened in the second quarter of Fiscal Year 2017 to provide free and low cost surgeries to residents on the eastside of the city. Thanks to our partners Brooks City Base and San Antonio Humane Society, the Brooks City Base clinic facility was built and operates with the unified message of providing the highest quality of care to San Antonio pets. During March 2017 the clinic recorded 155 surgeries in two weeks, and in one years time has increased performance to 837 surgeries for the March 2018. Brooks Spay Neuter Clinic has operated at full capacity and has totaled over 8,000 surgeries since March 2017. In addition to providing sterilization surgeries for pets, Brooks Spay Neuter Clinic has added surgery opportunities to feral cats. The additional surgeries will assist ACS with the strategic priority to control the roaming animal population.



# FY 2018 Action Plan Update

## Transport Partner Update



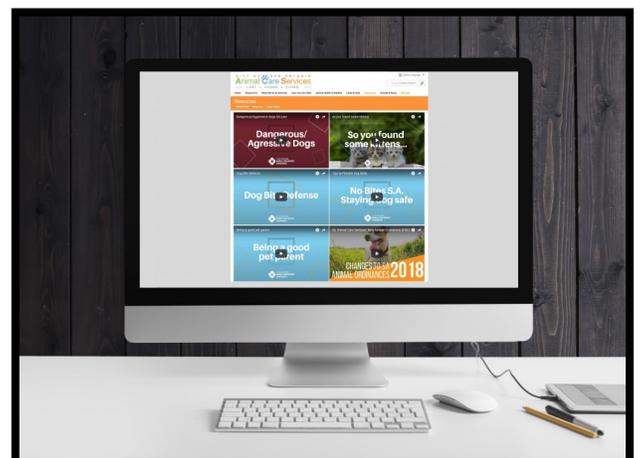
ACS will partner with the Alamo Heights Kennel Club (AHKC) to fulfill transport needs for the ACS Transport Pilot Program. AHKC has an established track record of safely transporting pets across different states to no-kill shelters. There are several states around the country that do not have an abundance of readily adoptable dogs. This pilot program will provide the pets resources necessary to fulfill live placement in their new home. The program will primarily transport large dogs (over 40 pounds). This new additional adoption avenue will help diversify and expand the available placement options for large dogs impounded by ACS. The ACS Transport Pilot Program will determine if this program will be expanded next year. Potential locations have been identified and will be finalized within a few weeks. ACS will monitor this program to determine if and how the program will be expanded.

## Shelter Management Software Review

During the first quarter of FY 2018, ACS examined the current shelter operations with the existing shelter management software and what improvements could be made to improve processes. Research was conducted on the leading national brands with the expectation of finding a software that will improve upon current functions and have the capacity to develop new supporting content as needed. Several leading shelter management software developers are in the process of creating large updates to their programs that will not be available until FY 2019. ACS has concluded the best option at this point in time is to continue to work with our existing shelter management software, and to utilize the rest of FY 2018 to test the existing software to make the best decision for the shelter next year.

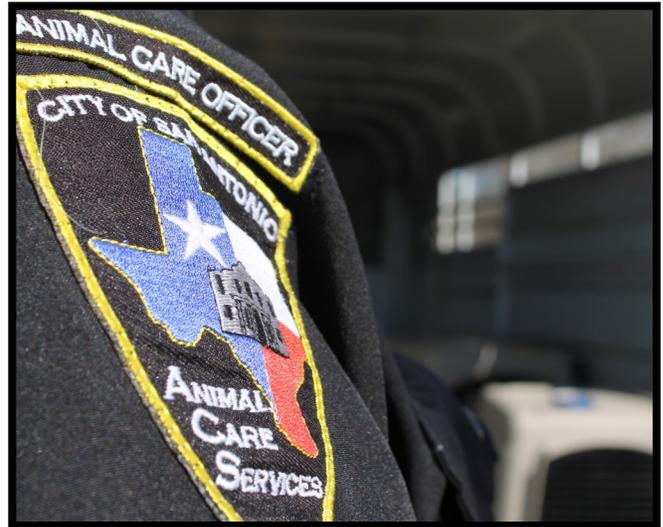
## New Education Resource Page

The Education and Outreach Division has developed an ACS resource page on the ACS website to provide original education videos on topics ranging from responsible pet ownership to bite prevention. The resource page also has links to the Education Library which is filled with education materials that promote responsible pet ownership, spay and neuter surgeries, and microchipping. ACS is committed to providing the residents of San Antonio with quality education content and will continue to add more in the incoming weeks.



