



ACS Fiscal Year 2018 Third Quarter Report



The Big Yard canine enrichment area located at Animal Care Services.

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The Director's Desk

Collaboration and teamwork were the defining themes of the Third Quarter of Fiscal Year 2018. Animal Care Services (ACS) benefitted from added partnerships and community support to assist our mission of providing the highest quality of care for shelter pets. Among the highlights of the quarter was the creation of the canine enrichment and engagement "Big Yard", made possible by a generous donation from The San Antonio Area Foundation.

During this past quarter ACS, completed more adoptions, rescue outcomes, fostered pets, and volunteer hours in comparison to the previous two quarters. Educating the community and providing pet owners with the resources to needed to succeed has been bolstered by the shared advocacy from ACS Partners. In addition to third party support, innovative programs like In-Field-Microchipping

have already shown success. Last quarter ACS administered an single quarter annual high of 4,384 microchips, and it was eclipsed by this quarter's 5,666 microchips. We anticipate the added microchips among owned animals will lead to a higher number of pets returned to owners; which will in turn increase other live release performance measures.

ACS developed several new programs over the course of this fiscal year, and it is truly remarkable to already see an impact. Additionally, with help from over 40 volunteers, ACS completed the data collection for the inaugural Stray Dog Survey. The collected data will provide insight to correlations between stray and roaming dog populations and historical data. ACS is committed to innovating, developing, and enhancing shelter practices that will increase owner responsibility and wellbeing of pets. I express my deepest thanks to everyone that has been contributed to the ACS municipal shelter and the lives of San Antonio pets. THANK YOU!!!!



ACS Director
Heber Lefgren



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

Every San Antonio resident knows to dress appropriately for the Texas Summer to avoid overheating, but pets do not have that choice. It is an owner's responsibility to provide their pets with the means of cooling off and escaping the intense rays of the sun. Animal Care Services (ACS) has recently amended The City's Chapter 5 Animal Laws to require owners to provide a higher quality of care for outdoor pets. Previously only dogs that were tethered were required to be provided with access to shade, but the revision now includes all dogs to have access to shade, food, water, and shelter whenever they are outside. High temperatures will be around for a few more weeks, and 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.
- 3) Limit your dog's time spent outdoors.

Featured in this issue is the story of Molly, a dog that suffered injuries from sunburn, and the transformation she made with care provided by ACS and Animal Defense League. Molly's story shows the reality of what can happen to an animal that is not provided a way to escape the intense rays of the sun. Hopefully, other pet owners will take notice and provide shade. It is the law and the compassionate thing to do.

ACS Big Yard: Dogs Play for Life

The ACS Big Yard is the new play yard on campus designed for increased socialization among shelter dogs. Exposure to more room to play, more dogs to meet, and more people to interact with will drastically increase the adoptability of ACS dogs. The personality of a shelter dog can vary significantly solely based on the environment the dog is in. Construction of fenced-in space was made possible through a generous donation from the San Antonio Area Foundation. The ACS Big Yard is the beginning of a new program modeled after Dogs Playing for Life; a model aimed at letting dogs express natural behaviors. The controlled environment will provide the dogs with plenty of enrichment and opportunities to socialize at each dog's own pace. ACS shelter staff will evaluate the dogs during free-play and adjust engagement accordingly.



FY 2018 Action Plan Update

Pay it Forward Donation Drive



The Pay it Forward Donation Drive program collaborates with local businesses and corporations to support Animal Care Services' (ACS) overarching mission through education and philanthropy. Each location that participates receives a "Donation Drive Box" with and is supported by an education fair that encourages responsible pet ownership. ACS often seeks donations to provide pet enrichment, clean bedding, and food for struggling pet owners. The Donation Drive in a Box idea enhances the existing avenue of citizen giving by providing specific donation drive instructions, pre-made branded flyers, and a shelter "wish list" reflective of the most current ACS needs. Following the donation drive, ACS Education & Outreach staff will schedule pickup and provide an opportunity to learn more about ACS programs.

Best Shelter Practices Research

During the second and third quarters of FY 2018, ACS compared the current shelter performance measures with five of the largest municipal animal shelters in Texas. (Austin, Houston, Dallas, El Paso, and Ft. Worth) Research was conducted to review our scale of operations, and evaluate opportunities for improvement. The largest difference in performance measures between ACS and the other shelters was the number of total calls for service. In a direct comparison of Calendar Year 2017 data, ACS received over 100,000 calls for service. The second highest and third highest reported totals were Austin and Dallas with 51,000 calls. In relation to our current budget, ACS has fewer officers than other major cities, which is why ACS has requested 5 new field officer positions in the FY 2019 Budget.

The Dish Education Program Update

The ACS Education & Outreach Division premiered its live stream education show, The Dish, at the start of FY 2018. Initially The Dish hosted guests from the various divisions of ACS, but now has branched out to hosting ACS Partners. The latest episodes have included Q&A sessions with rescue partners, best practices for pets on vacation, and a pet CPR presentation provided by the American Red Cross. Each episode offers live interaction with the audience by responding to comments and answering questions. Each episode of The Dish is posted online to continue ACS's efforts provide resources to educate the community.



Transport Partner Update

The ACS Transport Pilot Program Partner Alamo Heights Kennel Club (AHKC) recently began transporting dogs to rescue groups outside of San Antonio. AHKC was selected based on their history of safely transporting pets across different states to no-kill shelters. Through the end of the third quarter of FY 2018, AHKC has transported a total of 24 dogs, and we anticipate they will pull over 200 more dogs over the course of one year. Most of the dogs that were transported were large dogs (over 40 pounds). Large dogs usually require more attention to raise, and thusly are typically viewed as less adoptable by the public. The ACS Transport Pilot Program is a proactive contribution towards finding more live release options for large dogs. ACS will review this program after one year of service and determine if and how the program will be expanded.



Field Microchipping Program Update

Pet owners have been required by law to have their pets microchipped. Animal Care District Officers and other patrolling officers completed training to microchip pets in the field. Microchipping pets during an in-field return to owners decreases the need to impound and transport them to the shelter. A microchipped pet also places more accountability on the owner, because if a dog is impounded for a second time our Animal Care Officers will know who is responsible. ACS administered 4,264 microchips in the first quarter of FY18, and 4,384 microchips in the second quarter of FY 2018. Since then ACS has completed an outstanding 5,666 microchips towards the collective total of 66,565 microchips since the ordinance went into effect. ACS will continue proactive measures to prevent owned animals from impoundment.



New Treat Bins in the Kennels

ACS has increased enrichment opportunities by providing new treat bins within the adoptable dog shelter buildings. The treats encourage good behavior and interactions from the dogs, while synonymously providing the public an easy way to interact with a potential pet. Each treat bin has a custom message attached to the base that extends a warm message from ACS. We anticipate the added interaction opportunities will increase the amount of time a guest spends with the dogs in the kennels, and yield a stronger appreciation for shelter pets.



Statistical Analysis

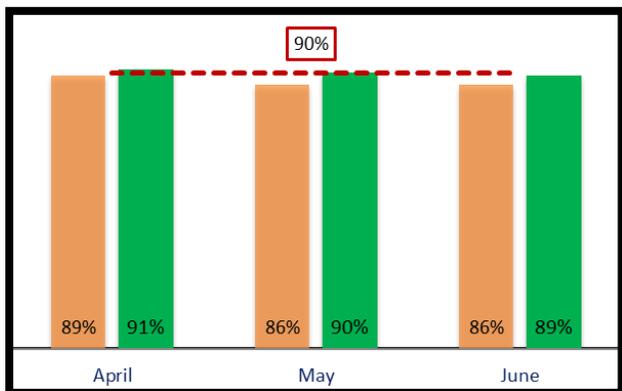
Analysis of the third quarter metrics for FY 2018 will be a comparison of the recent completed months of April 2018, May 2018, and June 2018 and the average of each respective month for the previous three years (FY 2014–FY 2016). FY 2018 targets for each month will be displayed to gauge the actual performance of each metric during the third quarter against the goals for the third quarter of FY 2018.

Increase the Live Release Rate Statistics

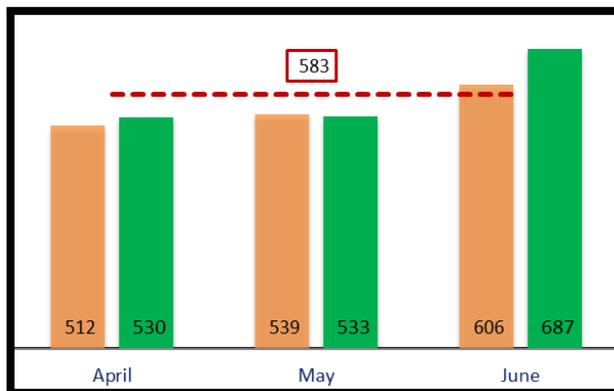
In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department’s 60-year history. Just a short four years later and ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. While there are some metrics that are scaled lower than last year, this year we are on target to find live placement for 92% of all pets. This annual achievement will be the largest percentage of live placement for pets than ever before. 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.

Increase the Live Release Rate

Live Release Rate



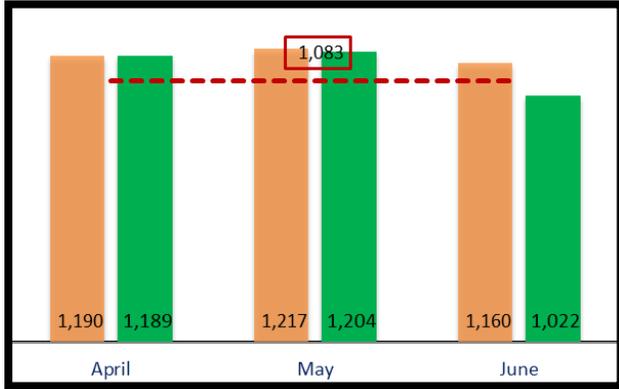
Adoptions



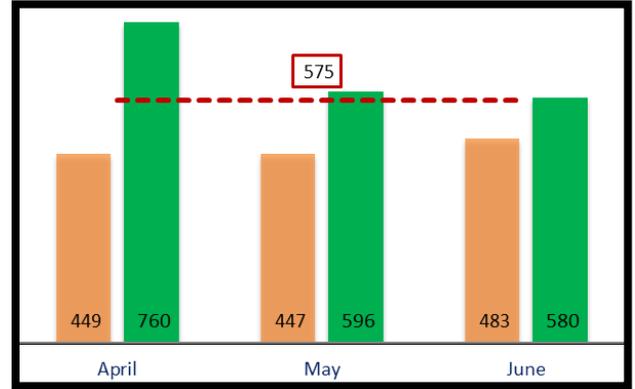
--- FY 2018 Target ■ Prior 3 Year Average ■ FY 2018 Actual

Increase the Live Release Rate (Cont.)

