



AGENDA
Animal Care Services Advisory Board

Wednesday, February 21, 2018

6:30 PM

4710 State Hwy 151

City Staff will be available to meet with citizens for questions at 5:45PM

A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, FEBRUARY 21, 2018 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

Call to Order (6:30pm)

1. **18-1950** Approval of Minutes for the December 6, 2018 Advisory Board meeting.

Individual Items for Consideration

2. **18-1954** Director's Report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, clinic operations and education & outreach. [Heber Lefgren, Director, Animal Care Services]
3. **18-1951** Briefing on the status of the Fiscal Year 2018 Animal Care Services Action Plan. [Heber Lefgren, Director, Animal Care Services]
4. **18-1952** Briefing on the Animal Care Services Bites and Dangerous Dog Process. [Heber Lefgren, Director, Animal Care Services]
5. **18-1953** Report regarding the inspections of the Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta, ADL Stray Kennels facility located at 11300 Nacogdoches Rd and Brooks Clinic located at 8034 City Base Landing. [Rita Braeutigam, ACS Advisory Board Chair]
6. **18-2033** Citizens to be Heard

Determination of Next Meeting Date

7. **18-1969** The next meeting of the Animal Care Services Advisory Board is scheduled to take place on Wednesday, April 18, 2018 at 6:30pm at 4710 State Hwy 151, Annex Training Rooms 1 & 2.

Adjournment

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.

ACCESSIBILITY STATEMENT: This meeting site is wheelchair accessible. Parking is available. Auxiliary Aids and Services are available upon request (Interpreters for the Deaf must be requested forty-eight [48] hours prior to the meeting). For Assistance, Call (210) 207-7268 Voice/TTY.

Animal Care Advisory Board Members:

Michael Shannon, Mayor's Appointee | Cynthia Cox, Dist. 1 Appointee | Dr. Shannon Espy, Dist. 2 Appointee | George Garcia, Dist. 3 Appointee | Rita Braeutigam, Chair, Dist. 4 Appointee | Karen Speer, Board Secretary, Dist. 5 Appointee | Kathy Davis, Dist. 6 Appointee | Valerie Moore, Dist. 7 Appointee | Travis Block, Dist. 8 Appointee | Susan Beldon, Vice Chair, Dist. 9 Appointee | Sallie Scott, Dist. 10 Appointee

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ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

December 6, 2017, 6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78284

ACS Board Members: Rita Braeutigam-Chair, Susan Beldon-Vice-Chair, Karen Speer-Secretary, Valerie Moore, Sallie Scott², Shannon Espy², George Garcia, Michael Shannon², Kathy Davis and Travis Block

Ex-Officio Members: Heber Lefgren and Maria Villagomez

Staff Liaison: Michael Rodriguez, Assistant to the Director

I. Call to Order

Rita Braeutigam, Board Chair, convened the meeting at 6:32 PM.

II. Approval of Minutes

Kathy Davis motioned to approve the October 18, 2017 Advisory Board meeting minutes seconded by Val Moore. Motion passed.

III. Director's Report

Heber Lefgren provided the Animal Care Services Advisory Board with an update on the following topics: District 1 Officer Program, ACS Clinic Restructure, Agreement with LDOT to help reunite pet with their owners, staffing update and statistical October 2017 thru November 2017 performance indicator report. Full report handouts were provided to Board members.

IV. Briefing on the Animal Care Services Diversion Program and Resources.

The Director presented to the Board a presentation regarding the Animal Care Services Diversion Program that provides tools to residents willing to help divert the impoundment of pets at the ACS Facility. The program will help enhance intake, increase kennel capacity, reduce wait time and add length of stay for animals which would in turn save more lives. Full report handouts were provided to Board members.

V. Report regarding the inspection of Animal Care Services facility located at 4710 State Hwy 151, Brackenridge facility located at 210 Tuleta, ACS Stray Kennels at Animal Defense League facility located at 11300 Nacogdoches Road and Brooks Clinic located at 8034 City Base Landing.

