ACS Fiscal Year 2020 Second Quarter Report

The Shelter Paws program was named San Antonio's "Best Creative Take on Volunteering" by San Antonio Magazine!

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The Director's Desk

This time last year, ACS was launching a new pilot program that allows volunteers to treat shelter dogs to some time away from the ACS campus. The Shelter Paws program became a popular way for residents to take a dog out for a couple hours or even a day for outside play, socialization, and decompression from the shelter environment. The program is a creative way not only to treat the dogs in ACS care, but also to find out more information about how they behave out in the real world, which can help them get adopted quicker. San Antonio Magazine recognized this incredible program by naming it San Antonio's Best Creative Take on Volunteering in its 2020 Best of the City issue. The Shelter Paws program exemplifies the creativity and dedication that ACS staff display every day in caring for the pets in our care.

ACS Director
Heber Lefgren

This creativity and dedication have been – and will continue to be – critical as we began facing an unprecedented challenge at the end of the 2nd quarter. In response to the global COVID-19 pandemic, ACS has made some necessary operational adjustments to ensure the safety of our staff, our customers, and our animals. As preliminary precautions, ACS has cancelled public events, such as Homeowner Association meetings, school presentations, and low-cost wellness clinics. Our Field division continues to provide services to the community and our campus remains open for adoptions by appointment. We also continue to find placement for animals with our rescue partners. Through the hard work of the ACS staff and the support of the community, ACS was able to maintain a live release rate over 91%, even toward the end of the quarter when the pandemic began affecting operations. I'm beyond grateful for a team that continues to perform above expectations in the face of a global crisis.

ACS Advisory Board Chair
Rita Braeutigam

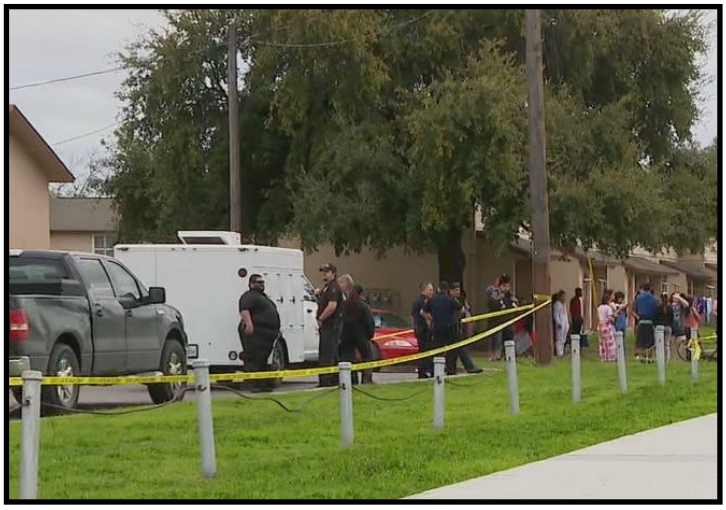
Chair's Corner

Spring has arrived in San Antonio, bringing with it a sense of renewal. It is with that same sense of renewal that the ACS Advisory Board came together in January for a retreat to review ACS operations over the past 10 years and discuss the board's vision for ACS in the next 10 years. The board discussed ideas that would build on past ACS accomplishments to further protect the welfare of San Antonio's pets, such as potential additional resources that would help eliminate the need to euthanize for space, increased community collaboration, and enhanced enforcement. The retreat was a great opportunity for the board to take a step back to brainstorm ideas for the future and rearticulate the board's passion, diligence, and vision for ACS.

The ACS Advisory Board remains incredibly grateful for the community's continued support. With help from the Cathy Kanga Foundation and PRAI Beauty, ACS was able to offer free adoptions one weekend in March and the community stepped up to "free the shelter" and finish the quarter with over 1,700 adoptions. The second quarter also saw an additional 218 pets go home with foster families and over 2,800 placed with local rescue organizations. It's amazing to see the community work together in such an uncertain and challenging time to better the lives of San Antonio's animals. Thank you!

