

PROPOSED FY 2021 OPERATING & CAPITAL BUDGET

Animal Care Services
Budget Work Session
September 2, 2020



Presented by Heber Lefgren, Director





Need to reinvent
service delivery
without attracting
large crowds



ACS planned for the worst, but never stopped responding to calls

“How can we save as many lives as possible while keeping staff and community safe?”





Got a question?
Staff will be happy
to assist you!

Hand Sanitizer

1. Appointments for most services*
2. Hours of operation*
3. Space utilization*
4. Curbside pickup of pets*
5. COVID-19 signage
6. Traffic flow through buildings
7. Rabies quarantine at home

*Permanent Changes

129 Fosters in
March
*60% higher
than expected*





91.8% Live
Release Rate
*Highest in
history*

All Digital Education & Outreach Strategy

City of San Antonio Animal Care Services
Published by RS Acs [?] · March 27 · 🌐

Thanks for coming by this morning [KSAT 12 & KSAT.com](#) to talk about our program!

NOT CLICKBAIT - Fostering is completely free but the reward for a pet is PRICELESS! There is no better time to give a shelter pet a home! 🐱🐱

to foster here!: saacs.info/foster



self-quarantine with a foster dog for free
The "Stay Home, Work Safe" order has many of us stuck at home

3,039
Engagements

You and 247 others

17 Comment reached

City of San Antonio Animal Care Services
May 6 · 🌐

How do you help pets in need without adopting? We have 4 ways! 🐱🐶🐱

Check our blog to find out how you can support your local animal shelter and community (like [DaisyCares](#)) during this time! Don't forget to share what you're doing!
@sanantonioacs

5thnAw

HELP PETS IN NEED during the COVID-19 crisis

- 1 Foster Parent**
Fostering helps the shelter; but it also helps the pet. Fostering is free at Animal Care Services!
- 2 Virtual Donation Drive**
Share with your friends and family to help raise money for pet supplies, pet treats, toys, and more. Items for your local shelter. Coordinate pick-up and drop-off safely, and take pics!
- 3 Spread Pawsitivity**
Support your shelter by sharing encouraging words on social media and letting others know how they can help!
- 4 Share Your Adoption**
Share your shelter pet adoption story and help advocate for the needs of shelter pets in need of a home!

Share with us!
@sanantonioacs



47 Engagements



April 30 · 🌐

Thank you [My San Antonio from the Express-News](#) for joining our live show last Friday! Check out the article to read more about our education efforts during this time, and let us know if there is anything else you'd like to see! 🙄

You can tune in again this Friday at 3pm for more pet tips, advice, and insight! We will be live on Facebook and Instagram @sanantonioacs