Karen Speer presented the inspection report for the ACS Stray Kennels at Animal Defense League facility. Val Moore presented the inspection report for the Brooks facility. George Garcia presented the inspection report for the Brackenridge facility. A FY 2018 Advisory Board Inspection Schedule was provided to all Board Members.

VII. Citizens to be heard

No Citizens to be heard.

VIII. Next meeting

The next ACS Advisory Board meeting is scheduled for February 21, 2018 at 6:30 p.m.

IX. Adjournment

The meeting adjourned at 8:05 p.m.

² Indicates not present at Board Meeting



City of San Antonio Animal Care Services Department Director's Report



February 21, 2018

Recently, my daughter became ill and Misha, our family dog, spent the rest of the day snuggling up to and comforting her with love and affection until she felt better. It seemed from my perspective, that Misha was very intuitive of the needs of my daughter, and that my daughter's pain became more manageable simply by having Misha nearby. How grateful I am for the last-minute decision our family made over four years ago to adopt Misha from Animal Care Services (ACS). Although there is work to be a responsible pet owner, the love and joy of pets are invaluable and add so much to a home. To those individuals who are willing to be responsible, finding that perfect pet is well worth it as it will make their residence become more of a home.

As Director of Animal Care Services, I am proud that our staff continually strives to promote responsible pet ownership by providing the highest quality of services to the residents of San Antonio. Although there is still a lot of work to do to help improve the conditions of people and pets in San Antonio, the daily work being performed by ACS staff, partners, and volunteers continues to inspire me. Although the department is experiencing a slight decline in some of our performance measures compared to our current year target and last year amounts, ACS is performing at an improved level compared to our three-year average. ACS is also on target to find live placement for a higher percentage of pets than ever before and we are confident that the performance during the second and third quarter of Fiscal Year 2018 will be stronger than the first quarter. A full report of our performance metrics including adoptions, total surgeries and rescues are illustrated in the ACS FY 2018 First Quarter report.

ACS CAREER DAY: In partnership with SA Works and Junior Achievement, ACS hosted its 4th career day program to over 50 high school students from Madison and South San Antonio High School. The career day provided students the opportunity to tour the ACS facility and actively engage with Field, Live Release, and Clinic staff members. The students learned about the different professions, skills, and education needed for an ACS job.



ACS APPRENTICESHIP PROGRAM: In efforts to attract new

and diverse employees, I am excited to announce that with the assistance of the City's Human Resources Department, ACS has created its first apprenticeship program designed to prepare recent high school graduates and candidates who do not have animal handling experience for a full-time career opportunity within the Animal Care Services department. The selected apprentice(s) will be employed in a temporary capacity while learning the skills necessary to perform jobs within the Animal Care Officer role. Once the apprentice completes all apprenticeship requirements, the apprentice will be eligible to compete for full-time employment opportunities within ACS by using the experience gained to qualify for a full-time Animal Care Officer position.

ANIMAL CARE OFFICER ACADEMY: To become a State Certified Animal Control Officer, the State of Texas only requires an individual to successfully pass a state exam after attending a 12 hour (2 day) training course. However, because ACS is held to a higher standard, we expect more! The ACS Animal Care Officer Academy provides incoming cadets with a comprehensive training course lasting 12 weeks that covers State Law, City Ordinances, officer safety, animal handling and humane care for domestic and exotic species. This 12-week course has two weeks of academic preparation and 10 weeks of operational training with Bites Investigators, Cruelty Investigators, Dangerous Dog Investigators and First Responding Officers. The curriculum concludes with a 12-hour state certified exam, ensuring that City of San Antonio cadets are set up for success and are the best trained Animal Care Officers (ACO) in the state. The first class of 2018 began last week with the following four Cadets:

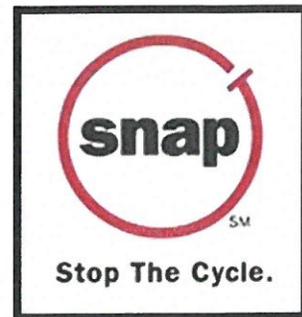


- ❖ **Michael S. Johnson** holds a Bachelor of Science degree in Criminal Justice and is a graduate of the East Texas Police Academy. Michael has an extensive background in law enforcement and security, including four years as a Park Ranger with the Prince William County Department of Parks and Recreation in Virginia. Michael's passion and desire is to work more with wild and exotic animals and is eager to start making a difference in our community.
- ❖ **Stephanie Chapa** is a San Antonio native with a Bachelor's degree in Animal Science. Stephanie has over a year of animal handling experience working with small and large animals. Her primary goal is to help and educate the community about responsible pet ownership.
- ❖ **Jose Olivares** has worked with a variety of animals through volunteering at several animal facilities. He also two years of experience working with the Texas Nature Project and wants to utilize his abilities as an Animal Care Officer. Jose's goal is to excel as an ACO and promote into Animal Cruelty Investigation.
- ❖ **Shanna De La Cruz** began her career with animals working at the San Antonio Zoo and is a certified Level III Veterinary Assistant. She has managed two veterinary hospitals and worked closely to implement innovative protocols and encouraged her staff to become certified and/or licensed Veterinary Technician(s). Her intention as an ACO is to use her knowledge and experience to help ACS and the community through support and education.

ASSISTANT OPERATIONS MANAGER: ACS has created an Assistant Operations Manager position to the Live Release division to promote employee and divisional growth that will allow for process improvement and increased employee retention. In addition to managing eight staff members, this position will also be responsible for assisting in policy development, improving customer service, and implementing process improvement procedures. The creation of the new Assistant Operations Manager position will allow ACS to provide professional growth and development opportunities for ACS Supervisors, Live Release Program Coordinators, and Animal Care Representatives.

EDUCATION & OUTREACH: The ACS Education and Outreach Division continues to promote the revisions Chapter 5 of the City Code which went into effect in October 2017. During the six month educational grace period, the Outreach Division is distributing a door hanger in high call volume areas as part of the Comprehensive Neighborhood Sweeps Initiative. Additionally, Animal Care Services has taken the lead in promoting shelter adoption throughout San Antonio with an advertisement highlighting the largest shelters in the community and the benefits of adopting a pet. The advertisements, paid for by ACS, highlight the City shelter, San Antonio Humane Society, San Antonio Pets Alive!, and Animal Defense League. The advertisement can be heard on Pandora as well as some of the highest rated radio stations in San Antonio including KONO and KJ97.

SPAY-NEUTER ASSISTANCE PROGRAM (SNAP): ACS was recently awarded a grant from PetSmart Charities to provide free spay and neuter surgeries to the residents of San Antonio. ACS has entered into an agreement with SNAP to assist ACS with spay and neutering of pets. SNAP is a non-profit agency that aims to prevent the suffering and death of pets due to overpopulation and preventable diseases particularly in high need areas. This additional partnership strengthens our goal to help control the stray population and provide free surgeries to the community. ACS is anticipating that SNAP will spay and neuter 660 pets this year. The 660 surgeries will be performed in nine different zip codes that are currently being marketed. These zip codes are the next nine high call areas.



STAFFING UPDATE: There are several recent promotions and new hires within the Department that I would like to highlight:

- **Cynthia Martinez** has been appointed as the Animal Care Services' Chief Operating Officer. Cynthia has been with ACS for the past two years as the Shelter Manager and Interim Clinic Manager. Cynthia has over 14 years' experience at the San Antonio Humane Society (SAHS) including her last 10 years as the SAHS' Director of Operations and 8 years as a member of the ACS Advisory Board. Cynthia is charged with overseeing the operational needs for Shelter, Live Release, and eventually the Clinic Divisions. Cynthia's wealth of knowledge in the animal shelter industry as well as her participation as a key stakeholder in ACS' journey over the many years will be a great asset to the department.
- **Terri Hernandez** was recently promoted to Animal Care Supervisor in the Clinic. She has been with ACS for five years and spent the last four years contributing as a lead Veterinary Technician. Terri has been instrumental in providing critical nursing care and providing surgical support for ACS Veterinarians.
- **Melanie Elizondo** was promoted to the Adoption Counselor position. Melanie has been with ACS for four years and began her career as an Animal Care Attendant. I look forward to her continual growth and professional development at ACS.
- **Hayden Hale** has accepted a promotion as the Fiscal Analyst for Animal Care Services. This is a terrific promotion and I am excited for him as he progresses in his professional career with the City of San Antonio.
- **Gabriella Ramirez** has joined the ACS family as a Veterinary Technician. Gabriella has been with ACS for two years and began her career as a temporary Veterinary Technician employee. After displaying great teamwork and contributions to ACS, Gabriella was offered the full-time position.

UPCOMING EVENTS: The following are some of the many upcoming events at ACS:

MARCH

- **Comprehensive Neighborhood Sweeps Initiative:** March's efforts will be in District 7. These events will be held at Woodlawn Lake on 1103 Cincinnati St, 78201.
 - March 2: Free Microchip Clinic from 2:00 PM to 5:00 PM.
 - March 10: Blockwalking efforts from 8:00 AM to noon.
 - March 19: Rabies/Microchip Clinic from 2:00 PM to 5:00 PM.
- **Pets on the Plaza:** March 14 from 11:00 AM to 1:00 PM at Main Plaza, 115 N. Main Ave. Lunchtime just got "pawsitively purr-fect!" Join Animal Care Services and the Main Plaza Conservancy in efforts to exercise and socialize pets and learn more about all of ACS's programs!

- Meet the Director: March 21 from 5:00 PM to 6:00 PM. During each off month of the ACS Advisory Board Meeting, the ACS Director will hold an informal forum to “Meet the Director” with an opportunity to have respectful, open discussion about ACS. This is an opportunity for citizens to provide input and feedback to the Department Director.

APRIL

- Comprehensive Neighborhood Sweeps Initiative: March’s efforts will be in District 2. These events will be held at Lockwood Park on 801 S. Olive.
 - April 6: Free Microchip Clinic from 2:00 PM to 5:00 PM.
 - April 14: Blockwalking efforts from 8:00 AM to noon.
 - April 21: Rabies/Microchip Clinic from 2:00 PM to 5:00 PM.
- Pets on the Plaza: April 11 from 11:00 AM to 1:00 PM at Main Plaza, 115 N. Main Ave. Lunchtime just got “pawsitively purr-fect!” Join Animal Care Services and the Main Plaza Conservancy in efforts to exercise and socialize pets and learn more about all of ACS’s programs!
- ACS Advisory Board Meeting: April 18 from 6:30 PM to 8:00 PM. Meet the staff prior to the meeting at 5:45 PM. Meetings are held at the Animal Care Services location at 4710 State Hwy 151.



City of San Antonio Animal Care Services Department Director's Report



DECEMBER 2017 - JANUARY 2018

ENHANCED ENFORCEMENT

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Dec. Total	Jan. Total
Call-for-Service Requests (Overall)	98,092	101,000	32,938	33,914	36,603	8,930	9,486
<i>Citizen-Initiated</i>	68,522	69,000	22,708	22,844	25,859	6,280	6,768
<i>ACS-Initiated</i>	29,570	32,000	10,230	11,071	10,744	2,650	2,718
Impoundments (Overall)	30,129	31,000	9,876	10,027	9,635	2,351	2,452
<i>Dogs</i>	24,083	24,547	7,951	7,984	7,952	2,013	2,043
<i>Cats</i>	6,046	6,453	1,925	2,043	1,608	338	334
Return-to-Owners (Field)	3,588	3,800	1,170	1,239	1,106	240	314
Citations/Warnings Issued	11,184	13,000	4,434	5,154	3,976	1,051	1,271
Aggr./Dang. Dog Designations*	42*		8		21		
Serious Bodily Injury Cases**	7**		0		4		
Cruelty Cases Filed**	81**		18		13		

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Dec. Total	Jan. Total
Surgeries Performed In-House	18,917	17,000	6,461	5,819	5,295	1,209	1,354
<i>ACS</i>	14,052	13,000	4,939	4,569	4,046	961	1,082
<i>Community Cat Program</i>	4,865	4,000	1,522	1,333	1,249	248	272
Surgeries Performed by Partners***	11,552 ^o	26,455	4,196	4,290	3,867	1,644	N/A
Microchips Registered	22,182	22,000	7,487	7,426	5,502	1,470	1,238
<i>Free 5K</i>	7,865	7,400	2,616	2,461	1,962	341	601
Deceased Dog/Cat Pick-Up	20,666		7,038		6,505	1,390	1,420

INCREASED LIVE RELEASE

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Dec. Total	Jan. Total
Live Release Rate	91%	90%	90%	89.1%	92.1%	91.5%	93.5%
Adoptions	7,061	7,000	2,533	2,511	2,200	577	585
Rescues	12,688	13,000	3,929	4,026	3,946	958	989
Return-to-Owners (Overall)	6,918	6,900	2,323	2,317	2,287	512	754
Trap-Neuter>Returns	973	950	393	384	245	43	45
Pets Fostered	1,260	1,500	382	394	272	47	70
Volunteer Hours	15,700	17,000	4,751	5,144	2,914	676	894

ENGAGE & EDUCATE THE COMMUNITY/OTHER

Performance Indicators	FY 17 Actual	FY 18 Target	FY 17 YTD Actual	FY 18 YTD Target	FY 18 YTD Actual	Dec. Total	Jan. Total
Education & Outreach Events	322	350	113	140	124	34	32
Media Interactions	853	800	215	209	447	197	143
FY 2017 Budget	\$13.93M	\$14.7M					

*This statistic represents cases that have actually been deemed and designated as aggressive/dangerous and presented quarterly.

**This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution and presented quarterly.

***This statistic includes surgeries performed at the City owned facilities (Brooks Clinic operated by San Antonio Humane Society and Brackenridge Clinic operated by Pet Shotz). The surgeries for January will not be reported to ACS until the end of the second quarter (March).



City of San Antonio
Animal Care Services Department



**Advisory Board Inspection Checklist
– Brooks Facility–**

Advisory Board Member Name(s): Karen Speer _____

Date of Inspection: 2-13-18 _____ Time of Inspection: 12:35 _____

BROOKS CITY BASE SPAY/NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Excellent	Good	Fair	Poor	N/A
All Customers greeted when they arrive	X				
Clean floors & windows	X				
Proper signage in place	X				
Reception area neat & orderly	X				
Men's restroom clean and stocked	X				
Women's restroom clean and stocked	X				

Comments/Actions Needed

Cat Holding Area	Excellent	Good	Fair	Poor	N/A
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with cat has correct kennel card	X				
Any post-surgery cats are being recovered properly	X				
Stainless steel shelving is cleaned	X				

Comments/Actions Needed

Dog Holding Area (Right)	Excellent	Good	Fair	Poor	N/A
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with dog has correct kennel card	X				
Any post-surgery dogs are being recovered properly	X				

Comments/Actions Needed

Prep Area	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves	X				

Prep sinks are in working order, clean, and free of debris	X				
Medical equipment are in working order and clean	X				
Controlled Medical Drugs are properly secured	X				
Clean floors and tables	X				
There are no offensive odors	X				
Comments/Actions Needed					

Surgery Suite	Excellent	Good	Fair	Poor	N/A
Staff are wearing proper medical attire to include gloves	X				
Medical equipment are in working order and clean	X				
Fresh surgery packs are used for each pet	X				
Pets are properly sedated, and secured to surgery table	X				
Clean floors and tables	X				

Comments/Actions Needed

They had completed 32 spay/neuters that day.

Dog Holding Area (Left)	Excellent	Good	Fair	Poor	N/A
Cages & cage doors are clean	X				
All cages are cleaned & sanitized between occupants	X				
Fresh newspaper in each cage	X				
There are no offensive odors	X				
Each cage with dog has correct kennel card					X
Any post-surgery dogs are being recovered properly	X				
Sink area is clean and free of debris	X				

Comments/Actions Needed

They do not use kennel cards due to expense. Name of pet is written on the cage and on the collar of the animal.

Additional Notes:
