ACS Fiscal Year 2020 First Quarter Report

The community has shown their support with so many donations this year! Animal Care Services thanks you for your generosity!

Inside this Issue:

Chair's Corner	2
Happy Tail: Rummy	2
K9s for Warriors Groundbreaking	3
Facility Updates	4
Staffing Updates	5
Strategic Plan Updates	6
Statistical Analysis	7

The Director's Desk

ACS Director

Heber Lefgren

As I think about the last 8 ½ years I have been with Animal Care Services (ACS), I am grateful to ACS staff, partners, and community members who give their time, ideas, and hard work to help ACS achieve our mission. I'm proud of how the community comes together to support San Antonio pets in so many different ways. For example the K9s For Warriors groundbreaking brought together representatives from the City Council, K9s For Warriors, ACS, Guido Construction, Project Control, and elsewhere in the community to celebrate the construction of a new facility that will help rescue more San Antonio dogs each year. BCFS, a company with more than 6,000 employees in San Antonio, offered to pay for all pet adoption fees for any employee adopting an animal from ACS, and promoted ACS's foster program throughout their company. We were also shown amazing support this quarter from the community through an abundance of donations of all types.

There are many ways the community can continue to help ACS. We have many amazing pets available for adoption or foster, or available for a Shelter Paws outing. We have volunteer opportunities of all kinds that are of immense value to ACS operations. We also have an ongoing need for donations, which is communicated through requests on social media and on our Amazon wish list. Finally, an excellent way to get involved in protecting the welfare of San Antonio pets is to encourage those around you to be responsible pet owners. We know that our pets care for us and when we care for them, we improve our lives and the lives of our community. Thank you to ACS staff, partners, and community members who do everything they can to provide excellent care to San Antonio animals!

ACS Advisory Board Chair

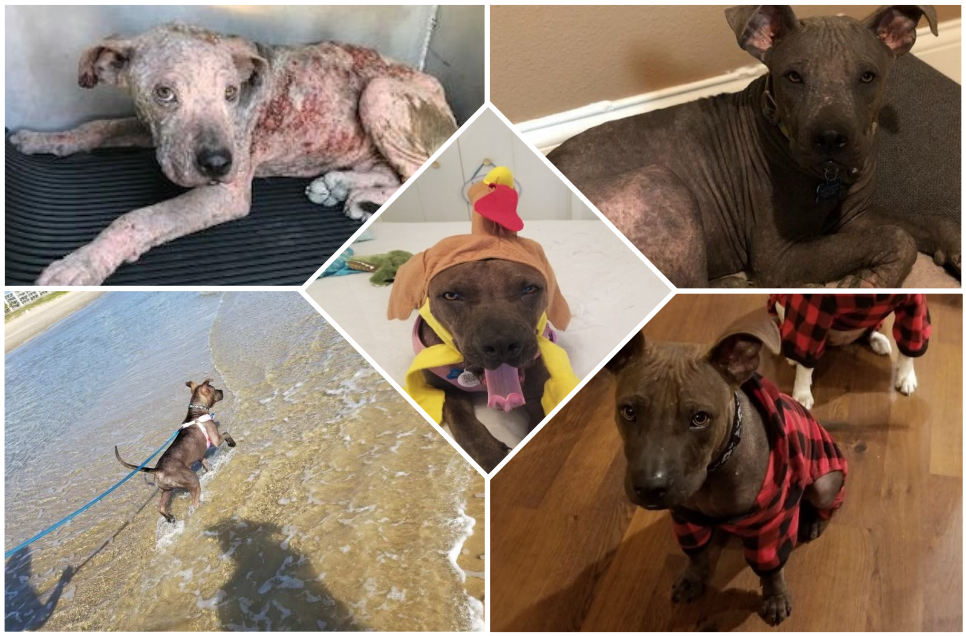
Rita Braeutigam

Chair's Corner

A new year is here and that brings new opportunities to care for and protect the pets of San Antonio. ACS and its partners are carrying over last year's theme of compassion into FY 2020 in many different ways. The Shelter Paws program is in full force, allowing residents to spend time with a shelter dog off campus. Not only does this program give animals some time away from the kennels to decompress, but it also socializes them to help with their adoptability and it gives potential adopters more time to connect with their new best friend. ACS is also beginning to train its Animal Care Officers to implant microchips in the field, which will help reunite lost pets with their owners. Thanks to this and other forward-thinking policies, the Return-to-Owner rate was at an all-time high in the 1st Quarter.