Exemplifying San Antonio's Core Values During Chaos

On Sunday, Feb 23rd 2020 at approximately 2:00PM while working in the vicinity of Benavides Park on routine calls for service, Animal Care Officer Kristi Ortiz was startled by multiple gunshots in close proximity to her position. These shots caused immense chaos as three residents were struck and wounded by gunfire. Amidst the ensuing chaos, yelling, people running and cars speeding through the street to avoid the gun fire Officer Ortiz remained composed and immediately contacted Dispatcher JoAnn Fry via her handheld radio to request SAPD and EMS backup while simultaneously moving to the location of the injured individuals to render first aid to a 19-year-old resident that was shot in the leg. Dispatcher Fry calmly requested essential information about the description of the car used to flee the scene and nature of injuries from Officer Ortiz as she simultaneously contacted 911 and passed this critical information to the 911 Dispatch team. After notifying dispatch, Officer Ortiz proceeded to the victims and executed first aid to stop the bleeding while awaiting EMS and SAPD support to arrive.



Officer Ortiz being interviewed by SAPD Investigators at crime scene (Courtesy News4SA)

The actions of the officer exemplify the City of San Antonio's Core Values and go beyond the scope of what the job entails.

Happy Tails: Artie

On January 3rd, former ACS Clinic Manager, Joel Jenks, brought his family to the facility to participate in the Shelter Paws Program. The Shelter Paws Program allows approved residents to take dogs in ACS' care out for a "play date" and enjoy life outside of the shelter for an afternoon. This also serves as a wonderful opportunity for potential adopters to see how a dog will do outside of the shelter environment.

Artie is a male Australian Cattle Dog that had come to ACS under unfortunate circumstances. He was surrendered to ACS after his then owner admitted Artie had been hit by a car and was constantly escaping the yard. The owner had expressed no interest in bringing Artie indoors or getting him the care he needed. While Artie had not experienced the best life had to offer in his current home, that was about to change. Joel Jenks sums up Artie's big day out in the e-mail below. (Prior to being adopted, Artie was known as Buddy by the ACS staff.)

"ACS staff was terrific in helping us find the perfect dog to spend the afternoon with—an Australian Cattle Dog named Buddy. We took Buddy for a walk in the park and had a fun picnic in our front yard. We had a hard time taking a picture with Buddy because he was more interested in licking our kids. Upon returning Buddy to the shelter, we took a few minutes to see some of the other dogs in the kennels, while walking out we noticed and older gentleman sitting on a bench talking to Buddy. I told my wife "I have to go sell this dog" and we went over as a family to let him know about the terrific afternoon we had shared with Buddy and all the great qualities we enjoyed in him. After our conversation, he said he was convinced and decided to adopt the dog."

The gentleman and his wife completed the adoption that day and took Artie home the next day. While the adopter could not be reached for a follow-up prior to this story being written, they were bringing Artie to ACS to finish out his injury treatments and everyone was happy as could be.

Fumiko's Vest

One early, dark morning, Maria and Daniel Valdez, members of the Community Cat Program, as well as the San Antonio Feral Cat Coalition (SAFCC), saw Community Cat Program Coordinator Fumiko K. Fujimoto walking the line of cars to do the count for how many cats/kittens were there for surgery that morning. The lines had wrapped out onto the dark service drive of Highway 151. Out of concern for Fumiko's safety, the thoughtful couple decided to create a personalized safety vest to help protect Fumiko during the early-morning surgery check-ins. Daniel, who is a first-responder working police communications for 911, designed the vest. The vest also includes a personal safety light that is so bright that it can probably be seen by the planes/helicopters! Fumiko is truly overwhelmed by the care and concern shown by this couple.

COVID-19 Updates

In response to the Mayor's "Stay Home, Work Safe" order issued on March 23 and the COVID-19 emergency, ACS made some operational adjustments in order to protect staff and customers. These adjustments included closing public intake walk-ins and moving to appointment-based adoption and foster processes. ACS continues to provide field services to the community and maintains other operations using the "Social Distancing" protocols set in place by the City and State.

With various limitations, shortages and unforeseen circumstances during this unprecedented time, ACS staff was able to continue to work through issues as they arose.