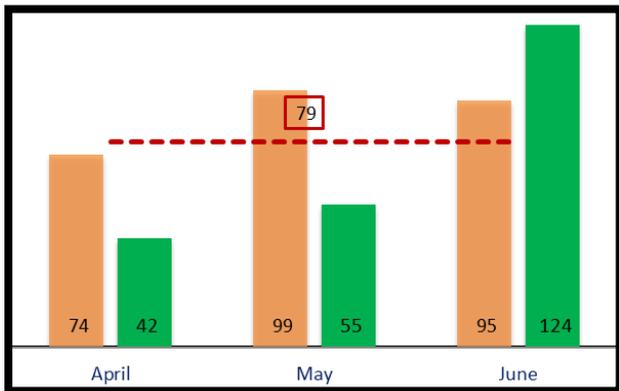
Rescues



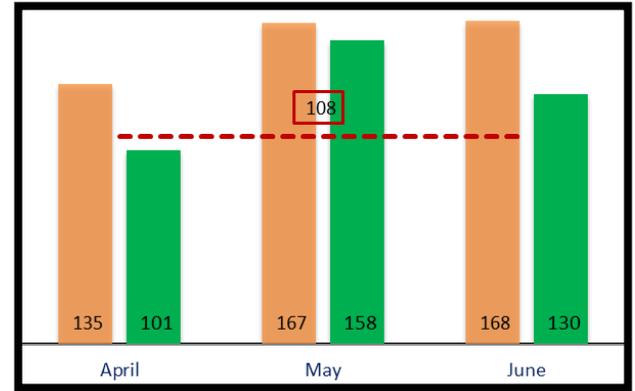
Return To Owner (Overall)



Trap Neuter Release



Pets Fostered



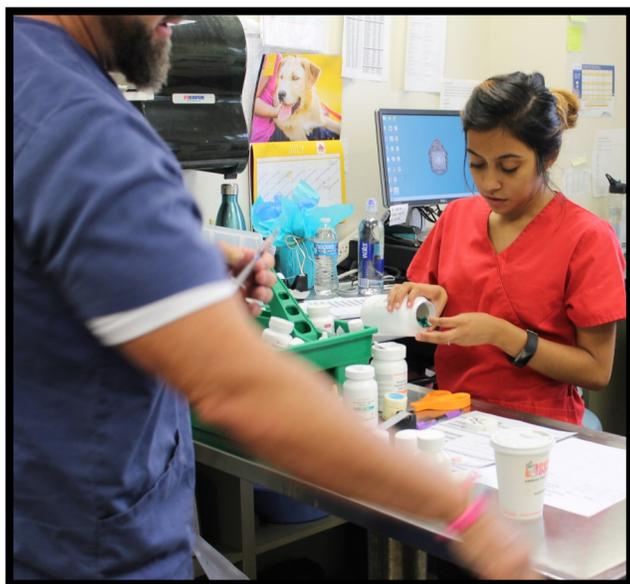
Increasing Opportunities for Live Release Placement

Managing kennel space and maximizing the time each pet has to find placement are crucial factors to the ACS live release rate. This quarter more than ever, we have witnessed progress generated by the 2015 Microchip Ordinance and efforts made by ACS Rescue Partners. The additional microchips have led to more pets being returned to their owners, which in turn decreases unnecessary impoundment at the shelter. ACS increased total pets placed with ACS Rescue Partners during this quarter when compared to the previous two quarters of FY18. Although the cumulative total is lower than FY 2017, the increase in pets returned to owners and adoptions has led to a lower population of dogs in need of a rescue group. Additionally, community support was larger this quarter, as ACS experienced an increase in total pets fostered and volunteer hours completed.

