



ACS Fiscal Year 2019 Third Quarter Report



Kitty City received a new roof as one of several campus projects to improve the care of San Antonio pets.

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The Director's Desk

Every accomplishment is made sweeter by the journey that was taken to achieve it. Having journeyed with ACS for as many years as I have it is nice to walk across the milestones of our larger goals. This past quarter we have made improvements to our campus to enhance the quality of care that ACS provides to shelter pets and ACS staff. Since the city ordinance change on pet licensing, ACS has steadily committed to microchipping as many pets as possible so that owned pets can be returned home without occupying the limited space of an open admissions shelter. This quarter, ACS set a single month record for the most pets returned to their owners. During the month of June 856 pets were returned to their owners, shattering the previous record of 805 pets set in September 2018.

During the third quarter of FY 2019, ACS conducted a Comparative City Analysis using FY 2018 data. The selected cities were Austin, Houston, Dallas, El Paso, and Ft. Worth. It is great to see ACS performing above average in most performance metrics, but it is even better to know that we are the gold standard when it comes to spay & neuter surgeries. Our total spay & neuter surgeries are nearly triple the comparative average. A detailed snapshot of the comparative analysis can be seen on the back page of this document. In addition, this document includes a synopsis of the FY 2019 Unrestrained Dog Study, with the full document available on the ACS website. Thank you ACS staff, partners, Advisory Board Members, and members of the animal welfare community for your role in our success. I greatly appreciate you all. THANK YOU!!!!



ACS Director
Heber Lefgren



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

It's that time of the year again, pool parties, barbeques, and 100° weather. As we are enjoying ourselves this summer remember that it is the owner's responsibility to provide their pets with shade and cool fresh water. The City's Chapter 5 Animal Laws require owners to provide a higher quality of care for outdoor pets. All pets must have access to shade, food, water, and shelter whenever they are outside. High temperatures will be around for a few more weeks, so here are some helpful tips to keep pets cool while they are outside.

- 1) Keep your dogs' fresh water in a shaded area.
- 2) Walk your dog during cooler times of the day either in the early morning or later in the evening.
- 3) Limit your dogs' time spent outdoors.

A fun way to help your pet cool off is to get them a small kiddie pool and let them splash around. I promise if you have not done this yet you will laugh, love, and be soaked by the end of it. Lastly, while you keep cool during the day it might be a good time to brush up on some training and try to teach that old dog some new tricks. ACS offers dog training courses for beginners, intermediate, and advanced students. Enjoy the rest of your summer and keep cool!

Happy Tail: Takis



On April 24th Takis was walking in the 8500 block of Pioneer Gold with a woman that is presumably to be her owner. Takis didn't know it but she was about to be abandoned. The woman selected a house with a basketball hoop in the driveway and tied Takis to the post. She left bag of dry dog food without any notice or any indication as to why she was abandoning her dog. Takis paced around with concern desperate to return to her presumed owner. Thankfully, the home that Takis was abandoned at had a camera that recorded the entire incident. Local news stations have shared the story to hopefully find the identity of the woman that abandoned Takis.

After Animal Care Officers arrived on the scene, Takis was taken to ACS where she received the proper care that she deserved. It was clear that she was a friendly family dog in need of a family to love. Takis displayed her energetic and playful nature to anyone that would spend time with her, and within 24 hours of being brought to ACS Takis found eager adopters. Within a week she was living in her new home where she spends her days running, playing and loving her new family.

FY 2019 Programs and Projects Update

FY 2019 Unrestrained Dog Study

To better understand the population and composition of unrestrained dogs in the community, ACS conducted a study in FY 2019 with the following objectives:

1. Gain an understanding of the total number of unrestrained dogs in San Antonio.
2. Determine the total number of unrestrained dogs that are owned “roaming” dogs and unowned “stray” dogs as defined in the study.
3. Identify measurable metrics that can be used to help estimate unrestrained dog population changes in the future.