## Increased Field Enforcement on Unlicensed Breeders

ACS has increased the capacity and severity of citations involving unlicensed breeders. In a recent case involving an unlicensed breeder, ACS investigated a resident with over one dozen yorkies on their property. The resident had been breeding and selling yorkies without a permit, and the yorkies were living in substandard living conditions. With new laws in place, ACS quickly gained a warrant that provided custody of all of the yorkies, and completed citations for each case of animal cruelty. ACS receives several reports involving unlicensed breeders each year and we encourage the community to report potential cases to 311.



### Rescue Summit Update

Through the course of FY 2018, ACS Rescue Partners have pulled 5,903 pets from the ACS facility. At the quarterly Rescue Summit meeting held in March 2018, it was noted that there has been an increase in rescue outcomes for pets with medical conditions such as heartworms. ACS has also added five new rescue partners to assist with live placement for ACS pets. The overall efforts from all of the rescue groups has translated into an all-time record high live release rate average of 92.59% for the first six months of FY 2018. Future plans that were discussed included a new ordinance that would require rescue partners to receive an excess animal permit. This process will allow rescue partners the authority to assign fosters to pets they are responsible for. ACS anticipates this new ordinance to have an immediate impact on live release placement after it is in effect.



### Stray Dog Survey Project

ACS has begun a project to count stray dogs in over 15 areas of San Antonio to determine an updated population range of stray and roaming dogs in the city. This project will combine quantitative field research with historical data, such as calls for service and impoundments, to develop a methodology which will estimate the stray and roaming dog population. In the third quarter of FY 2018, ACS will utilize the assistance of volunteers and staff to record data from areas in all ten council districts. ACS is scheduled to provide a report to the Advisory Board in August.



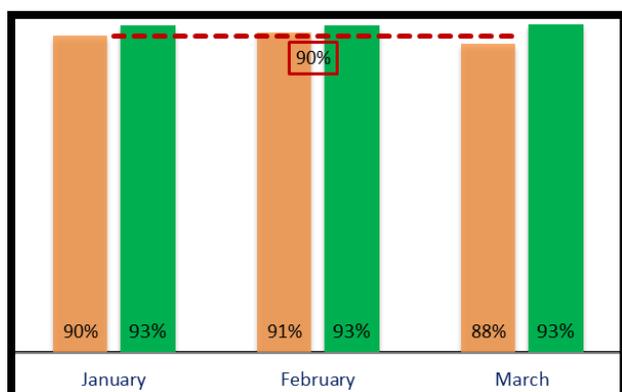
## Increase the Live Release Rate Statistics

Animal Care Services' (ACS) strategic priority to increase its "Live Release" rate is the culmination of all divisions working in support of one another. 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. In FY 2014, ACS achieved an 81% live release rate, which was the highest in the department's 60-year history. Just a short four years later and ACS is boasting 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.

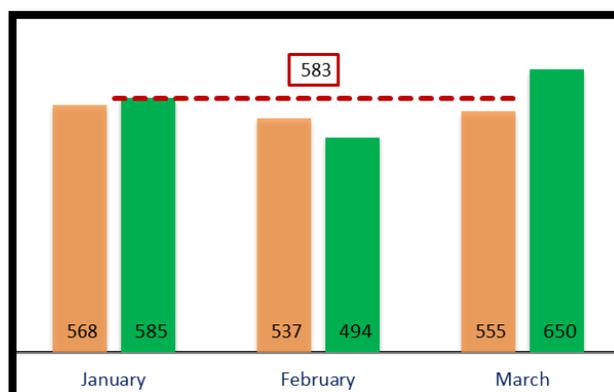
## Statistical Analysis

Analysis of the second quarter metrics for FY 2018 will be a comparison of the recent completed months of January 2018, February 2018, and March 2018 and the average of each respective month for the previous three years (FY 2014–FY 2016). FY 2018 targets for each month will be displayed to gauge the actual performance of each metric during the first quarter against the goals for the first quarter of FY 2018.