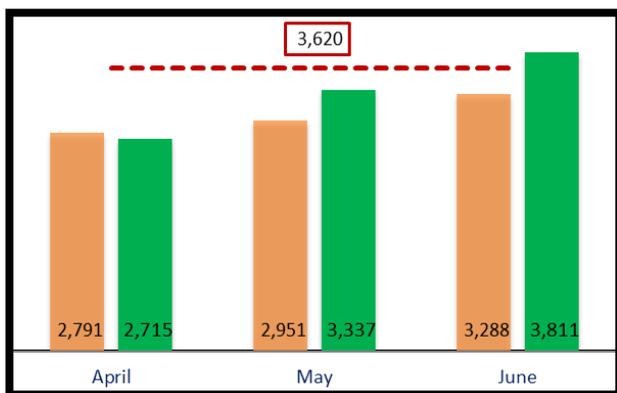
Control the Roaming Animal Population

Control the Roaming Animal Population Statistics

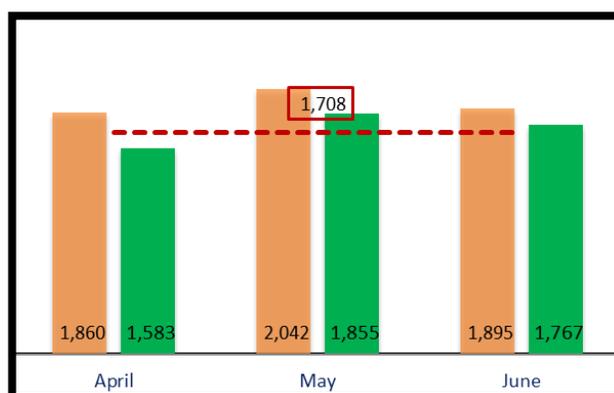
Animal Care Services' (ACS) strategic priority to control the animal population is any program that reduces or manages the stray animal population. The total spay and neuter surgeries performed by ACS and partners are directly affected by the total number of pets impounded. Although total impoundment is slightly less than in FY17 ACS performed over 800 more surgeries during the third quarter of FY18 than in FY17. In addition the metric of dead animal pickup is used as an additional benchmark of the number of animals roaming free. The decrease in dead animal pick-up is a reflection of the impact of the proactive programs and services provided by ACS and the community.



Total Spay & Neuter Surgeries



Deceased Dog/Cat Pick-up

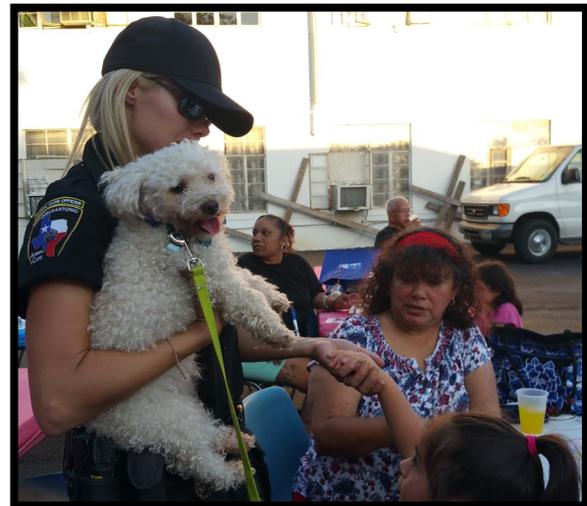


* In this metric a lower number means a greater success.

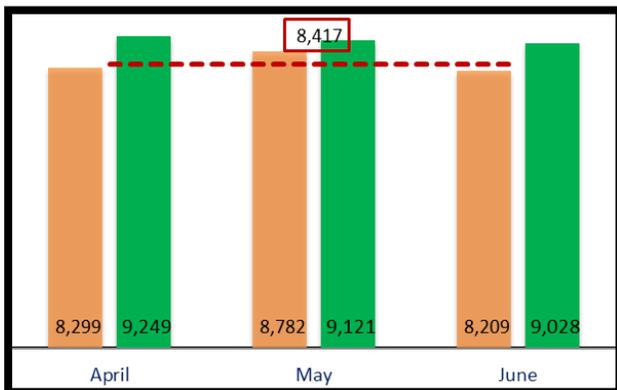
Enhanced Enforcement

Enhanced Enforcement Statistics

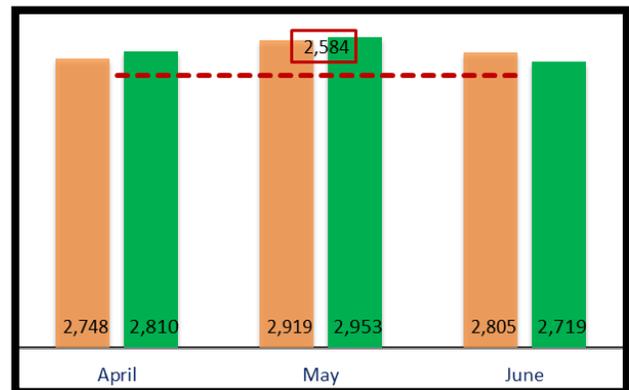
Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. Many of the metrics are related to total impoundment, which has seen a slight decline mostly due to no longer having a contract with Bexar County Animal Control. 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 led to an increase in dangerous/aggressive dog designations, violations written, pets returned to their owners by field officers, and cruelty cases filed.