Based on the data collected from the surveys, ACS estimates the total unrestrained

dog population is approximately 34,636 at any given time. ACS estimates, at a 95% confidence level, that between 87.2% and 96.5% of all unrestrained dogs are likely owned “roaming” dogs. ACS estimates that for every 1 observed unrestrained dog in the community, there are 8.5 unseen dogs in a backyard, hiding, etc. The finding that approximately 93% of unrestrained dogs in San Antonio are roaming instead of strays indicates that San Antonio’s free-of-restraint dog problem is primarily attributable to pet owners that allow their dogs to roam. The full detailed version of the FY 2019 Unrestrained Dog Population Study is available on the ACS website complete with data analysis and appendices.



ACS Spay & Neuter Forum Update

As seen on page 12 of this report, ACS leads all comparable cities in the category of spay & neuter surgeries. ACS developed the Spay & Neuter Forum with the assistance of several animal welfare community partners to discuss enhancements to how animal wellness resources are provided to the pets of San Antonio residents. During the May discussion, the topic of providing services beyond free and low-cost spay & neuter surgeries was discussed. Attendees presented the need for established relationships between pet owners and their primary pet care providers. To ensure that the Spay & Neuter Forum group is adequately diversified and accurately represent the service providers of San Antonio, additional spots on the leadership forum are to be added for local for-profit veterinarians. An informative document is being created for the not-for-profit partners to provide to their clients that require animal wellness needs outside the not-for-profit scope of operations. The document is not to be used as an endorsement but rather provide residents with a list of for-profit residents that have met set qualifications. The set document qualifications will be discussed at the upcoming meeting. Through shared experiences and supporting one another, ACS aims to find ways to increase communication between not-for-profit, for-profit, and governmental agencies to improve relationships with San Antonio pet owners.

ACS Campus Improvements

Campus improvements are in full swing at ACS, and will carry through into Fiscal Year 2020. These improvements are a commitment to improving the quality of care that ACS provides to shelter pets and ACS staff. Recently, a roof has been installed over the Kitty City outdoor cattery to provide cats with additional shade and protection from rainy weather. Kitty City has over 20 covered living quarters within the cattery, and with the new roof every space is covered with shade as seen in the photo. Additionally, several storage sheds have been equipped with air conditioning units to provide staff with a more pleasant work environment during the hot summer months. As for Fiscal Year 2020 projects, ACS is preparing to transition shelter staff into an updated operations trailer. The current trailer has served the campus well, but as shelter operations have grown and improved it is clear that an upgrade is in order. ACS has plans to upgrade the existing HVAC systems around campus before the end of Fiscal Year 2020.



May Adoption Specials

In May 2019, ACS welcomed 146 pet adoptions during the Wednesday adoption specials. The Wednesday adoption specials contributed to the 679 total adoptions which nearly surpassing the largest monthly adoption total of FY 2019 (January—686 Total Adoptions). Historically, May has not been a month known for large amounts of adoptions, but the 679 adoptions dwarfed the previous three year average of 534 adoptions. Regular adoption specials have been a great training experience and provided a spark of momentum to be built through the rest of FY 2019. ACS will participate in the National Clear the Shelters Adoption event in August 2019, and expects 200 pet adoptions,



Volunteer Program Update

The Animal Care Services Volunteer Program supports the department's mission and strategic priorities by engaging community participants in Shelter, Clinic, Live Release and Education operations. During FY 2019, ACS Volunteer Program Liaisons were selected from the divisions of ACS to enhance volunteer participation. The program liaisons have improved volunteer training and have added new participation opportunities. One of the newest volunteer assignments is Pet Photographer. All shelter pets have a photo taken during their impoundment, but the initial photo is not usually the best depiction of that pet. Volunteers now have the chance to learn animal photography techniques and update the photos so that the ACS pets are more presentable. Director of ACS Heber Lefgren commented on the recent changes to the Volunteer Program stating, "I am grateful for the volunteers that devote their time to help operate ACS, and I appreciate the improvements staff has made to provide volunteers with meaningful tasks that have a direct impact on the lives of our shelter pets".

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FY 2019 Third Quarter Staff Update

Employee Name	Position	Action
Alexis Gray	Animal Care Officer	New Hire
Kristin Sczepanik	Animal Care Attendant	Transfer Full Time
Rolando Lopez	Animal Care Attendant	New Hire
Jason Martinez	Animal Care Attendant	Transfer Full Time
Cecilia Villagomez	Lead Live Release Program Coord	New Hire
Deborah De Guzman	Lead Live Release Program Coord	Promotion
Sabrina Oyervides	Lead Live Release Program Coord	Promotion
Keri Johnson	Live Release Program Coordinator	Promotion
Elisa Meza	Live Release Program Coordinator	New Hire
Adrianna Preciado	Animal Care Officer	New Hire
Emilio Tetuan	Animal Care Officer	New Hire
Celeste Aguilera	Temporary Summer Employee	Rehire
Andrew Collin Stehle	Animal Care Attendant	Transfer Full Time

Cadets of 2019 Bravo

Jason DeFelice grew up in South Carolina where he joined the U.S. Army. While in the military, Jason was fortunate enough to attend the Military Working dogs Course here in San Antonio. This is where his love for working with animals began. In the short time that Jason has been with ACS, he has felt welcomed by the familiar comradery he had while in the military. Jason believes through teamwork and his experience as a dog handler he will be a successful ACO and better support the efforts of ACS mission.

Emilio Tetuan was born and raised in Topeka, Kansas, but he has lived in San Antonio for 4 years. Emilio is a veteran of the United States Marine Corps, and served as a Military Police Officer and Military Working Dog Handler and Trainer. Jason is excited for the opportunity to work for ACS, and to continue his passion of working with animals as well as serving the residents of San Antonio.

Adrianna Preciado has been a licensed veterinary technician for 8 years. She has a bachelor's degree with a concentration in criminology. Her passion is being the voice for all animals and sharing her knowledge of animals with others. Adrianna has 5 wonderful dogs that she acquired throughout her career. Her hobbies include various crafting, being an absolute Disney fanatic, and singing and dancing to country music.



From left: Jason DeFelice, Emilio Tetuan, and Adrianna Preciado.



Statistical Analysis

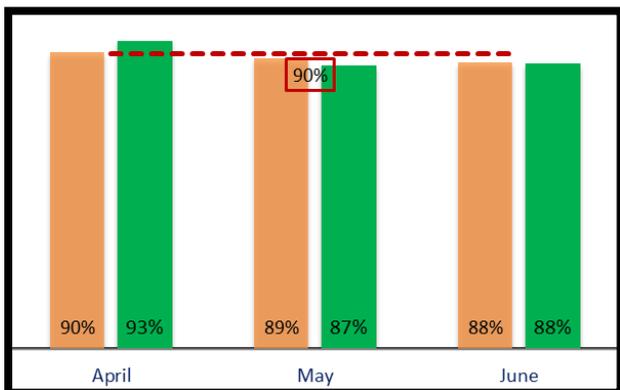
Analysis of the annual metrics for Fiscal Year 2019 will be a comparison of the results for Fiscal Year 2019 and the average of respective metric totals for the previous three years (Fiscal Year 2016, Fiscal Year 2017, and Fiscal Year 2018). Annual Fiscal Year 2019 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live Release Rate

In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department's 60-year history. Just a short four years later ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. Since achieving a 90% Live Release rate for the first time in December 2015, ACS has created targeted programming and forged animal welfare partnerships as a commitment to improving the Live Release rate. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed.

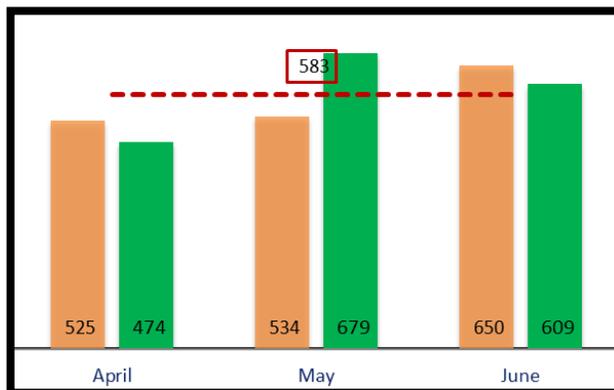
Live Release Rate

FY19 Annual Goal: 90%
 FY19 Third Quarter Results: 89%
 FY16-FY18 Third Quarter Avg. Results: 89%



