ACS Fiscal Year 2020 Third Quarter Report

In response to the COVID-19 crisis, ACS made many operational changes, such as controlled flow of traffic and curbside pick-up of animals.

Inside this Issue:

Chair's Corner	2
Fosters Saving Lives	2
Response to COVID-19	3
PRSA-SA Award	3
Happy Tail: Togo	4
Petco Matching Grant	4
Meet the Trainers	5
Unusual Rescue	5
Strategic Plan Updates	6
Statistical Analysis	7

The Director's Desk

ACS Director
Heber Lefgren

This has been an unprecedented quarter in the history of ACS and the City organization as a whole. Due to the COVID-19 crisis, we had to make a number of operational changes, make difficult service adjustment decisions, and accept the possibility of decreased performance of what have long been considered our key metrics. In a very short amount of time, we had to learn how to pivot our operations, placing the utmost importance on keeping our staff, customers, and pets safe. These shifts included some hard decisions, such as temporarily halting the community cat program, replacing in-house spay and neuter surgeries with vouchers, and reducing public intake. We will be spending the next few months building a new "normal" by doing what we can to bring back paused services and implement new processes that encourage safety as well as high-quality service delivery.

Despite the extreme challenges we've faced, the one word that comes to mind as I think about the last quarter is "gratitude". ACS is extremely grateful to the community for stepping up to adopt and rescue our animals, adapt to our operational changes, and set a record high for new fosters. I am also incredibly grateful to ACS staff. Over these past months, ACS staff have shown amazing creativity and flexibility in coming up with new processes to keep each other safe and have continued to provide quality care to our pets. They've made changes quickly that allowed us to keep providing important services to the community and many staff helped pitch in wherever there was a need, often going above and beyond their regular job duties. Even in their "off" time, ACS staff have taken precautions to keep themselves and their fellow employees safe by social distancing, postponing vacations, and staying home when they can. These past few months have not been easy, but I am sincerely thankful to have faced them with such an amazing staff.

Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

Under normal circumstances, we would be saying goodbye to Spring and celebrating the arrival of Summer to San Antonio, excited for what the longer days will bring and knowing that it will be a busy but fulfilling time at the ACS shelter. Amid a pandemic, however, circumstances are much less predictable and a large shadow of uncertainty was cast over these past few months. This quarter saw many changes around the ACS campus: social distancing measures, appointment-based services, and virtual Advisory Board meetings. But as it turns out, there was still much to celebrate this quarter.

ACS staff adapted quickly to the COVID-19 situation, continuing to provide needed services to the community and taking great care of the pets on campus while implementing measures to keep each other safe. Customers also adapted quickly, continuing to adopt, foster, and rescue pets in need, leading to a department-high live release rate of 92.5%. The department even received a record number of foster applications as folks realized how they could step up to save animal lives – and how much better quarantine would be with a furry friend! On top of everything else, the community showed their support by donating over $27,000 to ACS during May and June, $20,000 of which will be met with a matching grant from the Petco Foundation. It truly was an inspiring quarter that showed the good things that can happen when the community comes together. Thank you, San Antonio!

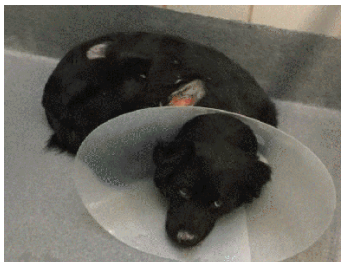
Fosters Saving Lives

In the midst of a global crisis, ACS experienced an outpouring of support from the community. Between March 15 and June 22nd, 316 new foster applications were approved, an enormous increase from the 20-30 new applications usually received per month. Not only is the increase in fosters notable, but they helped save the lives of many harder-to-place animals. Below are some foster highlights from the past quarter.

One amazing foster parent took home 4 ringworm puppies who were difficult to place because ringworm is contagious and can take weeks to clear up. This superstar foster got them all cleared up and all four were adopted!

Foster dog Skipper, a 6 year old Chihuahua with missing teeth and pain in one of his legs, was returned by his adopter due to a family emergency. His new foster fell in love with him and ended up adopting him. They changed his name to Charming because he is such a charmer.

Moms with young puppies tend to be the hardest to place since they need care for several weeks and tend to be messy when they get older. One first time foster took home Jade and her 9 newborn puppies until they were old enough for adoption. All of them have been adopted and are doing well!