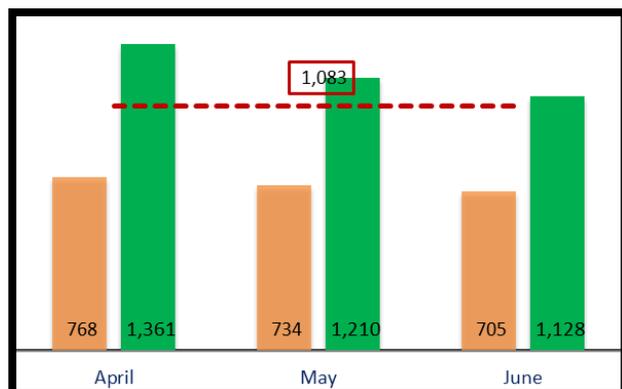
Calls for Service Requests



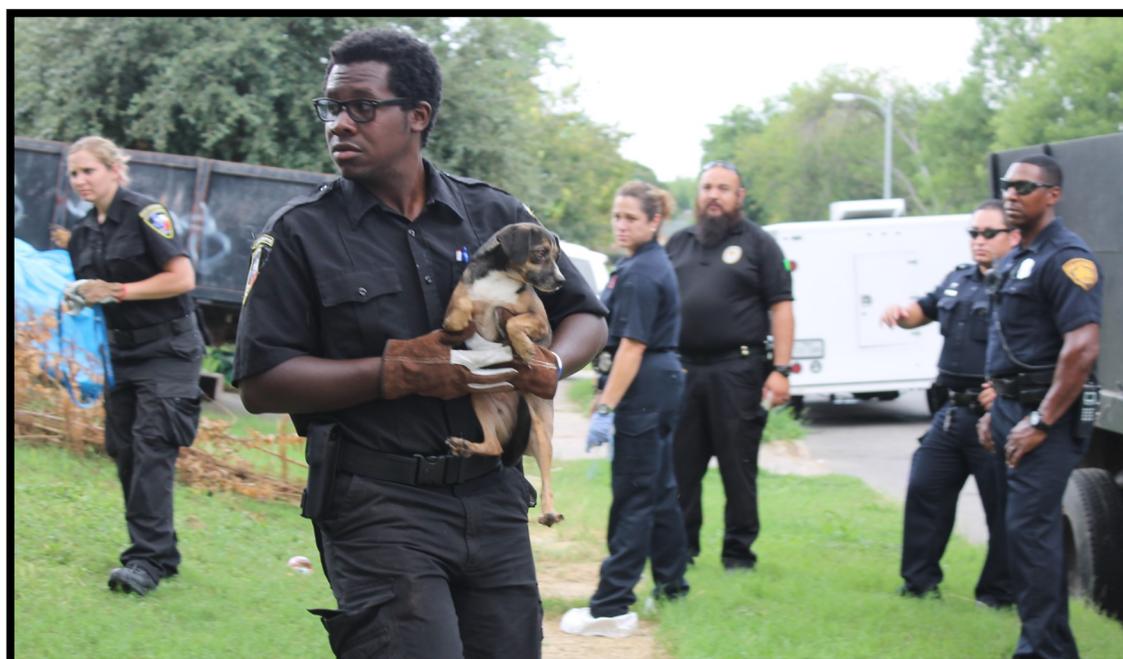
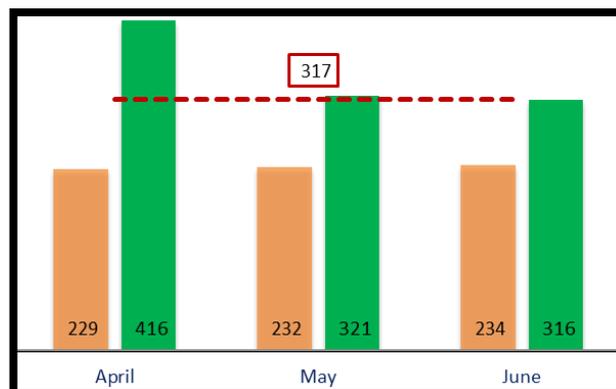
Impoundments



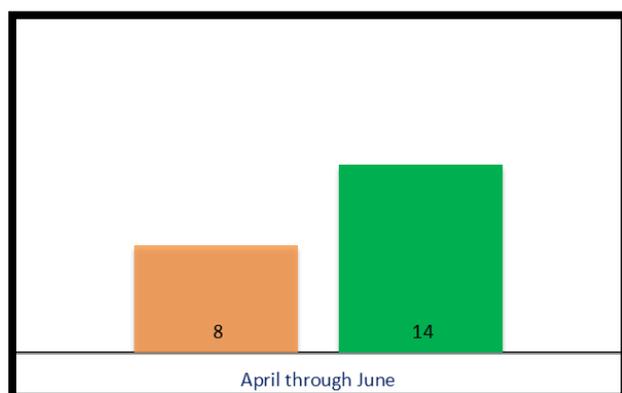
Citations Written



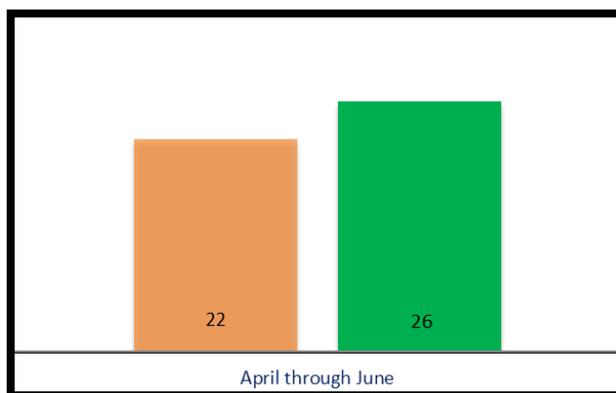
Pets Returned to Owner in the Field



Aggressive/Dangerous Designations



Cruelty Cases Filed



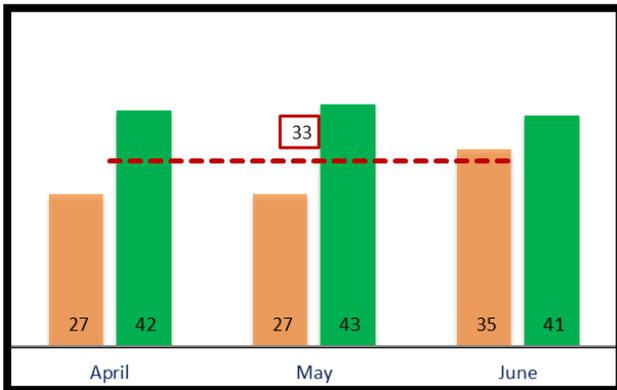
Engage and Educate the Community

Engage and Educate the Community Statistics

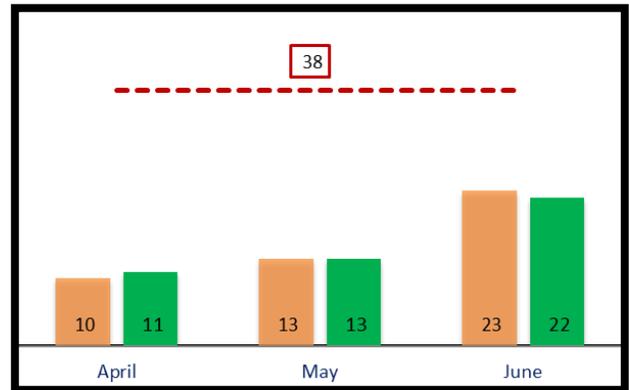
Animal Care Services' (ACS) strategic priority to engage and educate the community is the objective of the Education & Outreach Division. The Education & Outreach Division began in FY 2016, and therefore statistics will be averaged for FY 2016 and FY 2017. During the third quarter of FY 2018, the Education & Outreach division attended over 40% more educational events and experienced a dramatic increase in media interactions. The rise in media interactions in the month of May is due to an animal case involving ACS intervention of the illegal ownership off feral bobcat cubs, which received national attention. The original target for total schools visited was designed with the intention that ACS would be awarded one presentation. However, as the Education & Outreach Division has expanded its capacity, and gained community support, more educational presentations are being delivered at schools than ever before. ACS is reviewing and tracking this metric and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.