Adoptions

FY19 Annual Goal: 7,000
 FY19 Third Quarter Results: 1,762
 FY16-FY18 Third Quarter Avg. Results: 1,709

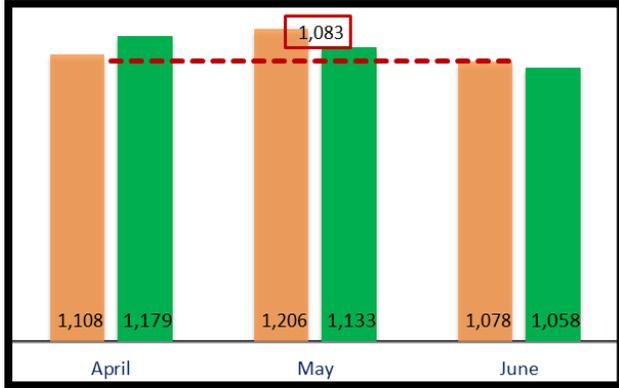


--- FY 2019 Target ■ Prior 3 Year Average ■ FY 2019 Actual

Increasing the Live Release Rate (Cont.)

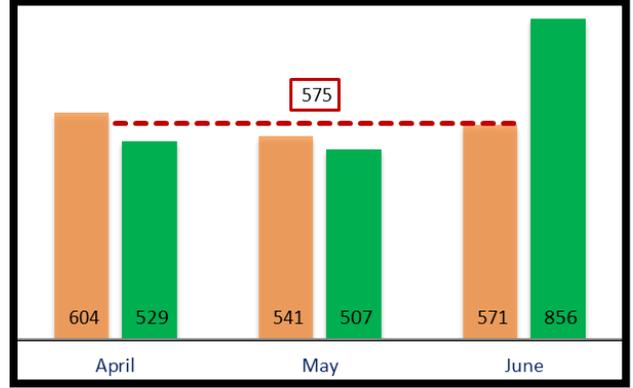
Rescues

FY19 Annual Goal: 13,000
 FY19 Third Quarter Results: 3,370
 FY16-FY18 Third Quarter Avg. Results: 3,392



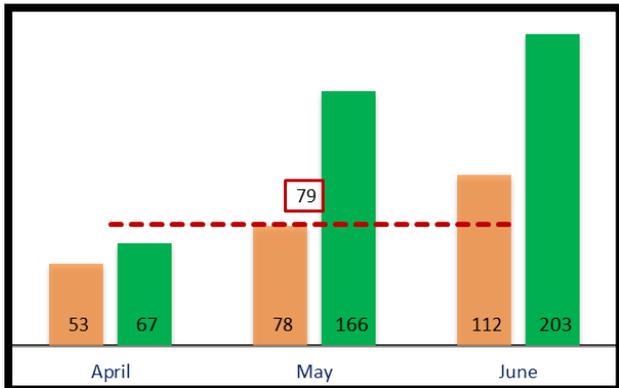
Return To Owner (Overall)

FY19 Annual Goal: 6,900
 FY19 Third Quarter Results: 1,892
 FY16-FY18 Third Quarter Avg. Results: 1,716



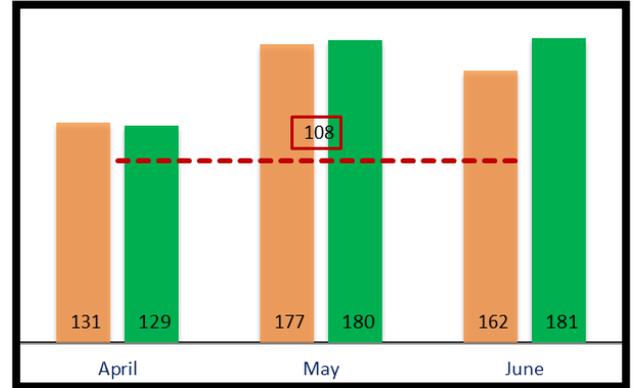
Trap Neuter Release

FY19 Annual Goal: 950
 FY19 Third Quarter Results: 436
 FY16-FY18 Third Quarter Avg. Results: 243