### Live Release Rate



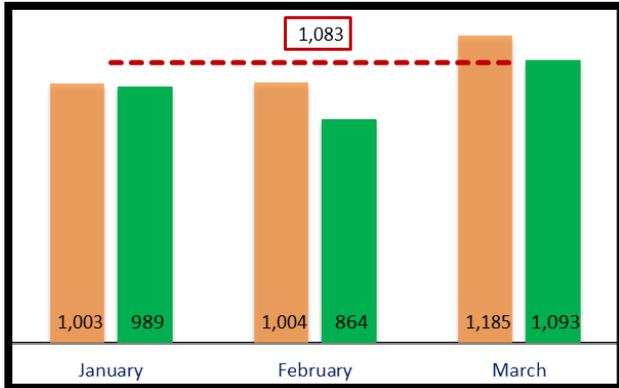
### Adoptions



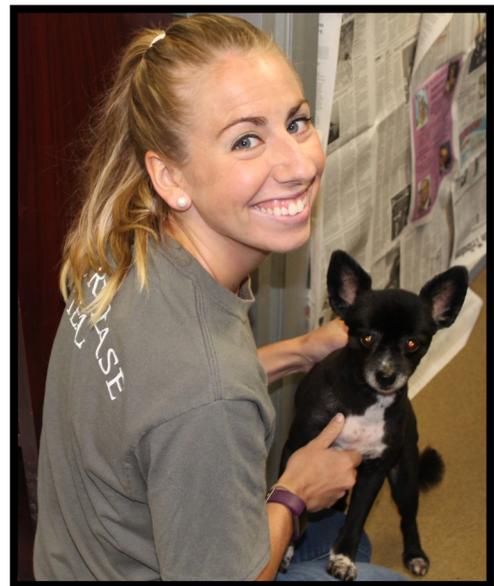
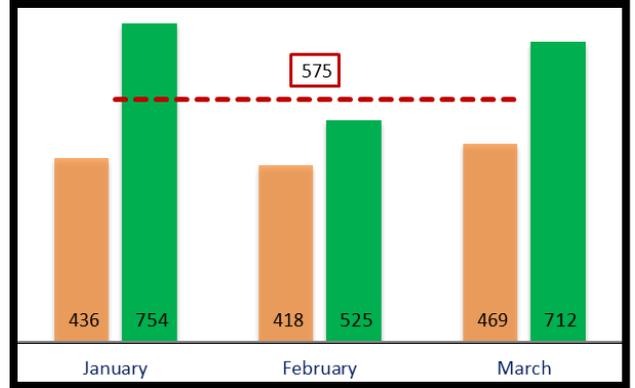
--- FY 2018 Target    ■ Prior 3 Year Average    ■ FY 2018 Actual

# Increase the Live Release Rate

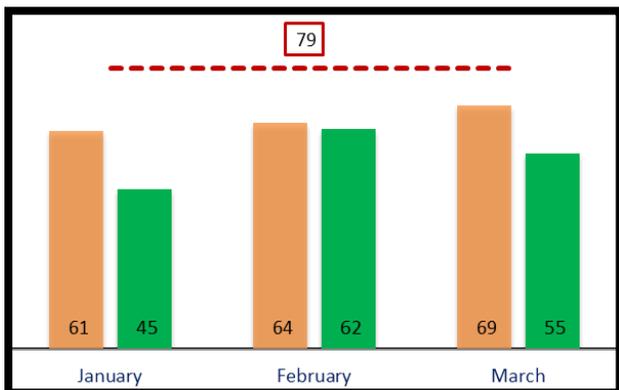
## Rescues



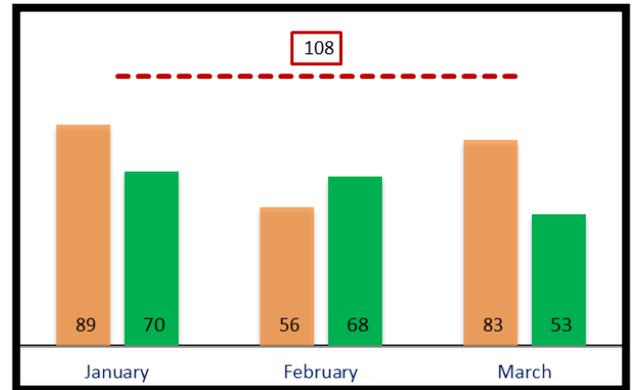
## Return To Owner (Overall)