One example was the shortage of distilled water. Due to city-wide shortages, ACS staff found themselves unable to purchase the distilled water needed for the Clinic's surgical sterilization process. San Antonio Humane Society immediately stepped up by providing the distilled water they had so that ACS would not be forced to stop operations. In addition, Freetail Brewery (a local San Antonio Brewery) notified us that they were willing to donate to us as much distilled water as needed during this crisis.

San Antonio Humane Society staff (left) and Freetail Brewery staff (right) answered ACS's call for distilled water donations.

In March, when businesses first began to close due to the coronavirus outbreak, there was great concern about having so many animals to take care of. ACS was determined to try to get as many animals fostered, adopted, or placed with rescue organizations as possible. The public stepped up and in March, more than 600 pets were adopted, 118 placed in foster homes, and more than 900 taken in by local rescue partners. This enabled the ACS staff to completely clear one of the Adoption buildings, an act that has never been accomplished before in ACS's past! Staff took the opportunity to give the building an extra deep cleaning session.

Thanks to community efforts in March, ACS was able to completely clear one of the kennel buildings—the first such accomplishment in ACS history.

FY 2020 2nd Quarter Staff Update

Employee Name	Position	Action
Steve Wilson	Animal Care Officer	Rehire
Claudia Balarin	Senior Management Analyst	Promotion
Cecilia Villagomez	Animal Care Supervisor	Promotion
John Cortez	Animal Care Officer	New Hire
Michaela Flores-Molinar	Animal Care Attendant	New Hire
Ruddy Rodriguez	Veterinary Technician	New Hire

Cadets of 2020 – Alpha

Cadet John Cortez - Cadet Cortez has been with San Antonio Animal Care Services since February 2020. He retired from United States Army after more than 20 years serving all over the United States, including San Antonio, and the world, with tours in South Korea, Honduras, and the Middle East. He is proud to have served his country and excited to continue serving his community as an Animal Control Officer. He has always had a love for animals great and small. In his spare time he volunteers with The American Bullmastiff Association Rescue Service (ABARS), transporting rescues to their new homes in Texas and across the country. He holds a Bachelor of Science Degree in Management Studies from the University of Maryland Global Campus. His goal as an Animal Control Officer is to help educate animal owners so they can take better care of their pets. He is a proud owner of two rescue dogs, one of which was adopted from ACS.

Officer Steve Wilson - Officer Wilson has been at the City of San Antoniio's Animal Care Services for over five years. Prior to working for ACS, Officer Wilson was a 68 Tangov (animal care specialist) in the worlds greatest Army (HOOAH). While working as an animal care specialist he was stationed at Fort Sam Houston, during which time he was attached to the Veterinary command and helped over see the care of the local animals. This included helping Animal control with information on bites, assisting with surgeries, and the opportunity to run a clinic in Del Rio. Officer Wilson's favorite call involved a llama running free of restraint on Bandera Rd. Officer Wilson is currently attending Central Texas College, majoring in criminal justice, and is set to graduate in the fall of 2020. Officer Wilson is married with three kids and one grandchild. Officer Wilson enjoys helping the animals that need the help and educating the public on animal safety and responsible ownership.

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 have been 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 added a new position to the Education & Outreach Division. The new Senior Management Analyst supports the department by engaging in strategic marketing work to include graphic design, media purchasing, and forward-thinking departmental branding.

FY 2020 Second 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

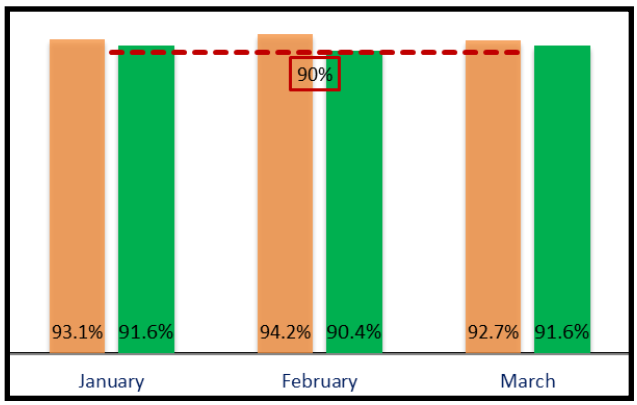
For the past three years, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing 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 2 Avg. Results: 91.2%