Pets Fostered

FY19 Annual Goal: 1,300
 FY19 Third Quarter Results: 490
 FY16-FY18 Third Quarter Avg. Results: 470



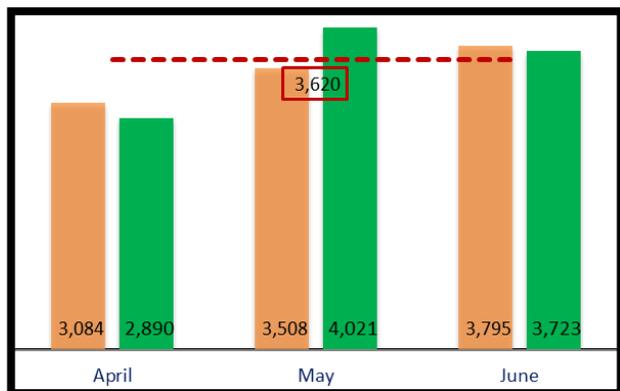
Control the Roaming Animal Population

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.



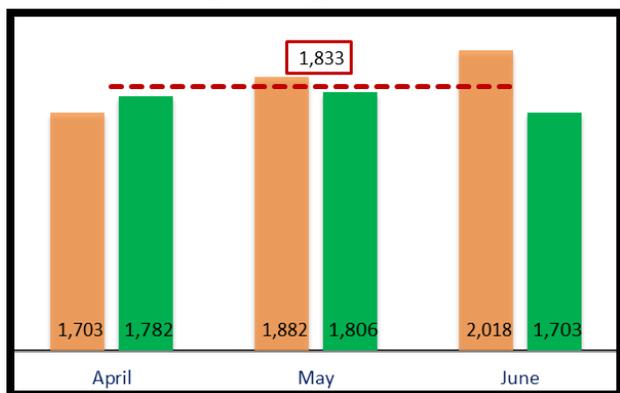
Total Spay & Neuter Surgeries

FY19 Annual Goal: 43,455
 FY19 Third Quarter Results: 10,634
 FY16-FY18 Third Quarter Avg. Results: 10,387



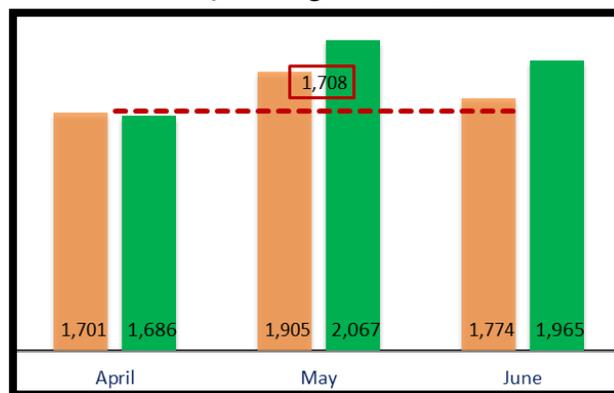
Microchips Registered

FY19 Annual Goal: 22,000
 FY19 Third Quarter Results: 5,291
 FY16-FY18 Third Quarter Avg. Results: 5,603



Deceased Dog/Cat Pick-up

FY19 Annual Goal: Less than 20,500
 FY19 Third Quarter Results: 5,718
 FY16-FY18 Third Quarter Avg. Results: 5,380



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

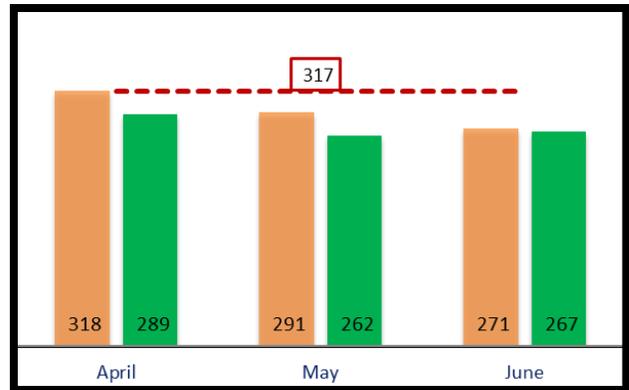
Enhanced Enforcement

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 citizens and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, and cruelty cases filed.