Mandy, a solid black Border collie blend with two wounds, was terrified in the kennels and wasn't showing well, often going overlooked. One of our behavior fosters saw Mandy and spent a long time in the kennel with her to get her used to her presence and gain her trust enough to pet her. After 2 weeks in the foster's care, she decided to adopt her.

ACS Operational Response to COVID-19

As the full impact of COVID-19 began to be felt in San Antonio, ACS acknowledged that it could not proceed with business as usual. In an effort to keep staff, residents, and animals as safe as possible, ACS made a number of operational changes to minimize the number of people on campus, maximize social distancing, and ensure continued high quality care of ACS pets. Below is a list of operational changes made at ACS:

1. Moved to appointment-based services for on-campus activities, such as adoptions and fosters.
2. Controlled the flow of traffic throughout campus to enforce social distancing.
3. Limited the number of volunteers on campus.
4. Limited over-the-counter intake from San Antonio residents.
5. Issued spay/neuter vouchers to adopters to redeem at community partners in lieu of performing sterilizations on campus.
6. Paused the Community Cat Program.
7. Increased foster capacity.
8. Instituted curbside pickup for all animals leaving campus.
9. Allowed home quarantine for rabies exposure cases.
10. Implemented temperature and symptom screening for every individual entering campus.
11. Promoted work-from-home options for employees when possible.
12. Switched to WebEx/virtual meetings whenever feasible.
13. Reconfigured office and breakroom spaces for effective social distancing.
14. Increased sanitization practices for high-traffic surfaces.
15. Mandated the use of face masks for visitors and all employees when away from their personal workspace.

While most of these measures are still in place, ACS is beginning to take steps in accordance with the City of San Antonio's "Return to Work" procedures. ACS is slowly increasing the number of people allowed on campus, such as volunteers who can perform activities that require minimum person-to-person contact, and reinstating surgeries on campus. However, many of the safety measures implemented over the past few months will remain in place to become part of ACS's normal business practices to keep ACS a safe place to work and visit.

Public Relations Society of America—San Antonio Award

Each year, the Public Relations Society of America-San Antonio (PRSA) holds its Del Oro Awards to recognize outstanding contributions in the public relations field as well as work produced by public relations professionals. ACS has won a 2020 "La Plata" award for the Illegal Pet Sales Campaign created with AMAEzing Marketing Group. The La Plata Award specifically recognizes achievements in public relations campaigns that "incorporate sound research, planning, implementation and evaluation." A virtual Del Oro Awards event will take place on Thursday, July 30 at 5 pm and the award will be forwarded to the department thereafter.

Happy Tail: Togo

With the nation undergoing so many hardships recently, sometimes it is heartwarming to see good things happen to good people (and good animals). That is exactly what happened back in May of this quarter. While it is a simple "tail" in that there were no offenses that occurred or traumatic injuries to treat, it is instead a wholesome story of one great dog finding a great home, and it serves as an excellent reminder of the outcome of the hard work that the staff and fosters put in every day to serve the community and find loving homes for these animals.

On May 4th of this year, an Animal Care Officer (ACO) was dispatched to District 7 where a citizen had called in stating that there was a well-behaved canine roaming the area. The caller indicated that he had been able to place the dog in his backyard while he waited for the ACO to arrive. That afternoon, the ACO arrived and impounded a friendly male Australian Cattle Dog with no microchip. While the Clinic staff was able to determine that there were likely some healed fractures in one of his legs and he had some dermatitis that was likely due to fleas, he was in good health.

Unable to find a home initially, a wonderful foster stepped up to take care of then "Togo." His new foster family quickly noticed what a great dog Togo is and went on to say:

"Togo is incredibly well-behaved, sweet, and very calm. He is non-reactive to cats, and enjoys the company of other dogs...He is extremely food-motivated and so he seems to be somewhat easy to train. He currently knows how to sit, shake, and laydown on command. He is working on being crate-trained, and will stay in his crate without complaint throughout the night."

With such kind words and loving support, it was not long before Togo's foster family was able to find him permanent placement with a new family. Needless to say, he is absolutely adored and well-taken care of in his new home (as the pictures will surely show). While his adopters did keep the name Togo, they did add to it to give it their own personal touch. So, now, "Banjoseph (Banjo) Winston Togo" is living his best dog life, and can rest assured that he will be loved and provided for thanks to the hard work of ACS staff, the loving support and dedication of our fosters, and the open heart of amazing adopters!