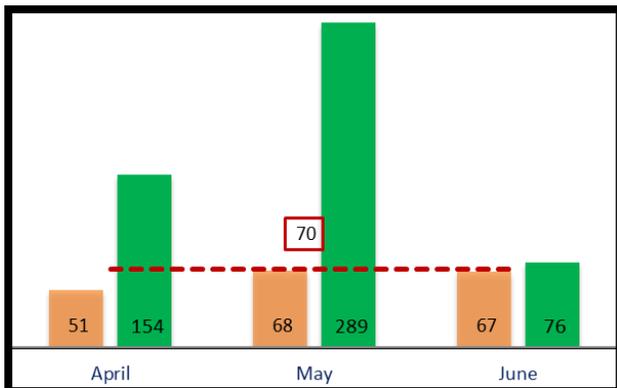
Education Events



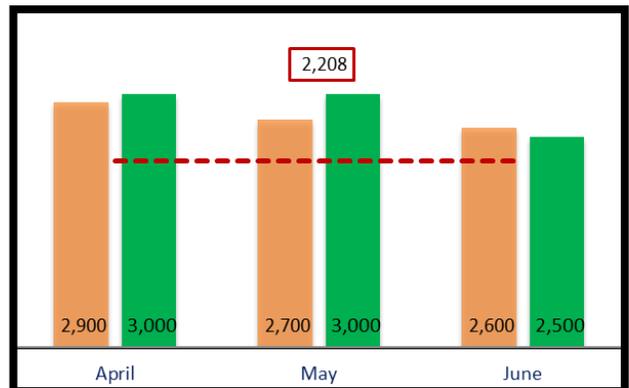
Schools Visited



Media Interactions



CNSI Homes Visited





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

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.

Upcoming Events:

ACS CLOSED for Labor Day (4710 State Highway 151, San Antonio TX)	9/3/18 All Day
FREE Microchip Event - Southside Lions CC 3100 Hiawatha St., 78210	9/7/18 2pm-5pm
Volunteer Event! Community Block-Walk Contact lyssacmillan@sanantonio.gov	9/15/18 8am-12pm
ACS Meet the Director. (ACS Annex Building) 4710 State Highway 151, San Antonio TX	9/19/18 5pm-6pm
ACS Advisory Board Meeting 4710 State Highway 151, San Antonio TX	10/17/18 6:30pm-8pm

Molly: A Case of Severe Sunburn

Molly, an owned dog with a home, is a recent victim of owner negligence. Molly endured painful burns from over-exposure to the powerful rays of the sun. After more than a month of lifesaving treatment with ACS and the City's partners at the Animal Defense League, Molly has since recovered and found a loving home. Originally Chapter 5 City Laws only required tethered animals to be provided with shade. That law has since been amended to protect other dogs like Molly.