EXPRESSNEWS.COM

San Antonio residents connect with animals on new ACS Facebook Live show

4,120

134

ACS Trainers: Over 35,000 Views





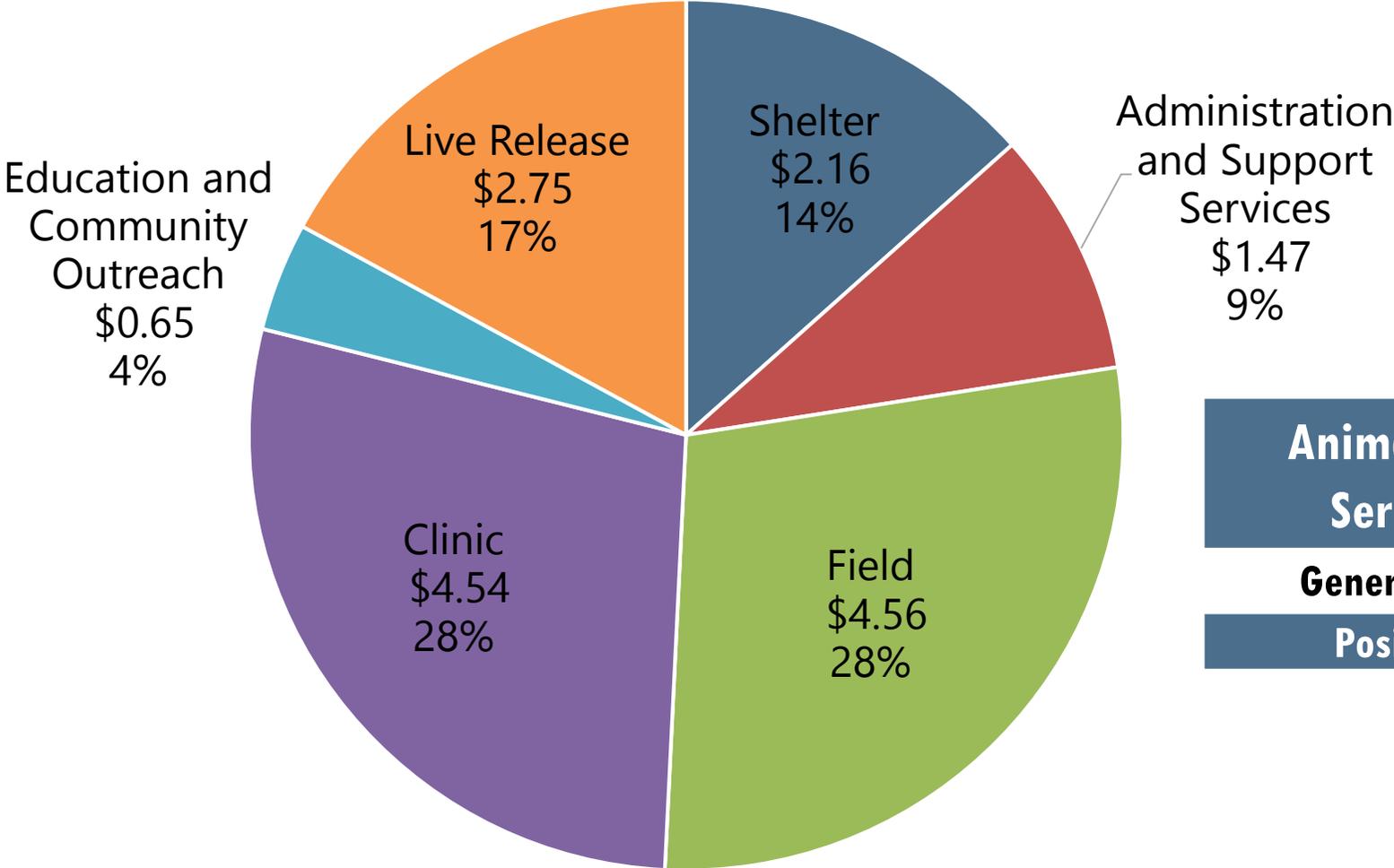
2,200 Vouchers Issued;

More than 50% of
Surgeries Complete

Performance Metrics

	FY 2019 Actuals	FY 2020 Target	FY 2020 Estimate	FY 2021 Target
Call for Service Requests	118,759	101,000	100,352	101,000
Intake	32,630	31,000	28,130	28,130
Live Release Rate	91%	90%	91%	90%
Pets Returned to Owners	8,059	7,100	8,015	7,100
Pets Rescued	11,983	12,200	11,160	12,200
Pets Adopted	7,551	7,800	6,378	7,800
Microchips	20,506	20,000	15,462	15,000
S/N Surgeries Performed	41,759	45,455	34,655	36,955

FY 2021 Proposed Budget \$16.1 Million



Animal Care Services	FY 2020	FY 2021	Change
General Fund	\$16.0	\$16.1	\$0.1
Positions	143	154	11

Embedding Equity in Animal Care Service



Animal Care Services Equity Commitments

- 1. Continue to develop an equity-oriented fee structure** for animal reclaim fees and payment plans for residents who are experiencing economic challenges.
- 2. Assess ACS and equity-driven data** to provide more targeted services to **low-income communities** while still meeting service level requirements.
- 3. Continue to partner with key agencies and organizations** to provide resources and education to marginalized residents.
- 4. Deepen equity capacity internally** to more effectively provide equitable services and review policies with an equity lens.

12 Dogs +
16 Chickens +
2 Ferrets + 1 Cat +
1 Parrot + 1 Duck
=
6 Months!





Alice



Helen



Ms. Piggy



Hurricane Response: Staffing 3 Temporary Shelters



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