If you are also aiming to be more compassionate, why not start with our furry friends? If you want to add to your family, ACS has many wonderful animals available for adoption who would love nothing more than to come home with you. Fostering is also a lifesaving option that helps ease the space challenges that ACS often faces. Or if you'd like to donate your time, ACS has many opportunities for volunteers, from bathing and grooming, to walking and socializing, to taking pictures of our shelter animals to better promote them on the website. I encourage you to participate in any way you can, and in doing so, you'll contribute to building a more compassionate community.

Happy Tails: Rummy



Mange is something that is commonly seen at Animal Care Services (ACS), but it never fails to pull at everyone's heart each time an animal arrives that is in such desperate need of treatment and just some good ol' fashioned love and care. Some staff members have even made it their personal mission to foster and rehabilitate the more severe cases. This is precisely what happened in October with a young American Staffordshire Terrier named "Dante."

Dante was picked up as a stray by the ACS Field Division when a caller notified 311 that there was a stray dog that appeared very sick and suffering from mange. What the Animal Care Officer would find was a poor pup with almost complete hair loss, emaciated, and bleeding through his cracked and irritated skin. The staff veterinarians were quick to help start him on his road to recovery and a staff foster was ready and willing to nurture him back to health.

Approximately one month later, after much love and care from his foster mom, Dante's skin would heal and he could finally start to grow back some of his fur. Best of all, his luck would continue to turn for the better as Dante was about to find his "fur"ever home! On November 4th, Dante would leave with his new family and henceforth be known as "Rummy." And, as the pictures show, Rummy is living a wonderful life, and getting all of the attention and care he deserved all along!

Distemper Update

During the first quarter of FY 2020, ACS staff noticed more pets were being impounded with various signs of respiratory illness and ACS was informed of cases where ACS dogs began showing potential signs of distemper two or three weeks after leaving campus. Although a very small amount (less than half a percent of all dogs that came into ACS care) were confirmed cases, increased reports compared to prior years caused concern among community partners and advocates.

ACS began working with San Antonio Pets Alive!, Animal Defense League, and multiple nationally recognized subject matter experts in distemper to ensure that our general population of pets continued to remain safe while we addressed the increase in potential distemper cases. ACS also implemented a few extra precautionary changes, such as minimizing the movement of animals throughout the shelter and creating a separate location for dogs showing respiratory or gastro-intestinal issues. In working with the Shelter Medicine Program at the University of Wisconsin's School of Veterinary Medicine, we confirmed that many of our existing policies and procedures in our disease management strategy were already helping to prevent the spread of disease. These include vaccinating all pets upon intake, not allowing puppies to be walked or placed on the floor, initially holding puppies away from the general population, and our daily cleaning protocols.

By the end of the quarter, reports of distemper had dramatically decreased. ACS continues to be diligent in its efforts to avoid the spread of disease and work with partner organizations to ensure all of our pets remain as safe as possible.

K9s For Warriors Groundbreaking Event

K9s For Warriors held a groundbreaking ceremony on Friday, December 6, 2019 at the property south of Animal Care Services' campus where they will build a facility to pull and house dogs from ACS. The dogs pulled by K9s For Warriors are trained to become service animals for veterans suffering from PTSD and other disabilities. The City of San Antonio City Council approved the pilot program and lease agreement with K9s For Warriors in January 2019, and the project has received support from the Petco Foundation through a grant of 2 million dollars. In attendance at the groundbreaking were members from the City Council, K9s For Warriors, ACS, Guido Construction, Project Control, and the community.

Construction on the new building is expected to begin in the early Spring of 2020 with completion of the new facility expected by the Fall of 2020.

Pictured from left-to-right: Andrew Hunt, Project Control; Heber Lefgren, Animal Care Services; Maryanne Guido, Guido Construction; Melissa Cabello Havrda, District 6 Councilwoman; Manny Palaez, District 8 Councilman; George P. Bush, Texas General Land Office Commissioner; Rory Diamond, K9's for Warriors; Brett Simon, K9's for Warriors

Facility Updates

The first quarter of Fiscal Year 2020 saw some upgrades to the Animal Care Services (ACS) facility. One upgrade was a much needed improvement to our Shelter Division's office building. Their previous structure was beginning to show its age as the floor was beginning to sag, old small holes were turning into older, larger holes, and a lot of things just were not working as intended anymore. In order to better equip the Shelter Division and provide them with a safe and reasonable work space (and break area), ACS budgeted to replace their former double-wide office with a new mobile unit. Now, all of the supervisors and manager have adequate office space, the staff have sufficient space for meetings and breaks, and they have appropriate storage areas for their office supplies.