FY17-FY19 Quarter 2 Avg. Results: 93.3%

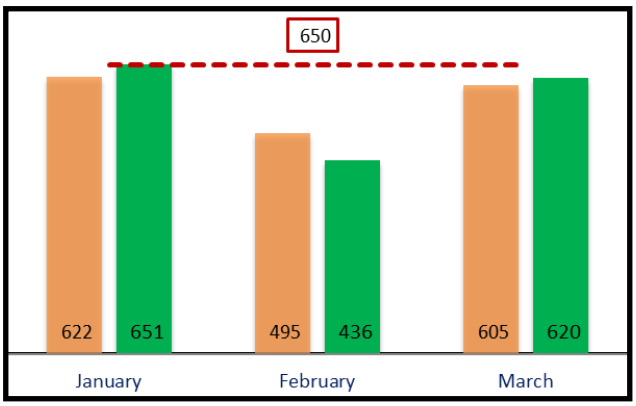


Adoptions

FY20 Annual Goal: 7,800

FY20 Quarter 2 Results: 1,707

FY17-FY19 Annual Avg. Results: 1,722

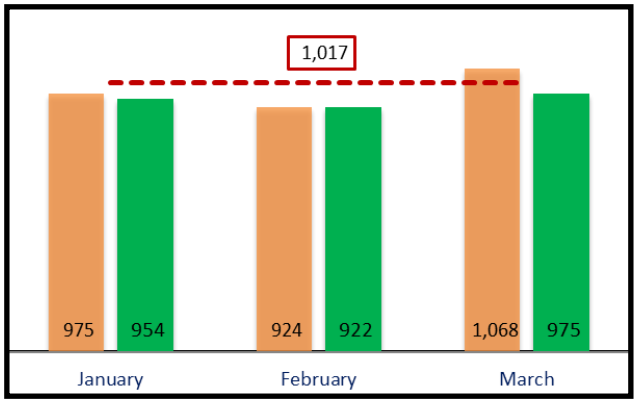


FY 2020 Target | Prior 3 Year Average | FY 2020 Actual

Increasing the Live Release Rate (Cont.)

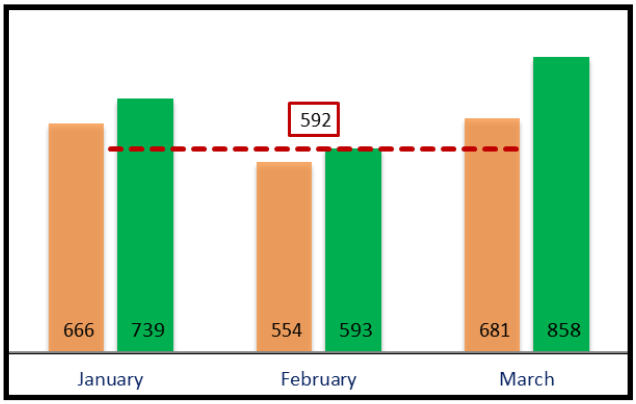
Rescues

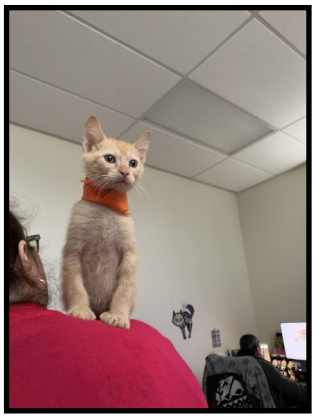
FY20 Annual Goal: 13,000
FY20 Quarter 2 Results: 2,851
FY17-FY19 Quarter 2 Avg. Results: 2,967



Return To Owner (Overall)