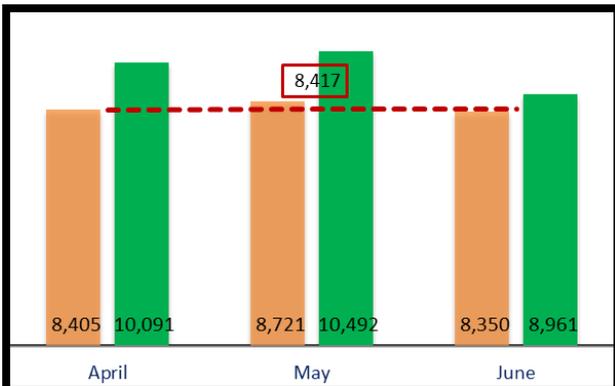
Pets Returned to Owner in the Field

FY19 Annual Goal: 3,800
 FY19 Third Quarter Results: 818
 FY16-FY18 Third Quarter Avg. Results: 880



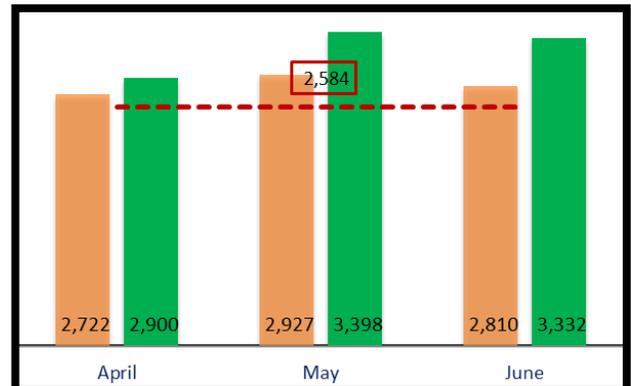
Calls for Service Requests

FY19 Annual Goal: 101,000
 FY19 Third Quarter Results: 29,544
 FY16-FY18 Third Quarter Avg. Results: 25,476



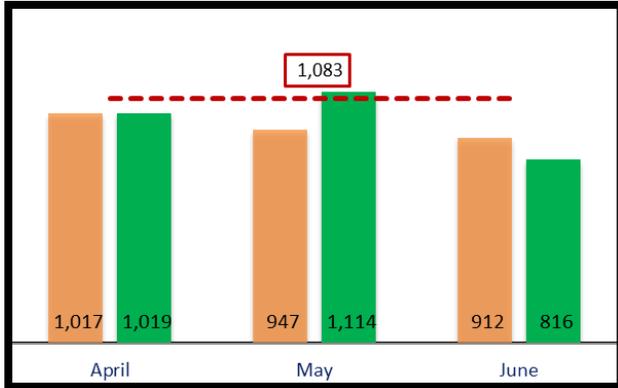
Impoundments

FY19 Annual Goal: 31,000
 FY19 Third Quarter Results: 9,630
 FY16-FY18 Third Quarter Avg. Results: 8,459



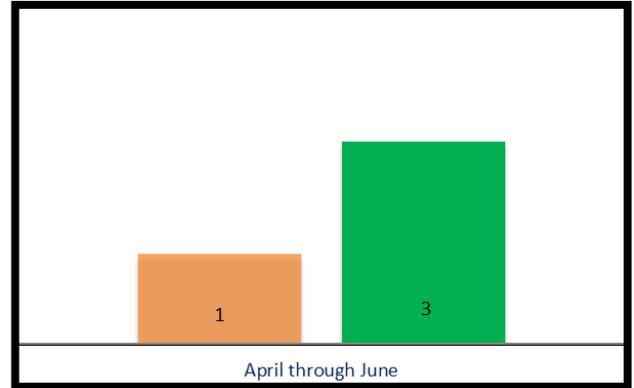
Citations Written

FY19 Annual Goal: 13,000
 FY19 Third Quarter Results: 2,949
 FY16-FY18 Third Quarter Avg. Results: 2,876



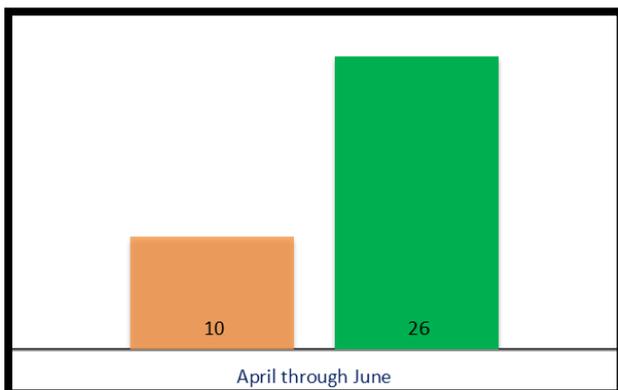
Serious Bodily Injuries

FY19 Third Quarter Results: 3
 FY16-FY18 Third Quarter Avg. Results: 1



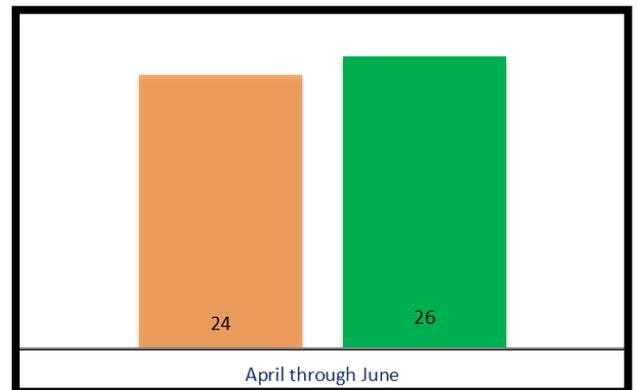
Aggressive/Dangerous Designations

FY19 Third Quarter Results: 26
 FY16-FY18 Third Quarter Avg. Results: 10



Cruelty Cases Filed

FY19 Third Quarter Results: 26
 FY16-FY18 Third Quarter Avg. Results: 24



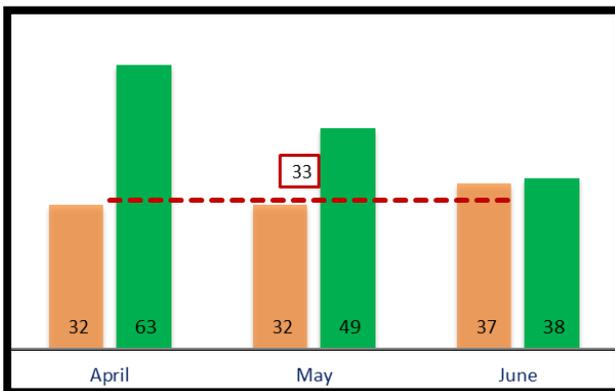
Engage and Educate the Community

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.



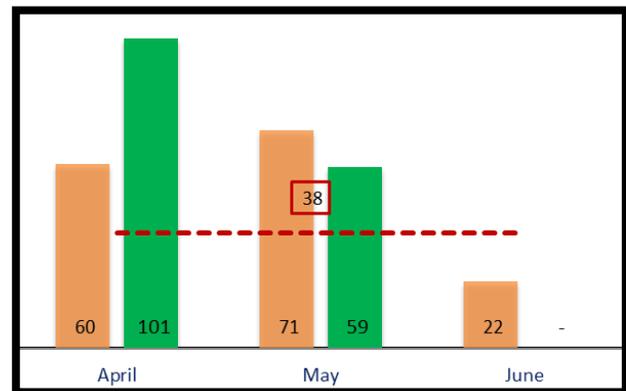
Education Events

FY19 Annual Goal: 400
 FY19 Third Quarter Results: 150
 FY16-FY18 Third Quarter Avg. Results: 101