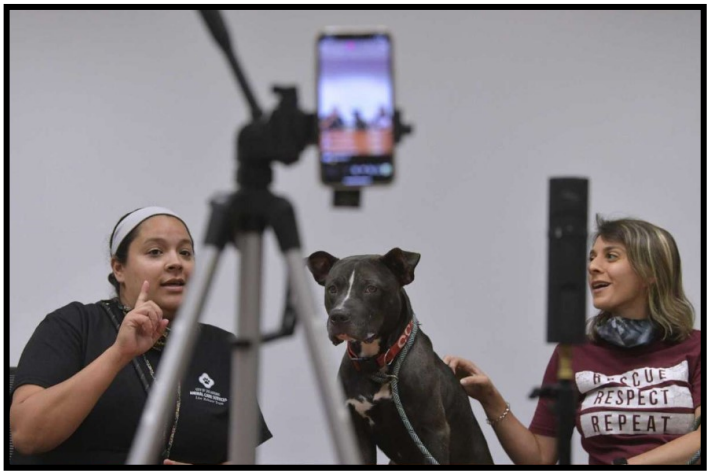
Petco Foundation Donation Matching Grant

As part of its Pledge to Save Pet Lives, the Petco Foundation announced in May that it would provide a dollar-for-dollar match for donations made to ACS through June 30th, up to $20,000. The matching grant was intended to help ACS maintain its lifesaving work, including increasing the foster network, increasing care for our community's homeless pets and continuing education efforts for local pet owners. Throughout May and June, the community made donations online, in person, and by mail and at the end of June, ACS had received over $27,000 in donations. With the Petco Foundation's match, this means ACS will have almost $50,000 to use toward saving the lives of San Antonio pets! ACS is immensely grateful to the individuals who donated and to the Petco Foundation for their extremely generous support.

FY 2020 3rd Quarter Staff Update

Meet the Trainers

If you follow ACS on social media, you've likely become familiar with trainers Hannah Barrera and Kaitlan Helton. In addition to conducting training classes for ACS adopters and fosters, Hannah and Kaitlan work closely with many pets that need extra attention. They walk the kennels searching for the dogs that often get overlooked; those that seem nervous or tremble from approaching people or that bark continually. These two trainers work on the belief that these dogs just need a little help to learn how to trust people and decompress from the stressful kennel environment so they can open up and show off their true personalities. Their goal is to evaluate and prepare dogs and cats for adoption, fostering or selection by rescue partner organizations. The trainers also meet with potential fosters or adopters to provide a behavioral evaluation or one-on-one pet training. Each Friday at 3 p.m., the two host a live Q-and-A forum with the public on the ACS Facebook page. As has been highlighted in several articles in the local newspaper, the ACS team is passionate and dedicated about the work they do.



Trainers Kaitlan Helton, left, and Hannah Barrera, right.

Animal Care Officers' Unusual Rescue

On June 19, a work crew had been in the middle of project, when they noticed a dog speeding through the area, running after a cat. The cat, trying to outsmart the dog, climbed inside a truck and escaped through the engine. The dog followed, but was not so lucky. This poor dog got herself stuck inside the engine of the truck with no way out. She was confused, scared, and most importantly, in need of immediate help.

Thankfully, the incident occurred at a job site where employees were present and able to call for help. They contacted 3-1-1 who dispatched our team to the rescue. Officer Annamarie Cozzi and Officer John Cortez rushed to the scene and carefully examined the predicament this furry friend got herself into. This isn't the first (or second) time our team has handled these type of cases, so they knew exactly what to do. Our officers successfully calmed the dog down, and with everyone's help, they were able to remove parts of the truck to better reach the pup. Officer Cozzi was able to squeeze her arm inside to free her and take her to safety!

The pup – now appropriately named Engelina Jolie – was exhausted but healthy and relieved. Upon coming to the shelter, she received a veterinary exam and plenty of love from staff.