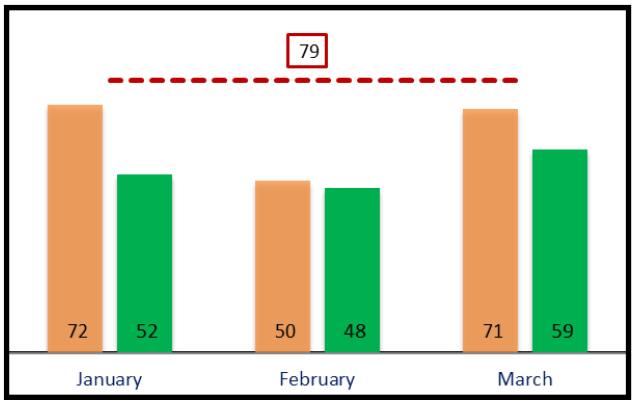
FY20 Annual Goal: 6,900
FY20 Quarter 2 Results: 2,190
FY17-FY19 Quarter 2 Avg. Results: 1,901





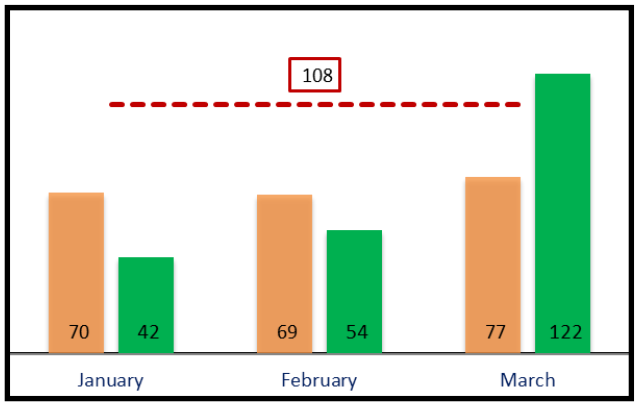
Trap Neuter Release

FY20 Annual Goal: 950
FY20 Quarter 2 Results: 159
FY17-FY19 Quarter 2 Avg. Results: 193



Pets Fostered

FY20 Annual Goal: 1,300
FY20 Quarter 2 Results: 218
FY17-FY19 Quarter 2 Avg. Results: 216



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

Control the Roaming Animal Population

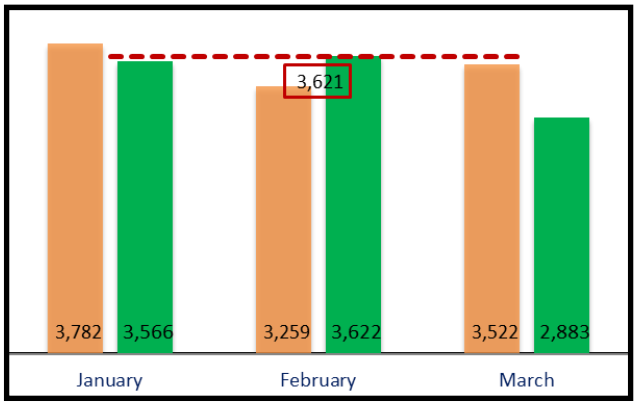
Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS 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 2 Results: 10,071