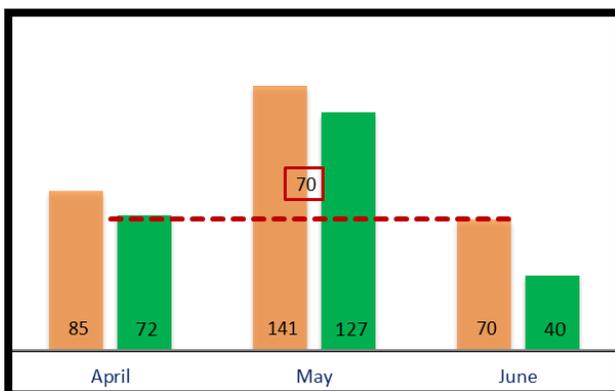
Schools Presentations

FY19 Annual Goal: 450
 FY19 Third Quarter Results: 160
 FY18 Third Quarter Results: 153



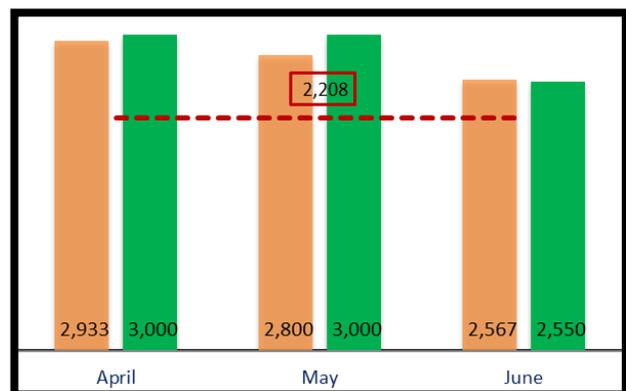
Media Interactions

FY19 Annual Goal: 830
 FY19 Third Quarter Results: 239
 FY16-FY18 Third Quarter Avg. Results: 296



CNSI Homes Visited

FY19 Annual Goal: 26,500
 FY19 Third Quarter Results: 8,550
 FY16-FY18 Third Quarter Avg. Results: 8,300





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.

Animal Care Services

4710 State Highway 151
San Antonio, TX 78227

Main Phone: 210-207-4738
Fax: 210-207-6676

Adoption Center Hours:
Monday - Friday: 11:00 am - 7:00 pm
Saturday/Sunday: 11:00 am - 5:00 pm
(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)
E-mail [ACS Intake](#) to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED



Comparable Cities (Fiscal Year 2018)							
Comparable Cities	San Antonio	Austin	Houston	Dallas	El Paso*	Fort Worth	Average
Budget Amount (FY 2019)	\$15.5M	\$13.9M	\$13.1M	\$14.9M	\$9.8M	\$7.6M	\$12.5M
Population	1,532,233	964,254	2,325,502	1,345,047	682,669	895,008	1,290,786
# of Authorized Positions	141	111.5	108	166.4	140.5	94.0	126.9
Total Outcomes	30,603	15,861	22,790	34,627	26,954	13,988	24,137
Total Live Placement	27,965	15,434	19,578	27,711	21,952	12,338	20,830
Live Release Rate	92%	98%	86%	80%	83%	91%	88%
Calls For Service Requests	111,470	31,635	50,650	57,299	35,008	28,179	52,374
City Supported Spay/Neuter Surgeries	41,951	16,335	11,284	12,224	6,830	6,852	15,913
# Citations Issued	13,860	1,333	5,682	15,311	6,830	1,321	7,390
Comparable Cities	San Antonio	Austin	Houston	Dallas	El Paso*	Fort Worth	Average
Budget per Resident	\$ 10	\$ 14	\$ 6	\$ 11	\$ 14	\$ 8	\$ 11
Population per Municipal Shelter Employee	10,867	8,648	21,532	8,083	4,859	9,521	10,172
Number of residents for every 311 Service Requests	14	30	46	23	20	32	27
Number of pets impounded per Field Officer Positions	844	661	820	734	662	646	728
Number of Live Placements per non-Officer positions	269	176	248	234	223	171	220
Budget for each Live Placement	\$ 556	\$ 901	\$ 672	\$ 537	\$ 444	\$ 614	\$ 621

*El Paso Fiscal Year 2018 data is from Sep2017 - Aug2018, and all other cities are from Oct2017 - Sep2018.