## Trap Neuter Release



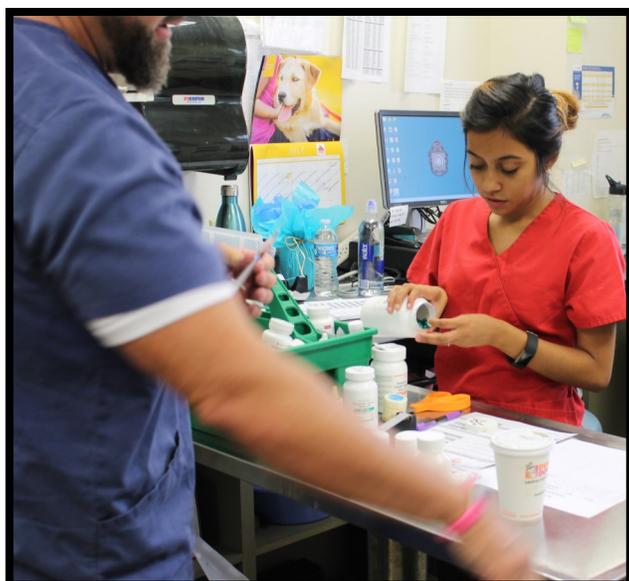
## Pets Fostered



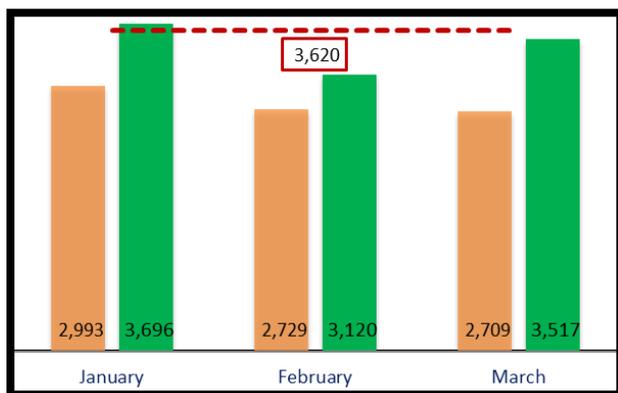
## Control the Roaming Animal Population

### Control the Roaming Animal Population Statistics

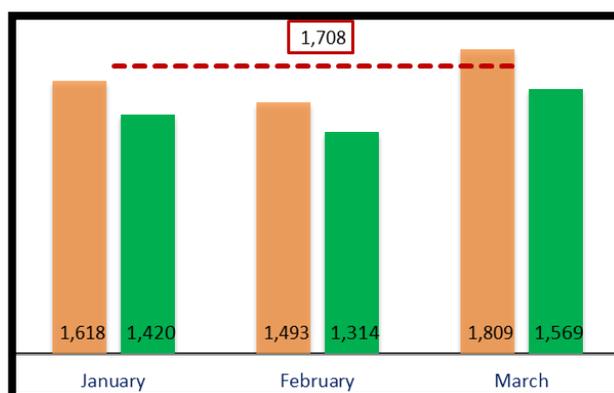
Animal Care Services' (ACS) strategic priority to control the animal population is any program that reduces or manages the stray animal population. The spay and neuter surgeries performed by ACS and partners have greatly reduced the number of stray and roaming animals. In addition the metric of dead animal pickup is used as an additional benchmark of the number of animals roaming free.



**Total Spay & Neuter Surgeries**



**Deceased Dog/Cat Pick-up**

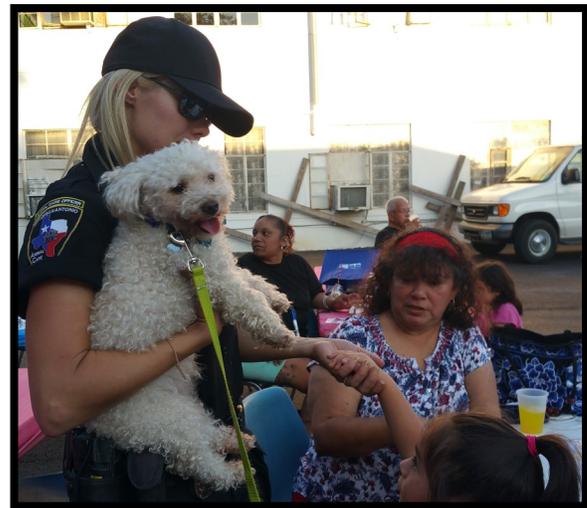


\* In this metric a lower number means a greater success.