FY 2020 Third 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 Third Quarter Statistical Analysis

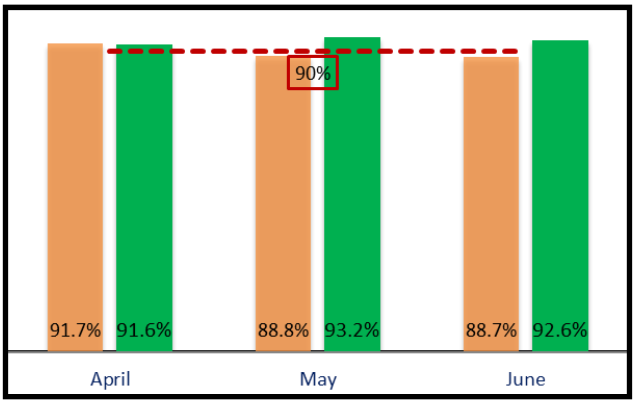
Analysis of the annual metrics for Fiscal Year 2020 will be a comparison of the results for Fiscal Year 2020 and the average of respective metric totals for the previous three years (Fiscal Year 2017, Fiscal Year 2018, and Fiscal Year 2019). Annual Fiscal Year 2020 targets are displayed to gauge the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

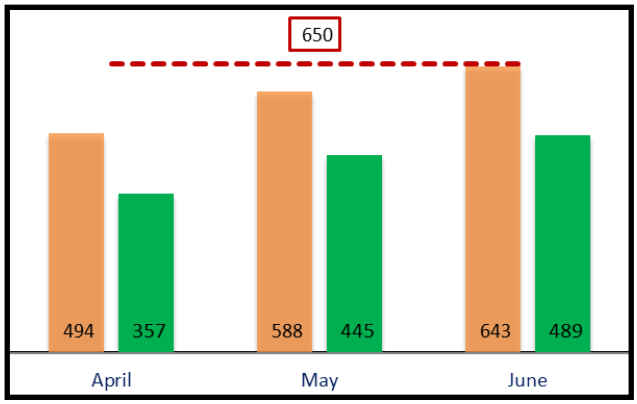
Live-Release Rate

FY20 Annual Goal: 90%
FY20 Quarter 3 Avg. Results: 92.5%
FY17-FY19 Quarter 3 Avg. Results: 89.7%



Adoptions

FY20 Annual Goal: 7,800
FY20 Quarter 3 Results: 1,291
FY17-FY19 Quarter 3 Avg. Results: 1,725

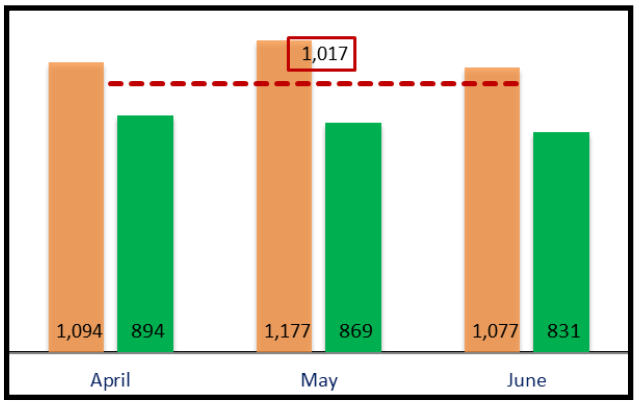


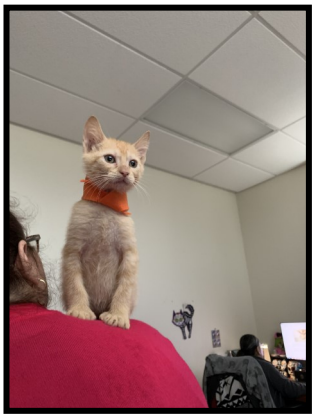
FY 2020 Target | Prior 3 Year Average | FY 2020 Actual

Increasing the Live Release Rate (Cont.)

Rescues

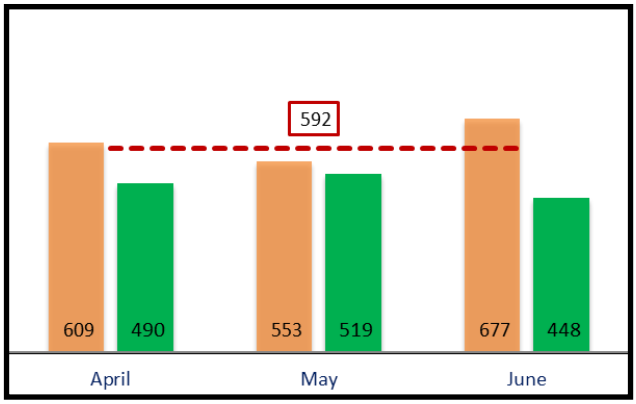
FY20 Annual Goal: 13,000
FY20 Quarter 3 Results: 2,594
FY17-FY19 Quarter 3 Avg. Results: 3,348





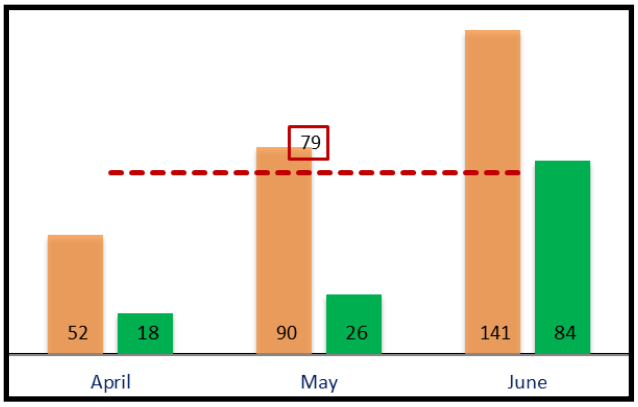
Return To Owner (Overall)

FY20 Annual Goal: 6,900
FY20 Quarter 3 Results: 1,457
FY17-FY19 Quarter 3 Avg. Results: 1,839



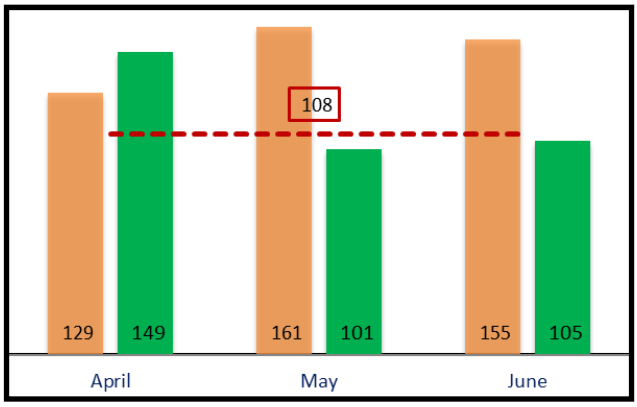
Trap Neuter Release

FY20 Annual Goal: 950
FY20 Quarter 3 Results: 128
FY17-FY19 Quarter 3 Avg. Results: 283



Pets Fostered

FY20 Annual Goal: 1,300
FY20 Quarter 3 Results: 355
FY17-FY19 Quarter 3 Avg. Results: 445



FY 2020 Target Prior 3 Year Average FY 2020 Actual

Control the Roaming Animal Population

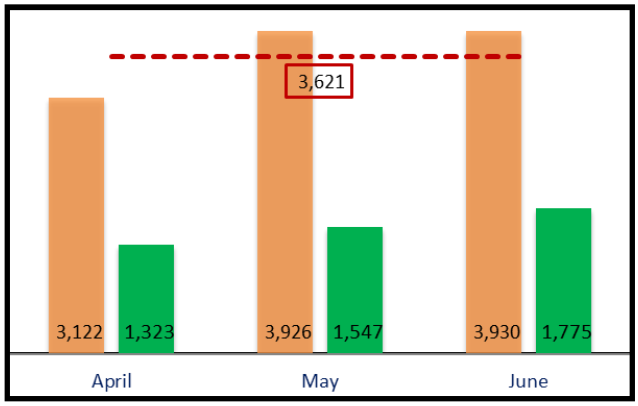
Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS 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 3 Results: 4,644

FY17-FY19 Quarter 3 Avg. Results: 10,978

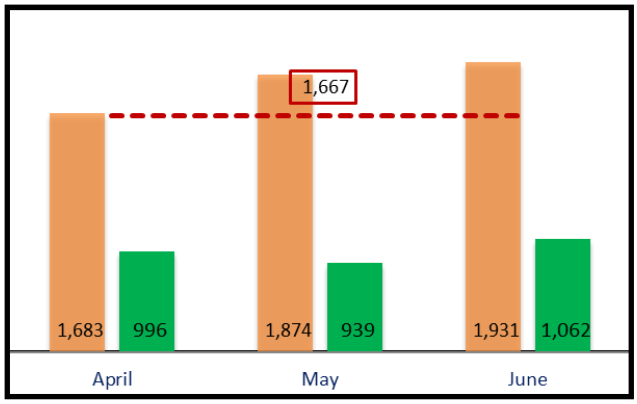


Microchips Registered

FY20 Annual Goal: 22,000

FY20 Quarter 3 Results: 2,997

FY17-FY19 Quarter 3 Avg. Results: 5,488

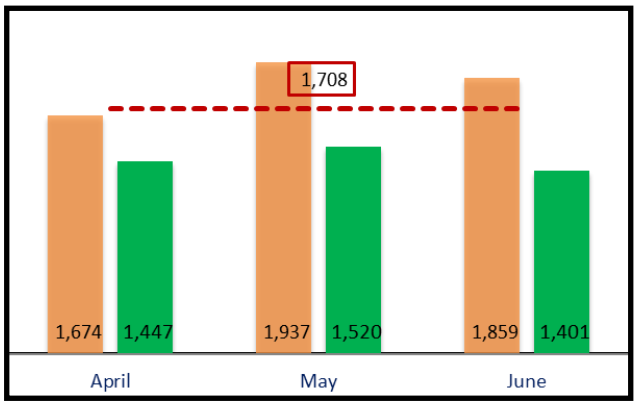


Deceased Dog/Cat Pick-up

FY20 Annual Goal: 20,500

FY20 Quarter 3 Results: 4,368

FY17-FY19 Quarter 3 Avg. Results: 5,470



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

FY 2020 Target Prior 3 Year Average FY 2020 Actual

Enhanced Enforcement

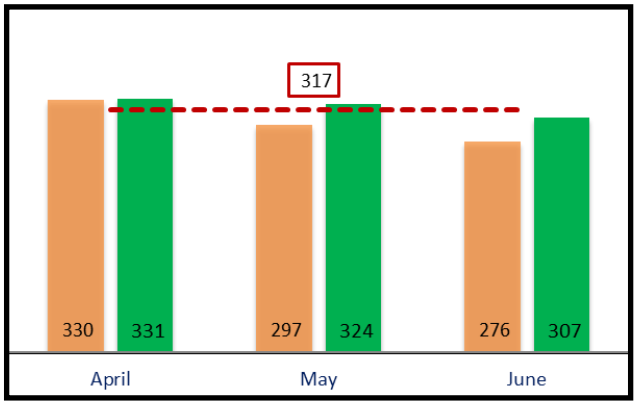
Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS 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 3 Results: 962

FY17-FY19 Quarter 3 Avg. Results: 903

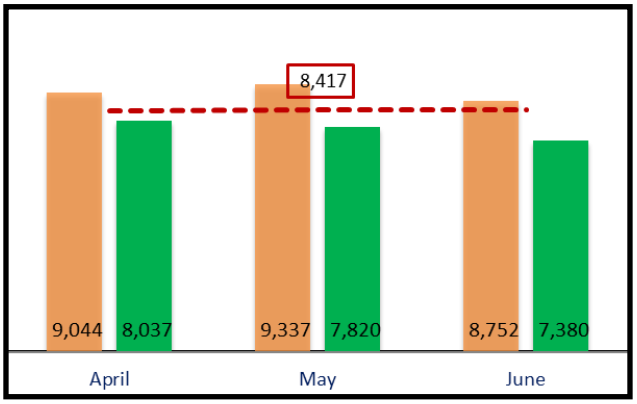


Calls for Service Requests

FY20 Annual Goal: 101,000

FY20 Quarter 3 Results: 23,237

FY17-FY19 Quarter 3 Avg. Results: 27,133

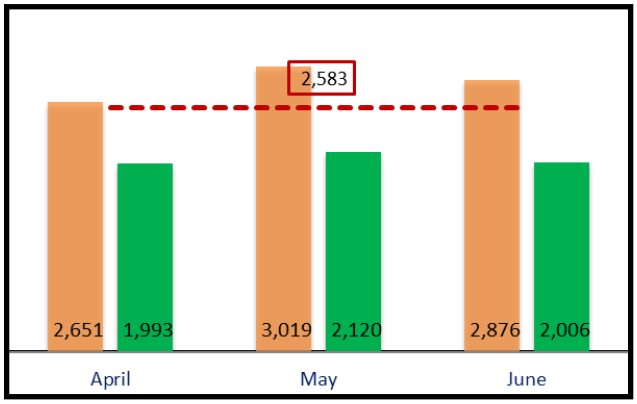


Impoundments

FY20 Annual Goal: 31,000

FY20 Quarter 3 Results: 6,119

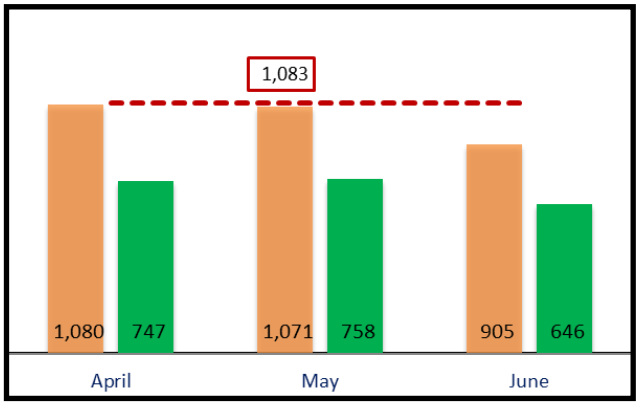
FY17-FY19 Quarter 3 Avg. Results: 8,546



FY 2020 Target Prior 3 Year Average FY 2020 Actual

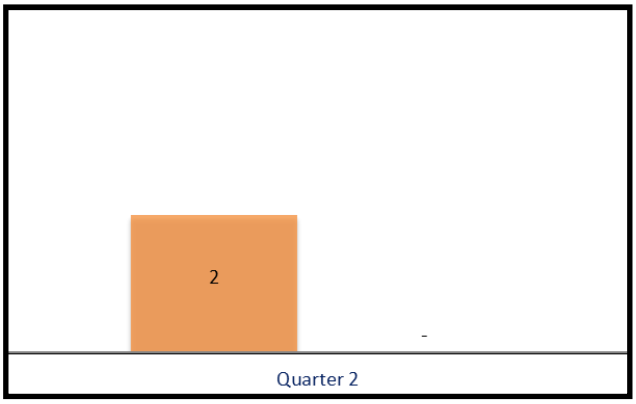
Citations Written

FY20 Annual Goal: 13,000
FY20 Quarter 3 Results: 2,151
FY17-FY19 Quarter 3 Avg. Results: 3,961



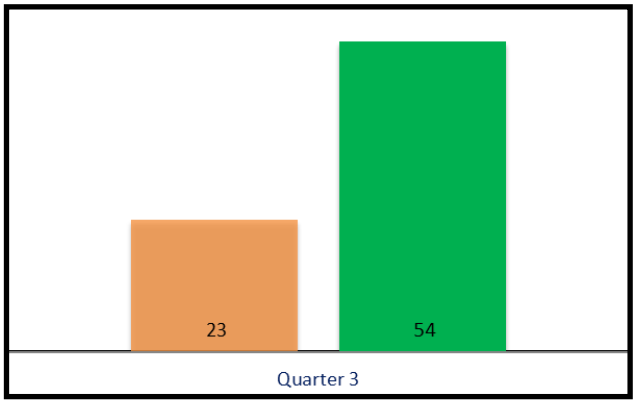
Serious Bodily Injuries

FY20 Quarter 3 Results: 0
FY17-FY19 Quarter 3 Avg. Results: 2



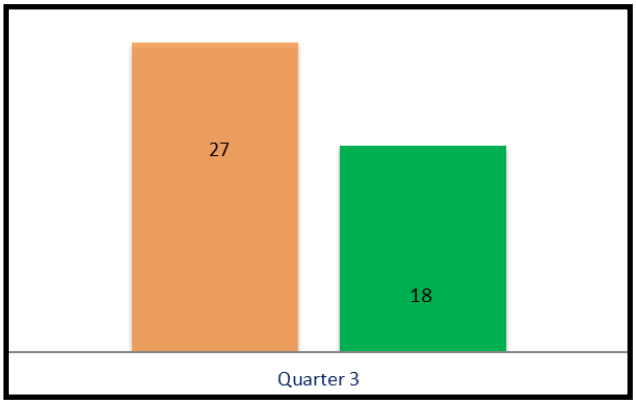
Aggressive/Dangerous Designations

FY20 Quarter 3 Results: 54
FY17-FY19 Quarter 3 Avg. Results: 23



Cruelty Cases Filed

FY20 Quarter 3 Results: 18
FY17-FY19 Quarter 3 Avg. Results: 27



FY 2020 Target Prior 3 Year Average FY 2020 Actual

Engage and Educate the Community

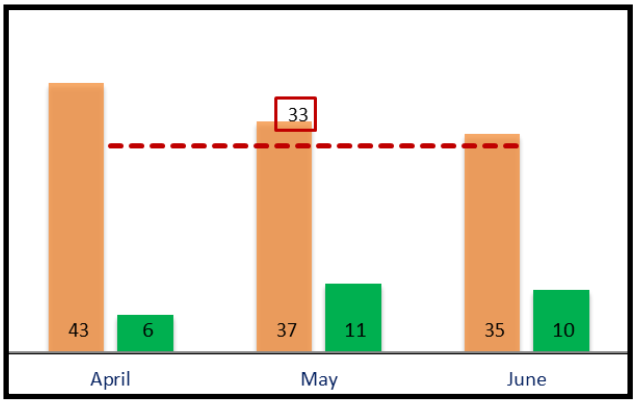
The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' 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 now includes their digital outreach efforts as well (effective February 2020).

Education Events

FY20 Annual Goal: 400

FY20 Quarter 3 Results: 27

FY17-FY19 Quarter 3 Avg. Results: 115

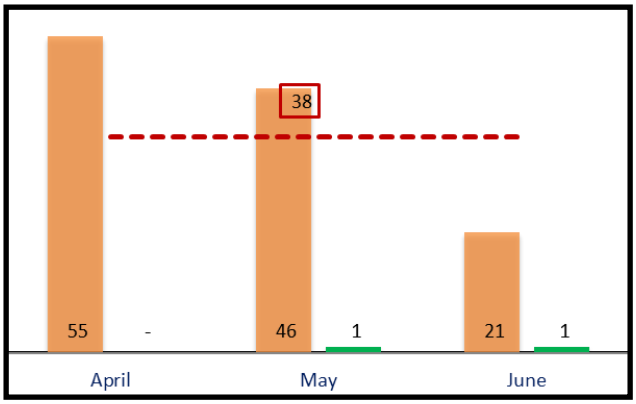


School Presentations

FY20 Annual Goal: 450

FY20 Quarter 3 Results: 2

FY17-FY19 Quarter 1 Avg. Results: 122

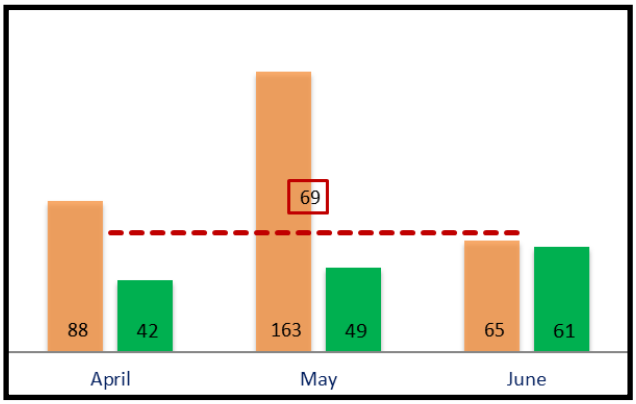


Media Interactions

FY20 Annual Goal: 830

FY20 Quarter 3 Results: 152

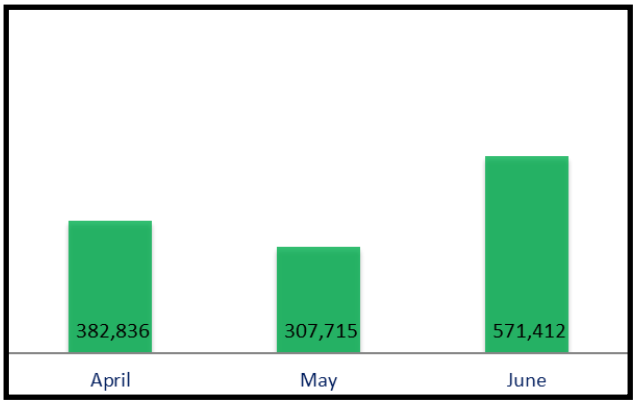
FY17-FY19 Quarter 3 Avg. Results: 316



Homes Reached

FY20 Annual Goal: N/A

FY20 Quarter 3 Results: 1,261,963



* 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: 1:00 pm - 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