City of San Antonio

Animal Care Services

Presented by:
Heber Lefgren, ACS Director

August 29, 2017

Mission of ACS
Animal Care Services

**Mission Statement**
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.

ACS History

- **2004**: 90% Euthanasia Rate
- **2006**: 90%
- **2011**: 90%
- **2015**: 90%
- **2016**: 90%
- **2017**: 90%

**Director**

- Field
- Shelter
- Clinic
- Live Release
- Education / Outreach
2011 Strategic Plan

• 3 Strategic Priorities
  – Enhanced Enforcement
  – Controlling Stray Population
  – Increase Live Release
• 4th Strategic Priority added in FY 2015
  – Engage & Educate the Community

ACS Service Model

Calls for Service: 100,000

Kennel Capacity

31,000

Potential Live Outcomes

- Adoption
- Rescue
- Trap, Neuter, & Return (TNR)
- Return to Owner (RTO)

Euthanasia
**Programs (Enhance Enforcement)**

- **Community District Officer**: Provide grassroots community education and enforcement in a specified District
- **Streamline Field Administration**
- **Civil Citation**
- **Task Oriented Reorganization**

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**ACS Dispatch Process**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Bites, Injured, SAPD stand-by</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Aggressive &amp; Trapped/Confined</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Non-Critical Bite &amp; Neglect</td>
</tr>
<tr>
<td>Priority 4</td>
<td>Public Nuisance and Animal Permits</td>
</tr>
<tr>
<td>Priority 5</td>
<td>Stray/Roam Calls</td>
</tr>
</tbody>
</table>

- Citizen Calls 311
- Dispatch Sends Officer to Location
- Officer Responds to Call
Task Oriented Reorganization

**Total Positions**
- Permits (2)
- Dangerous (2)
- Dispatch (4)
- Cruelty (4)
- Bites (4)
- District Officer (5)
- Speciality (4)
- First Responders (16)

Total Officers: 41
Programs (Increase Live Release Rate)

High Volume Pet Program
This program incentivizes the rescue of pets from areas rescue groups.

Paul Jolly Center

Stray Kennels at Animal Defense League

Return to Owner

Programs (Control the Stray Animal Population)

Spay and Neuter
- 40,000 free/low-cost Surgeries
- Two City Owned Low-Cost Facilities

PetHub Initiative

Enhanced Intake

Registered Microchips
**Programs** (Engage and Educate the Community)

- **Neighborhood Sweeps**
  - Providing community with education/resources such as rabies, microchip, and vaccination clinics

- **Education/Marketing**

- **400 Community Events**

- **Weekly Low Cost Clinics**

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**FY 2018 ACS Proposed Budget $14.7 M**

<table>
<thead>
<tr>
<th>Fund</th>
<th>FY 2017 Adopted</th>
<th>FY 2018 Proposed</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Fund</td>
<td>$13.9</td>
<td>$14.7</td>
<td>$0.8</td>
</tr>
<tr>
<td>Positions</td>
<td>135</td>
<td>136</td>
<td>1</td>
</tr>
</tbody>
</table>

($ in Millions)
**Department Enhancements**

1 District Animal Care Officer & 1 ACS Truck - $110,000

**Other Initiatives**

- Enhance Customer Services
  - ACS Phone Service
- Implementation of Chapter 5 Revisions
  - Comprehensive Education Campaign
  - Incorporate Changes in Field Operations
  - Phase-in Period
Strategic Results (Enforcement)

<table>
<thead>
<tr>
<th>Citations</th>
<th>Bite Cases</th>
<th>ACS Initiated CFS Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY11</td>
<td>FY17</td>
<td>FY18</td>
</tr>
<tr>
<td>5,610</td>
<td>11,522</td>
<td>13,000</td>
</tr>
</tbody>
</table>

132% Increase
21% Decrease
3,100% Increase

Strategic Results (Live Release)

<table>
<thead>
<tr>
<th>Impoundments</th>
<th>Live Release rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY11</td>
<td>FY17</td>
</tr>
<tr>
<td>29,115</td>
<td>30,400</td>
</tr>
</tbody>
</table>

6% Increase
181% Increase
**Strategic Results (Controlling the Stray Population)**

- **Spay/Neuter Surgeries**
  - FY11: 8,795
  - FY17: 40,334
  - FY18: 40,900
  - Increase: 365%

- **Microchips**
  - FY11: 8,707
  - FY17: 22,251
  - FY18: 22,400
  - Increase: 157%

- **Return To Owner**
  - FY11: 1,695
  - FY17: 6,264
  - FY18: 6,400
  - Increase: 277%

**Strategic Results (Education & Outreach)**

- **Media Interactions**
  - FY11: 300
  - FY17: 700
  - FY18: 750
  - Increase: 150%

- **Schools Visited**
  - FY11: 169
  - FY17: 173
  - FY18: 225
  - Increase: 33%

- **Media Impression (Million)**
  - FY11: N/A
  - FY17: 6.5
  - FY18: 7
  - New Metric: 150% Increase
2017 Strategic Plan and Chapter 5 Revision

- Community Outreach
  - 17 Community Meetings
  - 5,000 Surveys Completed
- High Level Finding
  - Maintain Strategic Priorities
  - Changes to Code for Enforcement
- Next Steps
  - Present Recommendations to City Council during a September “B” Session

City of San Antonio
Animal Care Services

FISCAL YEAR 2018

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