Another key upgrade to the ACS facility was when the "Big Yard" dog play yard underwent some improvements. ACS was able to make these necessary improvements thanks to the continued partnerships with the San Antonio Area Foundation, Petco, Best Friends Animal Society, and State Farm. Some of the key new features are awnings so that the dogs can still enjoy some quick time outside during the summer, an improved "catch pen" to help ensure animal safety when adding or removing dogs from the "Big Yard", and widened gates to accommodate commercial mowers in order to properly maintain the area. Not only do all of these upgrades exemplify the committed and compassionate nature of ACS' many partners, but it is all done to help enrich the lives of the dogs while at the ACS facility.

FY 2020 First Quarter Staff Update

Employee Name	Position	Action
Madison Perez	Animal Care Officer	Promotion
Jason Martinez	Animal Care Officer	Promotion
Kendall Bradley	Animal Care Officer	New Hire
Shelby Bostian	Animal Care Attendant	New Hire
Alec Ojeda	Veterinary Technician	New Hire
Reeana Garcia	Veterinary Technician	New Hire

Cadets of 2020—Class Charlie

Clockwise, from left: Cadets in training; Officer Kendall Bradley; Officer Madison Perez; Officer Jason Martinez

Officer Madison Perez—Born and raised in San Antonio, Madison, started as a kennel tech at ACS in June 2016, was promoted to ACO October 2019, and loved it from the beginning. Growing up watching Animal Cops Detroit, she knew working at ACS was where she wanted to be with the positive work environment and great teamwork.

Officer Jason Martinez—Jason was born in Corpus Christi. Growing up on his family's ranch, he cultivated a love of animals and strong work ethic. After 13, years in the landscaping industry, he had a career change. As a Kennel attendant at ACS, he saw the hard work and dedication that goes on behind the scenes and decided he wanted to be an active participant. He is now a graduate of the ACO Academy where he will be a strong asset to ACS team.

Officer Kendall Bradley—Kendall was raised in Boerne and spent much of her time with horses, where she eventually became a professional in the equine industry as a horse trainer and barn manager and competed internationally. After 6 years and spending much of her time with animals and growing up in a family of law enforcement, she applied to the apprentice program at ACS where she became a full time officer. She strives to make a difference in the community through enforcing animal laws and educating the animal owners .

FY 2020 First Quarter
Budget Initiatives and Strategic Plan Updates

Strategic Priority	Project
Enhance Enforcement	Microchipping in the field by Animal Care Officers
Enhance Enforcement	New Position—District 6 Animal Care Officer
Engage & Educate Community	New Position—Senior Management Analyst

Microchipping by Animal Care Officers:

To further enforce microchips serving as the city license for dogs and cats, Animal Care Officers will now be trained and equipped to implant microchips. Not only will this help ensure strict adherence to the city ordinance, but it will also help with returning roaming or lost pets to their rightful owner.

District 6 Animal Care Officer:

City Council approved funding for one community-based District Animal Care Officer (ACO) for District 6. This ACO is expected to provide grassroots enforcement and education in high-volume areas. It is expected that the District 6 ACO will coordinate service delivery in specific problem areas and attend public meetings as requested, in addition to department mandated metrics for the position.

Senior Management Analyst:

Animal Care Services will add a new position to the Education & Outreach Division. The new Senior Management Analyst will support the department by engaging in strategic marketing work to include graphic design, media purchasing, and forward-thinking departmental branding.

FY 2020 First Quarter Statistical Analysis

Analysis of the annual metrics for Fiscal Year 2020 will be a comparison of the results for Fiscal Year 2020 and the average of respective metric totals for the previous three years (Fiscal Year 2017, Fiscal Year 2018, and Fiscal Year 2019). Annual Fiscal Year 2020 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live-Release Rate

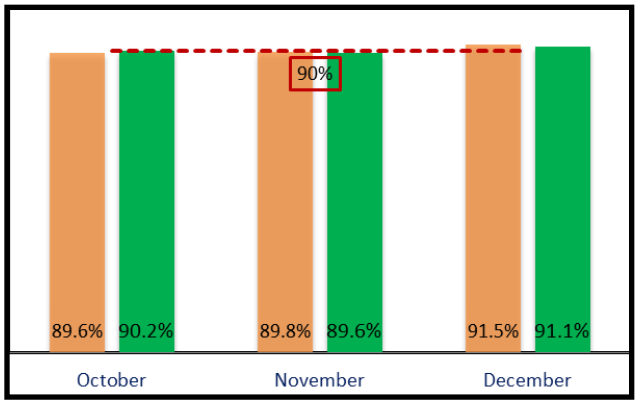
For the past three years, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners. These are just some of the ways in which ACS is pushing to maintain and raise the Live-Release rate.