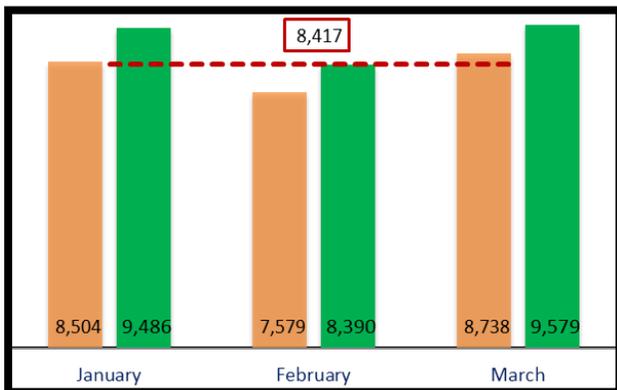
## Enhanced Enforcement

### Enhanced Enforcement Statistics

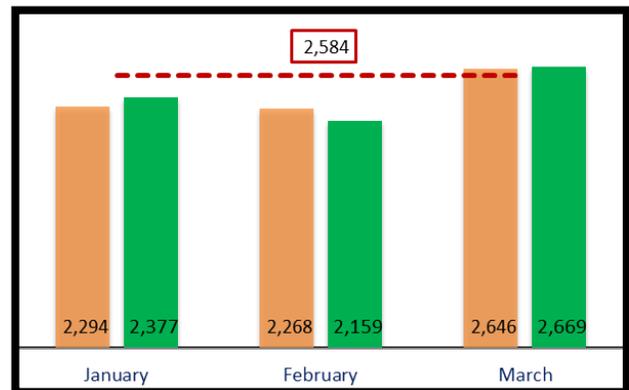
Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, animal impoundment, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. Many of the metrics are related to total impoundment, which has seen a slight decline mostly due to no longer having a contract with Bexar County Animal Control.