FY17-FY19 Quarter 2 Avg. Results: 10,563

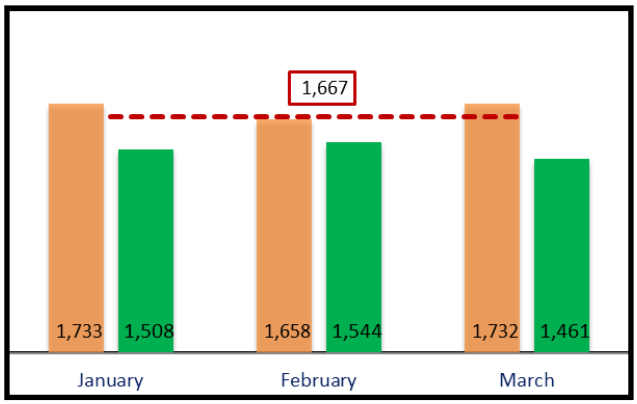


Microchips Registered

FY20 Annual Goal: 22,000

FY20 Quarter 2 Results: 4,513

FY17-FY19 Quarter 2 Avg. Results: 5,123

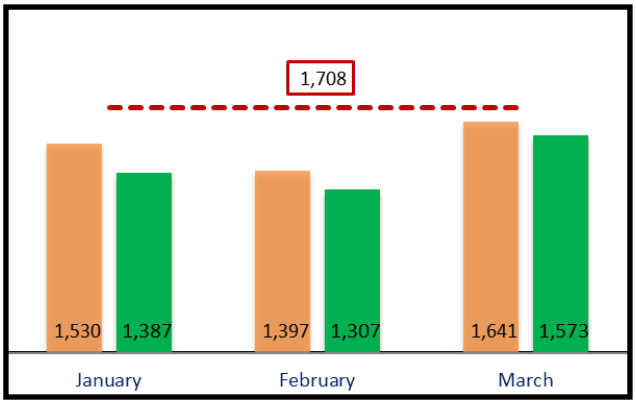


Deceased Dog/Cat Pick-up

FY20 Annual Goal: 20,500

FY20 Quarter 2 Results: 4,267

FY17-FY19 Quarter 2 Avg. Results: 4,568



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

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

Enhanced Enforcement

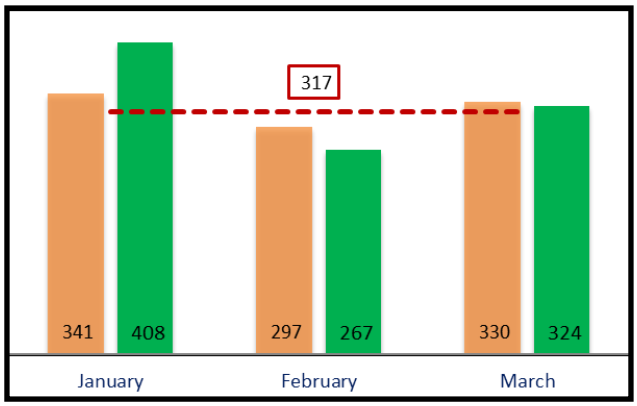
Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS 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 2 Results: 999