Live-Release Rate

FY20 Annual Goal: 90%

FY20 Quarter 1 Avg. Results: 90.3%

FY17-FY19 Quarter 1 Avg. Results: 90.3%

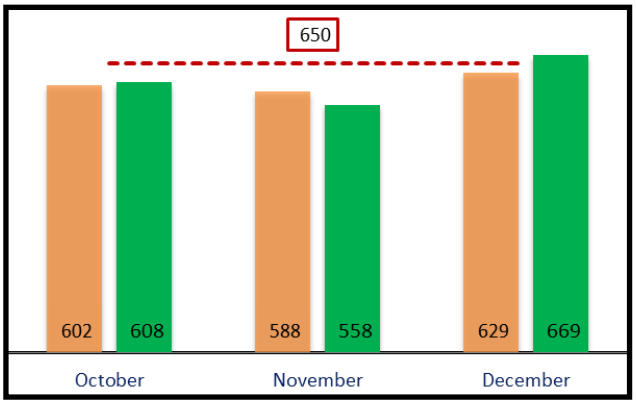


Adoptions

FY20 Annual Goal: 7,800

FY20 Quarter 1 Results: 1,835

FY17-FY19 Annual Avg. Results: 1,819

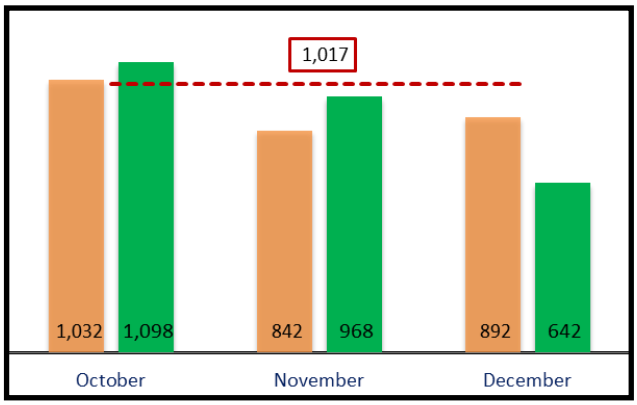


FY 2020 Target | Prior 3 Year Average | FY 2020 Actual

Increasing the Live Release Rate (Cont.)

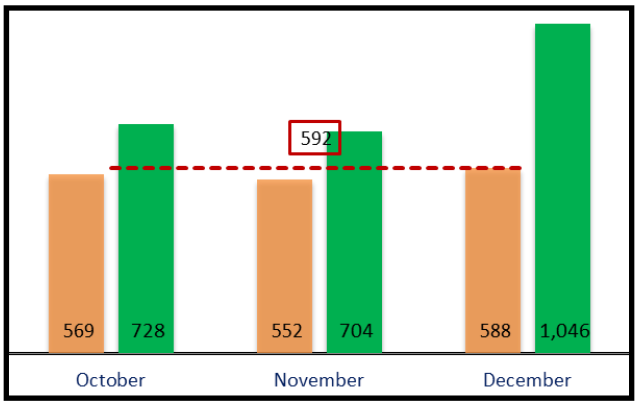
Rescues

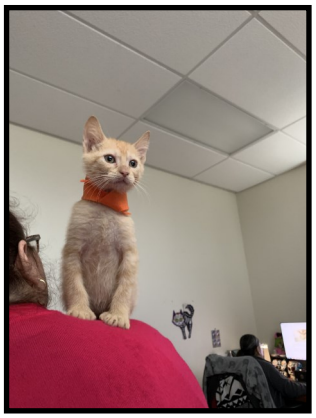
FY20 Annual Goal: 13,000
FY20 Quarter 1 Results: 2,708
FY17-FY19 Quarter 1 Avg. Results: 2,766



Return To Owner (Overall)