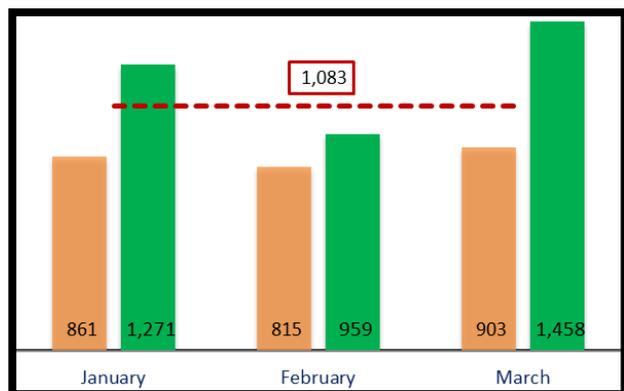
**Calls for Service Requests**



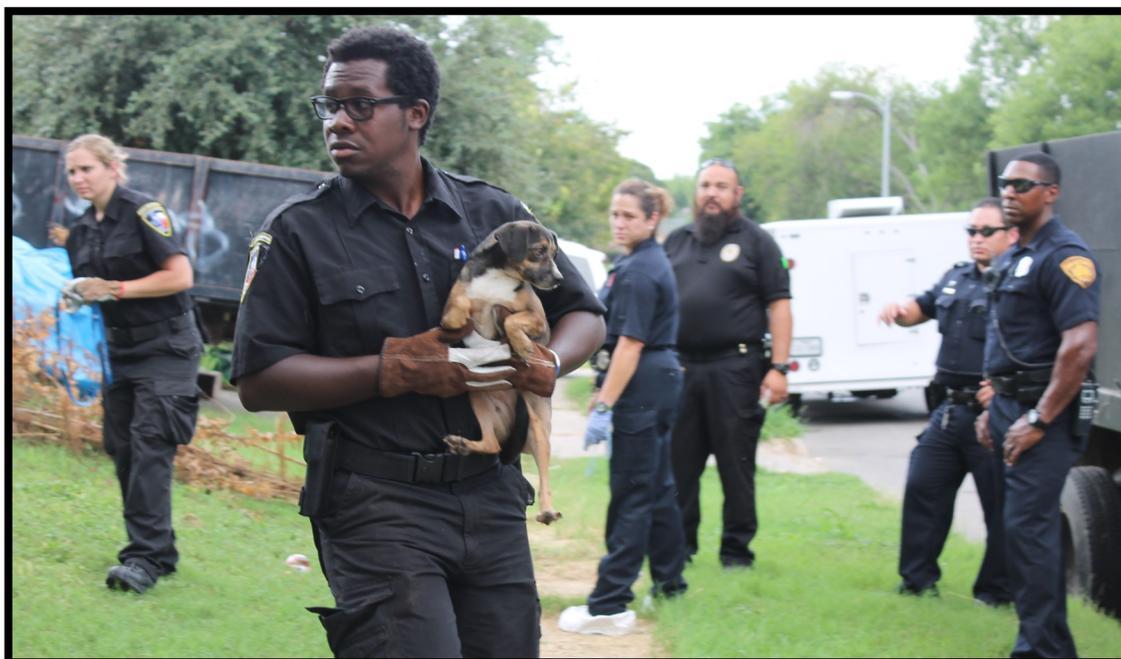
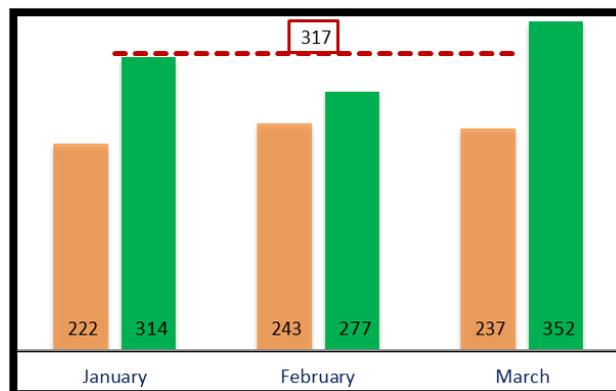
**Impoundments**