FY17-FY19 Quarter 2 Avg. Results: 968

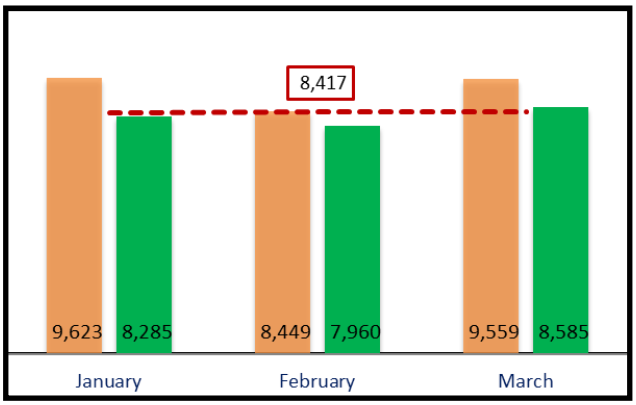


Calls for Service Requests

FY20 Annual Goal: 101,000

FY20 Quarter 2 Results: 24,830

FY17-FY19 Quarter 2 Avg. Results: 27,631

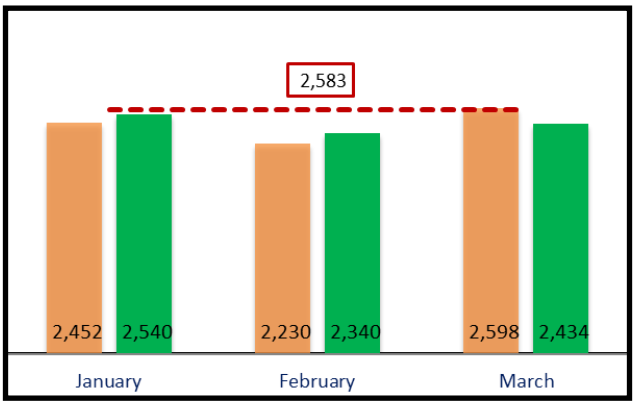


Impoundments

FY20 Annual Goal: 31,000

FY20 Quarter 2 Results: 7,314

FY17-FY19 Quarter 2 Avg. Results: 7,280



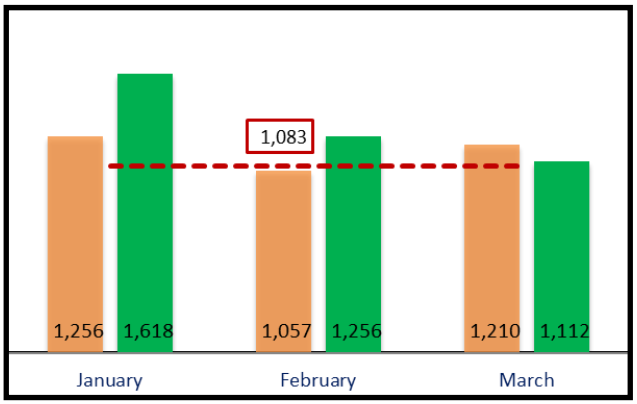
FY 2020 Target Prior 3 Year Average FY 2020 Actual