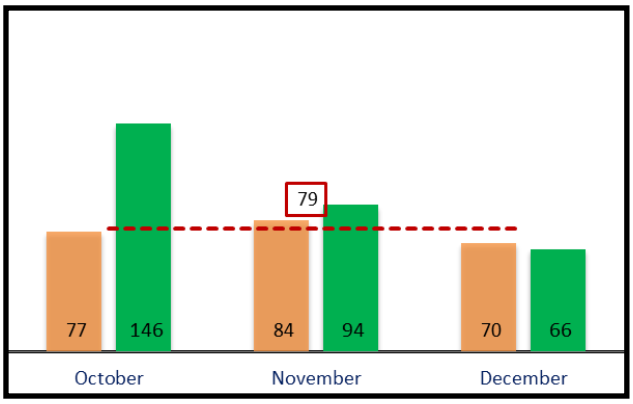
FY20 Annual Goal: 6,900
FY20 Quarter 1 Results: 2,478
FY17-FY19 Quarter 1 Avg. Results: 1,709





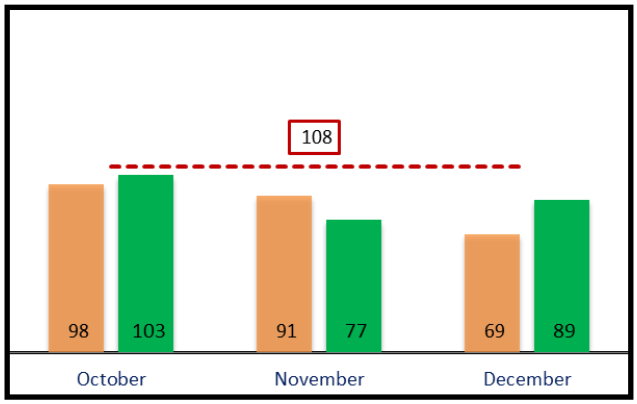
Trap Neuter Release

FY20 Annual Goal: 950
FY20 Quarter 1 Results: 306
FY17-FY19 Quarter 1 Avg. Results: 231



Pets Fostered

FY20 Annual Goal: 1,300
FY20 Quarter 1 Results: 269
FY17-FY19 Quarter 1 Avg. Results: 258



FY 2020 Target | Prior 3 Year Average | FY 2020 Actual

Control the Roaming Animal Population

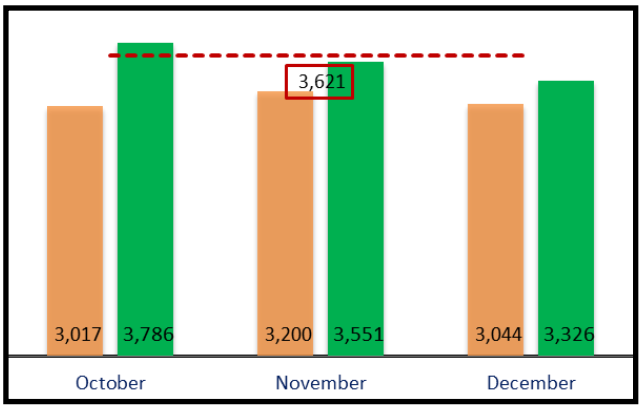
Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