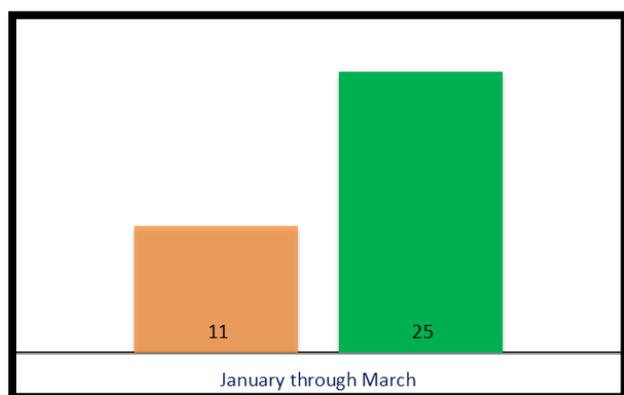
### Violations



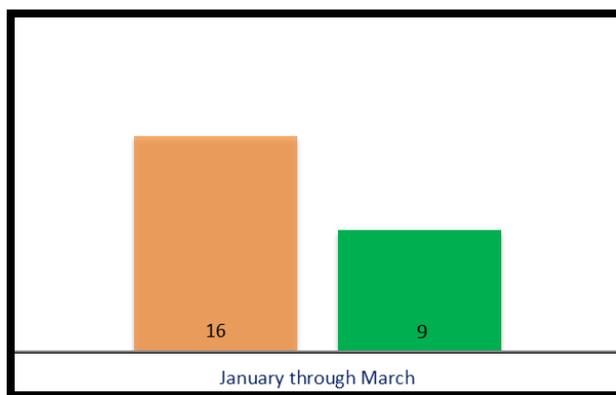
### Pets Returned to Owner in the Field



### Aggressive/Dangerous



### Cruelty Cases Filed



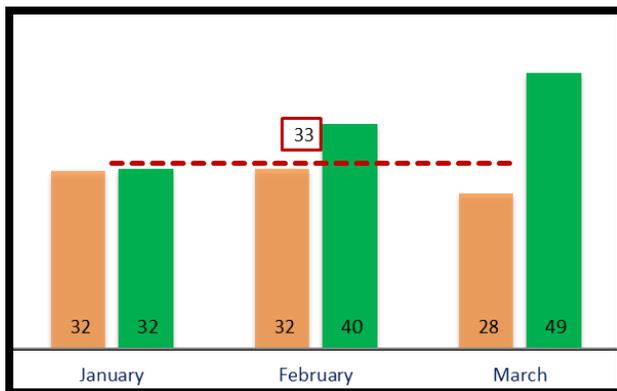
## Engage and Educate the Community

### Engage and Educate the Community Statistics

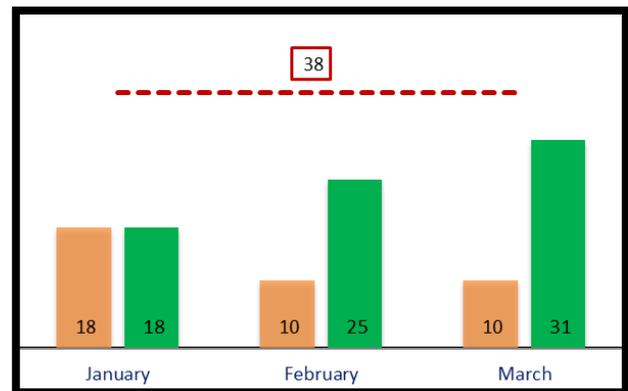
Animal Care Services' (ACS) strategic priority to engage and educate the community is the objective of the Education & Outreach Division. The Education & Outreach Division is committed to educating the community on proper pet care practices, and also provide information to low-cost resource clinics. 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 Education & Outreach Division began in FY 2016 and therefore statistics will be averaged for FY 2016 and FY 2017.



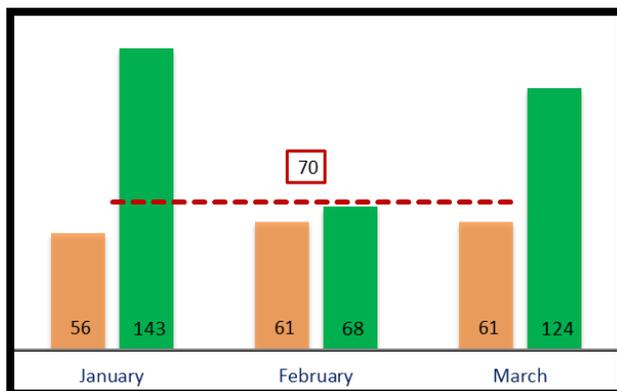
#### Education Events



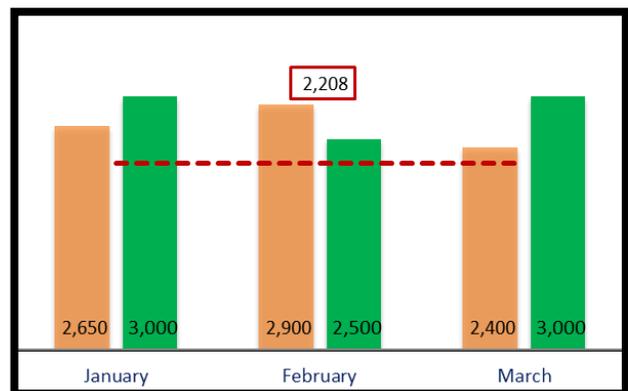
#### Schools Visited



#### Media Interactions



#### CNSI Homes Visited





## Animal Care Services

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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.*

### Upcoming Events:

ACS CLOSED for Memorial Day (4710 State Highway 151, San Antonio TX)	5/28/18 All Day
FREE Microchip Event - Lockwood Park 801 North Olive St., 78202	6/1/18 2pm-5pm
ACS Advisory Board Meeting 4710 State Highway 151, San Antonio TX	6/20/18 5:45 Start
ACS CLOSED for Independence Day (4710 State Highway 151, San Antonio TX)	7/4/18 All Day
ACS Meet the Director. (ACS Annex Building) 4710 State Highway 151, San Antonio TX	7/18/18 5pm-6pm

## Lots of Livestock

During the second quarter of FY 2018, ACS impounded and provided care for 21 livestock animals. The livestock were comprised of 13 horses, four pigs, two goats, one donkey, and one cattle. Over half of the livestock animals were impounded from a cruelty case and received specialized medical care and attention. ACS is fully equipped with the resources and trained staff to provide the specialized care that these Texas sized animals desperately needed. All 21 animals found live placement within a few days. Although most of the services provided at ACS are for dogs and cats, ACS is committed to enforcing and maintaining humane treatment of all pets those with paws and hooves.