Citations Written

FY20 Annual Goal: 13,000

FY20 Quarter 2 Results: 3,986

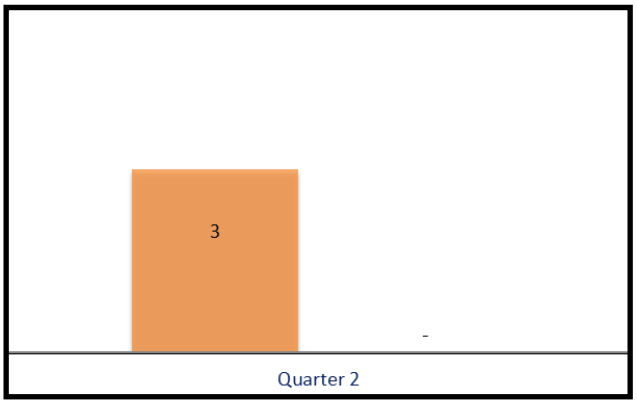
FY17-FY19 Quarter 2 Avg. Results: 3,523



Serious Bodily Injuries

FY20 Quarter 2 Results: 0

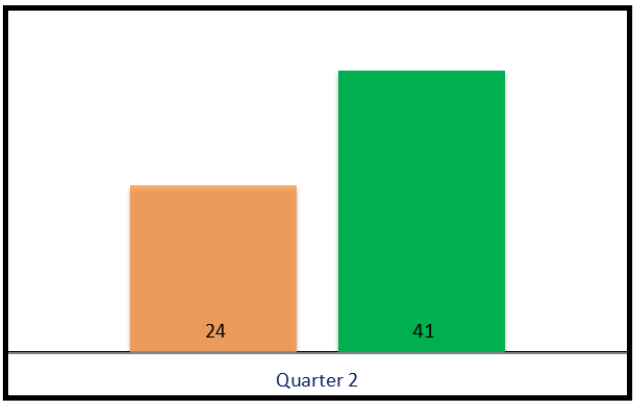
FY17-FY19 Quarter 2 Avg. Results: 3



Aggressive/Dangerous Designations

FY20 Quarter 2 Results: 41

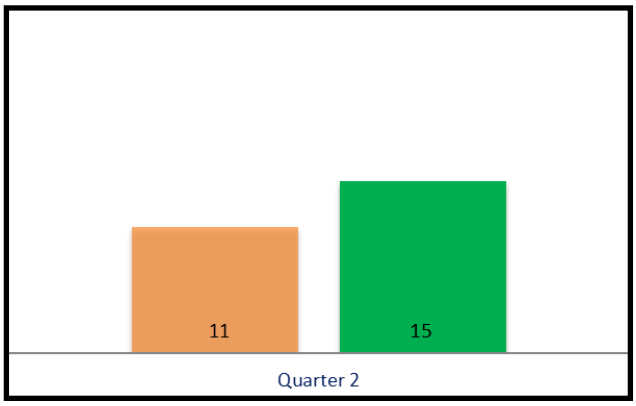
FY17-FY19 Quarter 2 Avg. Results: 24



Cruelty Cases Filed

FY20 Quarter 2 Results: 15

FY17-FY19 Quarter 2 Avg. Results: 11



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

Engage and Educate the Community

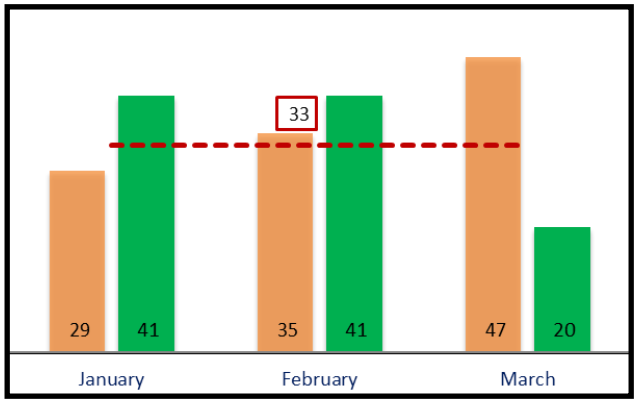
The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached metric has been combined with their digital outreach efforts and is now referred to as Residents Reached.

Education Events

FY20 Annual Goal: 400

FY20 Quarter 2 Results: 102

FY17-FY19 Quarter 2 Avg. Results: 111

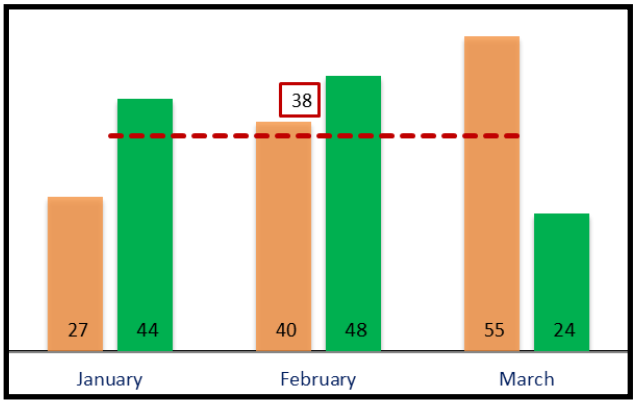


School Presentations

FY20 Annual Goal: 450

FY20 Quarter 2 Results: 116

FY17-FY19 Quarter 2 Avg. Results: 122

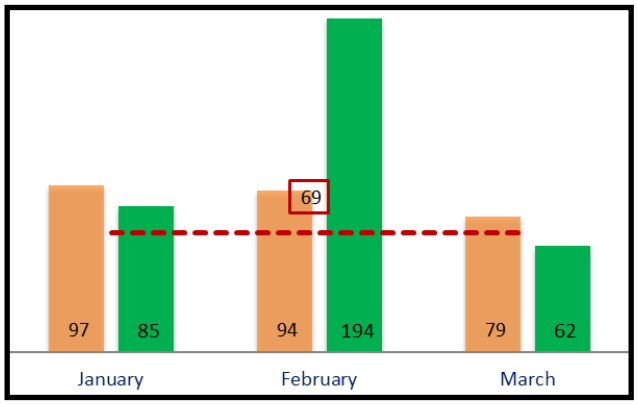


Media Interactions

FY20 Annual Goal: 830

FY20 Quarter 2 Results: 341

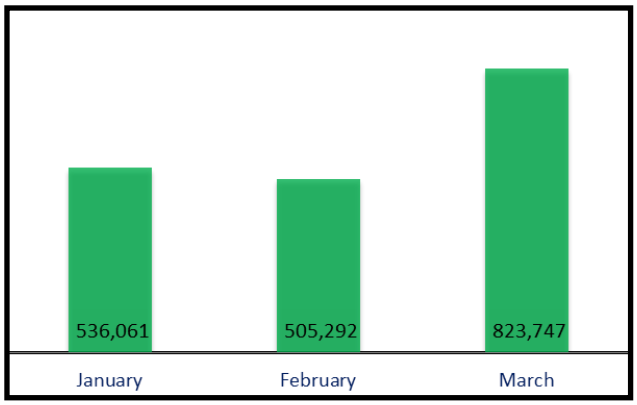
FY17-FY19 Quarter 2 Avg. Results: 270



Residents Reached

FY20 Annual Goal: N/A

FY20 Quarter 2 Results: 1,865,100



* This metric was adjusted for FY20, it does not include prior years

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