Total Spay & Neuter Surgeries

FY20 Annual Goal: 43,455

FY20 Quarter 1 Results: 10,663

FY17-FY19 Quarter 1 Avg. Results: 9,261

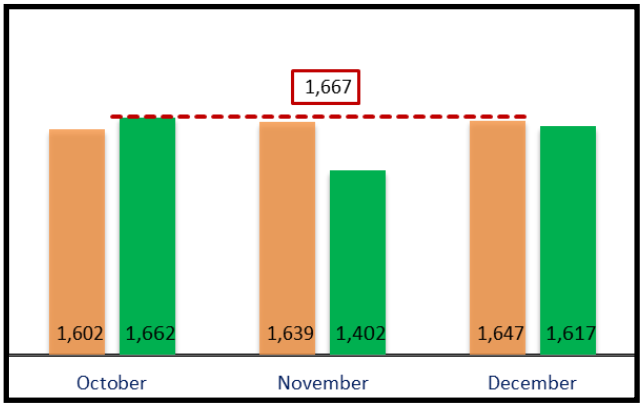


Microchips Registered

FY20 Annual Goal: 22,000

FY20 Quarter 1 Results: 4,681

FY17-FY19 Quarter 1 Avg. Results: 4,888

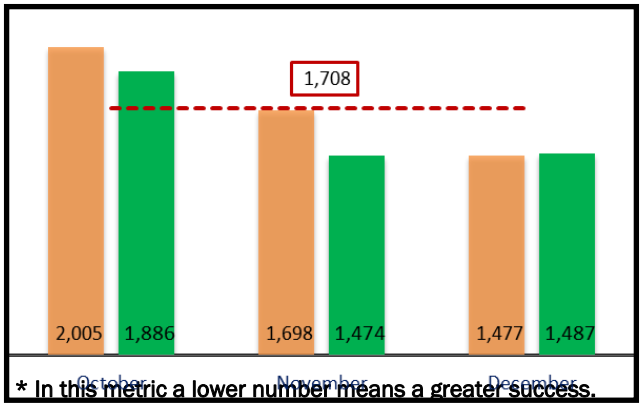


Deceased Dog/Cat Pick-up

FY20 Annual Goal: 20,500

FY20 Quarter 1 Results: 4,847

FY17-FY19 Quarter 1 Avg. Results: 5,180



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

FY 2020 Target | Prior 3 Year Average | FY 2020 Actual

Enhanced Enforcement

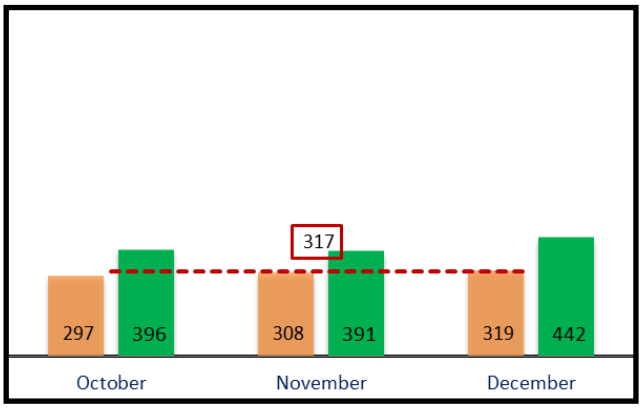
Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has lead to an increase in dangerous/ aggressive dog designations, violations written, and cruelty cases filed.

Pets Returned to Owner in the Field

FY20 Annual Goal: 3,800

FY20 Quarter 1 Results: 1,229

FY17-FY19 Quarter 1 Avg. Results: 924

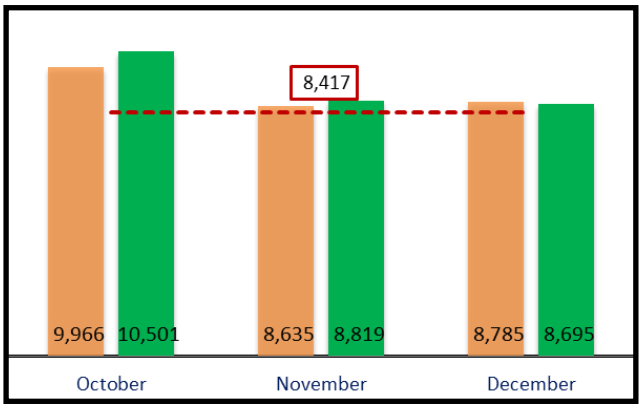


Calls for Service Requests

FY20 Annual Goal: 101,000

FY20 Quarter 1 Results: 28,015

FY17-FY19 Quarter 1 Avg. Results: 27,386

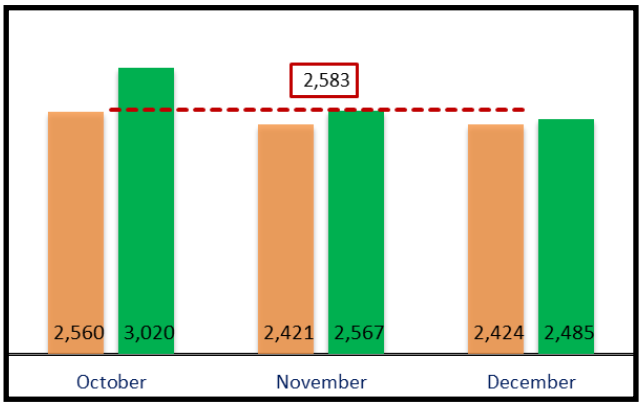


Impoundments

FY20 Annual Goal: 31,000

FY20 Quarter 1 Results: 8,072

FY17-FY19 Quarter 1 Avg. Results: 7,405



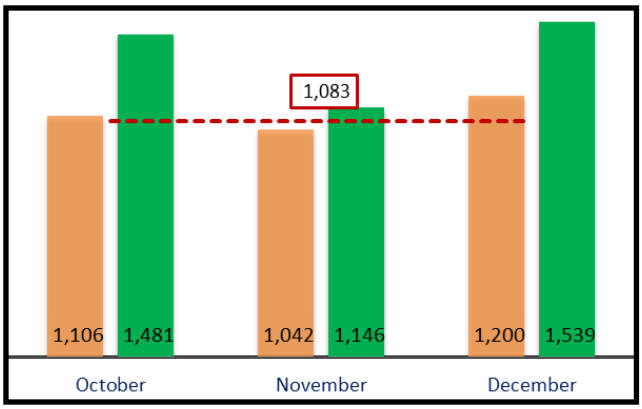
FY 2020 Target Prior 3 Year Average FY 2020 Actual

Citations Written

FY20 Annual Goal: 13,000

FY20 Quarter 1 Results: 4,166

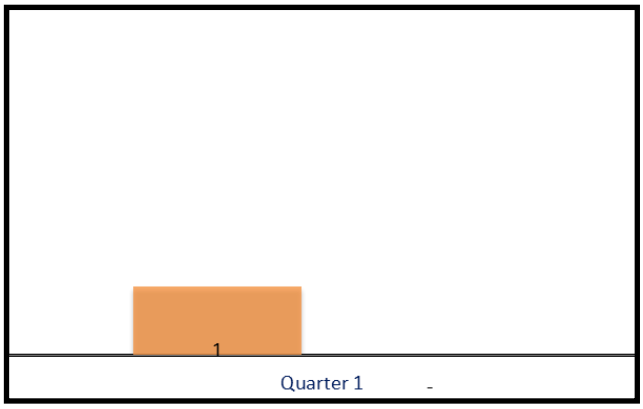
FY17-FY19 Quarter 1 Avg. Results: 3,348



Serious Bodily Injuries

FY20 Quarter 1 Results: 0

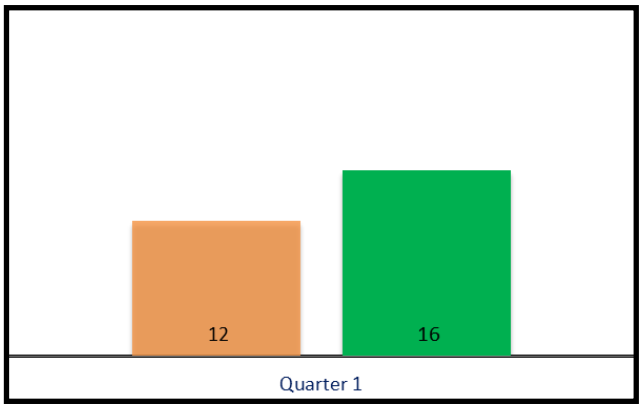
FY17-FY19 Quarter 1 Avg. Results: 1



Aggressive/Dangerous Designations

FY20 Quarter 1 Results: 16

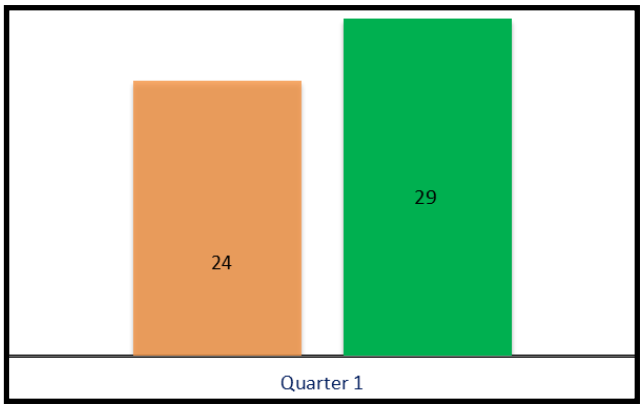
FY17-FY19 Quarter 1 Avg. Results: 12



Cruelty Cases Filed

FY20 Quarter 1 Results: 29

FY17-FY19 Quarter 1 Avg. Results: 24



FY 2020 Target | Prior 3 Year Average | FY 2020 Actual

Engage and Educate the Community

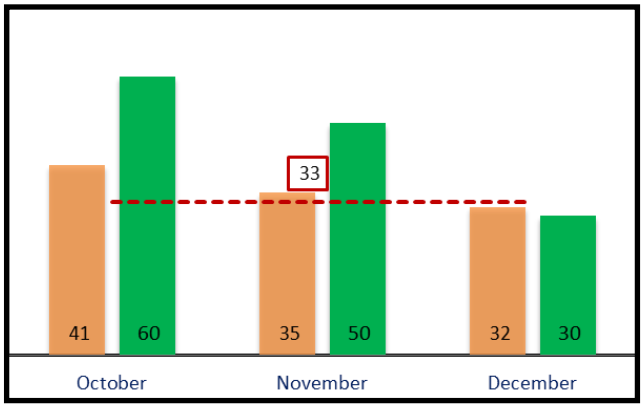
The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. The original target for total schools visited was designed with the intention that ACS would be awarded only one presentation during a school visit. ACS has tracked total school education presentations since Fiscal Year 2018, and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.

Education Events

FY20 Annual Goal: 400

FY20 Quarter 1 Results: 140

FY17-FY19 Quarter 1 Avg. Results: 108

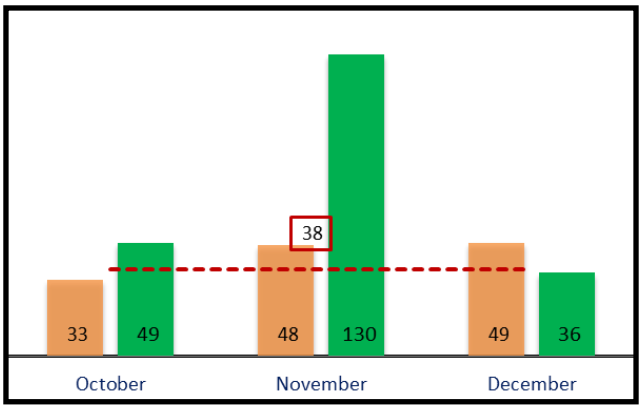


Schools Presentations

FY20 Annual Goal: 450

FY20 Quarter 1 Results: 215

FY17-FY19 Quarter 1 Avg. Results: 130

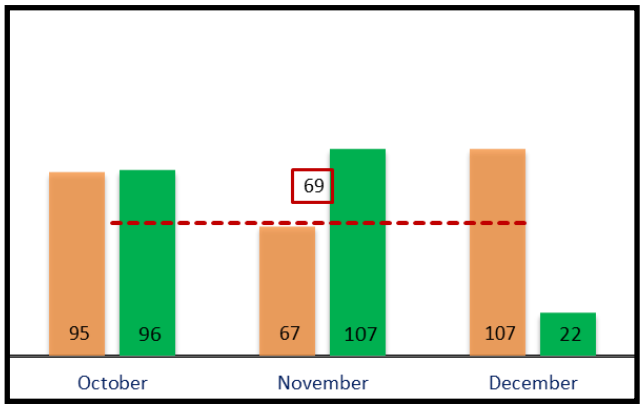


Media Interactions

FY20 Annual Goal: 830

FY20 Quarter 1 Results: 225

FY17-FY19 Quarter 1 Avg. Results: 269

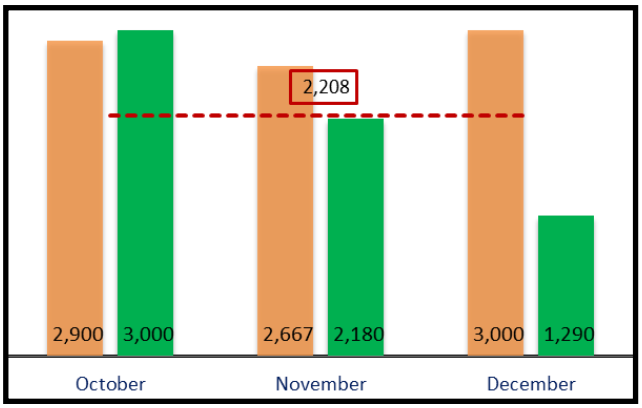


CNSI Homes Visited

FY20 Annual Goal: 26,500

FY20 Quarter 1 Results: 6,470

FY17-FY19 Quarter 1 Avg. Results: 8,567



FY 2020 Target Prior 3 Year Average FY 2020 Actual

Animal Care Services

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.

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 ACSIntake@sanantonio.gov to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED