



CITY OF SAN ANTONIO 

# ANIMAL CARE SERVICES

FY 2022 | THIRD QUARTER REPORT







**SHANNON SIMS**  
ACS DIRECTOR

## DIRECTOR'S DESK

**Summer may be winding down, but the ACS “peak season” is still going strong** and intake at the shelter, unfortunately, hasn't slowed down. That continued flow of unwanted and abandoned pets is connected to more than the shelter's traditional summer population boom. Every day, we're seeing the effects of a slowing economy and the impact that's having on local pet owners. The post-Covid landscape has resulted in more families facing eviction or housing shortages. Those household changes impact how (and if) pet owners can care for their pets. We've seen an increase not only in this type of defacto “owner surrender” but criminal seizures are up as well as already bad situations have spun out of control during the pandemic. Nationwide, animal clinics continue to struggle with everything from staffing to

supply issues; coupled with an across-the-board lack of actual veterinarians, things are tough right now in animal welfare. Of course, a key to keeping ACS at the forefront of best practice in the animal care field has always been finding and retaining the best and the brightest. ACS has always worked in partnership with City leaders to ensure the shelter is retaining staff and now I'm happy to announce a new initiative to ensure we don't lose our highly trained officers to other municipalities. Starting in the late summer, all Animal Care Officers will receive adjustments in their annual pay commensurate to market standards. I look forward to more possible team wage increases as the City's Human Resources continues their comprehensive salary analysis of all city positions.

## CHAIR'S CORNER

**The last few months have been busy ones for the ACS Advisory Board** and for Animal Care Services. The strategic planning process is full steam ahead for the shelter and two key components have now been completed: A city-wide survey and a series of public meetings. The aim of both engagement opportunities has always been the same even if the method differed slightly; gaining community insight into what issues should be ACS priorities. I'm thrilled we have seen such incredible feedback as we map out the shelter's new Strategic Plan. More than 3 thousand people replied to the comprehensive survey while several hundred more attended in-person planning meetings throughout July. That response is proof that animal issues continue to be a priority for San Antonians and I'm excited to see what this year's upcoming budget season will hold for the shelter. Regardless of where the shelter lands with our City leaders, I know the Advisory Board is committed to working with the ACS team and the community to continue to make our city a better place for pets and people.



**RITA BRAEUTIGAM**  
ADVISORY BOARD CHAIR

## SAD START LEADS TO A HAPPY ENDING FOR YOUNG MOM AND HER SWEET PUPS

When Officer Huron arrived at the local hotel, she knew something was wrong. After getting a call for a possibly abandoned dog, she found Daisy in a crate outside one of the rooms, crying and trying to get out. It looked like she had given birth recently and she was desperate to get inside the room.

Huron wasn't surprised to find Daisy's pups inside the hotel room but the conditions they had been forced to live in were shocking—soiled and hungry inside a dirty crate, our officer quickly got the 8 puppies and Daisy secure on the truck and made her way back to SAACS.

Back at the shelter, it was apparent the puppies had just been born---they weren't more than two weeks old and urgently needed their mother's milk and care. Knowing it would be at least another month and a half before permanent homes could be found for any of them, the ACS Rescue-Foster quickly got to work finding them temporary placement so Daisy could raise her pups.

That's when California-based rescue Australian Shepherds Furever agreed to take in the little family.

They even brought a super cute pink stroller to transport them to their new foster home with a locally based volunteer. Partnerships like ours with Australian Shepherds Furever help save lives and while we couldn't do it without them, we also couldn't do it without YOU.

Fosters make a huge difference in the lifesaving work rescue groups and shelters do.

**Sign up to be a foster today—learn more about Animal Care Service's foster program at [saacs.info/foster](https://saacs.info/foster)**



## THREE YEARS TO GET HOME BUT A MICROCHIP SAVES THE DAY!



Mrs. H adopted Bruce as a kitten back in 2014 from Animal Care Services. He grew up as a handsome, loving boy with a distinct half “meow-stache.” Unfortunately, Bruce went missing three years ago and his family was devastated; they could not find Bruce but they never lost hope.

Three years later, a black and white cat with a stylish dab of black on his upper lip was brought into SAACS through our community cat program (CCP). While being prepped for surgery (only to later find he was already neutered), our CCP team used a scanner to check him for a microchip.

That familiar BEEP rang out as they scanned over his shoulder blades and we knew Bruce had a family likely looking for him. After looking up the contact information associated with his microchip number, we found Bruce’s mom. Without hesitation, she rushed to ACS to pick up her baby boy...and there he was. A little bigger, a little older but still sporting that dapper half “meow-stache!”

Luck was definitely on the H family’s side—in moving out of town, they were thrilled they didn’t miss the opportunity to be reunited with their buddy.

Reunions like this happen because of the power of the microchip. Microchips support happy reunions between pets and their families. All dogs, cats, and domestic ferrets must be microchipped in the City of San Antonio and it only takes a few minutes to ensure your pet’s contact information is current on their pet tags and microchip. Grab your pet’s microchip number and visit [www.aaha.org](http://www.aaha.org) to look up the company and notify them of any changes. Don’t have a microchip for your pet and live in the City of San Antonio? SAACS will chip your pet for free.

**Get more information at [saaacs.info/microchip](http://saaacs.info/microchip)**



## BIG FIX A BIG DEAL FOR LOCAL PET LOVERS

The Big Fix, a local spay/neuter marathon event, is used to living up to its name. This spring's event was no different, with 428 dogs and cats now sterilized thanks to SAACS partner Spay Neuter Inject Protect San Antonio, or SNIPSA. All of the surgeries were offered free of charge for hundreds of local pet owners thanks in part to support from Animal Care Services.

Using a military hospital M.A.S.H. style, the Big Fix was held at the San Antonio Fire Department Training Academy. This year's event saw more than dozens of volunteers assist multiple veterinary teams with the free sterilizations, vaccinations, and microchips. SNIPSA is a locally based rescue and low-cost veterinary service. Started in 2006 by Dr. Shannon Espy, the animal advocacy group has long partnered with the city shelter to save lives. Plans are underway for another Big Fix this coming fall.



## **“STRAYS” WITH COLLARS? FAMILY PETS BELONG AT HOME NOT ON THE STREETS**

Notice anything similar about these sweet babies? Each of these dogs came into the shelter wearing collars, harnesses or tags---all things identifying them as owned pets. SAACS has received more than close to 12 thousand pets so far this year; but only about 3 thousand have been successfully reunited with their families.

Every single day, dozens of pets come through our shelter with collars and harnesses. Without a legally required and up-to-date microchip (or, at a minimum, an ID tag), we can only hope a pet's family visits our shelter to find them.



Microchipping your pets is not only part of the law here in San Antonio but is also crucial in helping lost pets get home. In fact, for thousands of dogs, a microchip is the only way they ever leave a shelter. Far too many apparently owned pets are euthanized simply because no one came for them.

Every year thousands of owned pets are brought in to SAACS after they were picked up roaming our local neighborhoods. This diverts care from sick, injured, and abandoned dogs and cats that truly need help. Please do your part in keeping your pet safe, indoors, and microchipped. Responsible pet ownership isn't just the right thing to do—it could also make a life or death difference for your dog or cat.



## "CAT"ASTROPHE AVOIDED! KITTEN RESCUED AFTER DRAINAGE PIPE DASH

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Curiosity almost got the better of this sweet orange tabby baby named Rusty when he decided to wander into a dark storm drain. It happened in late springtime when our Animal Care Officers Bower and Esparza got the call for what sounded like a baby kitty crying near a manhole cover.

The desperate kitten's cries could be heard coming from the drainage inlet, so the officers sprang into action. First order of business---finding the quickest way into the storm drain! After some teamwork and a little muscle to open a nearby manhole, Officer Bower was able to carefully make his way underground. Unfortunately, all the preparations caused Rusty to get a little nervous and he backed up further down the drain. With a little patience, he finally decided being above the street was a lot more fun than being below it. Officer Bower was able to scoop the feisty furball up and take him topside. Our partners at San Antonio Pets Alive! Quickly secured fosters for the kitten who decided they couldn't let him go and Rusty found himself with a new family. Now, orange you glad Good Samaritans called ACS to help!



## FY 2022 3RD QUARTER PERFORMANCE

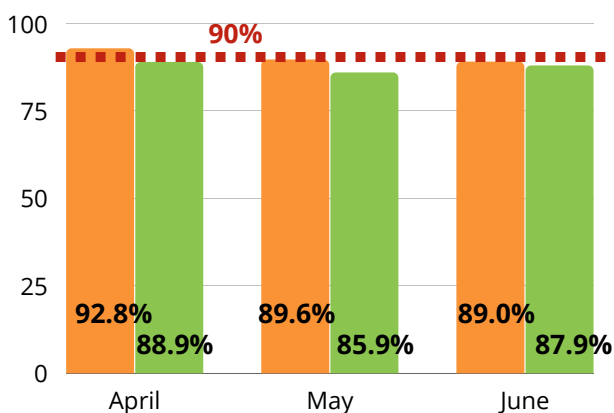
Analysis of the annual metrics for Fiscal Year 2022 will be a comparison of the results for Fiscal Year 2022 and the average of respective metric totals for the previous three years (Fiscal Year 2019, Fiscal Year 2020, and Fiscal Year 2021). Annual Fiscal Year 2022 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

### INCREASING THE LIVE RELEASE RATE

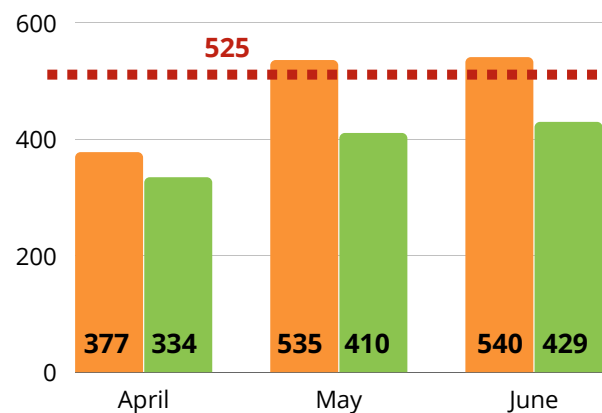
Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing to maintain and raise the Live Release rate: 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.



#### LIVE RELEASE



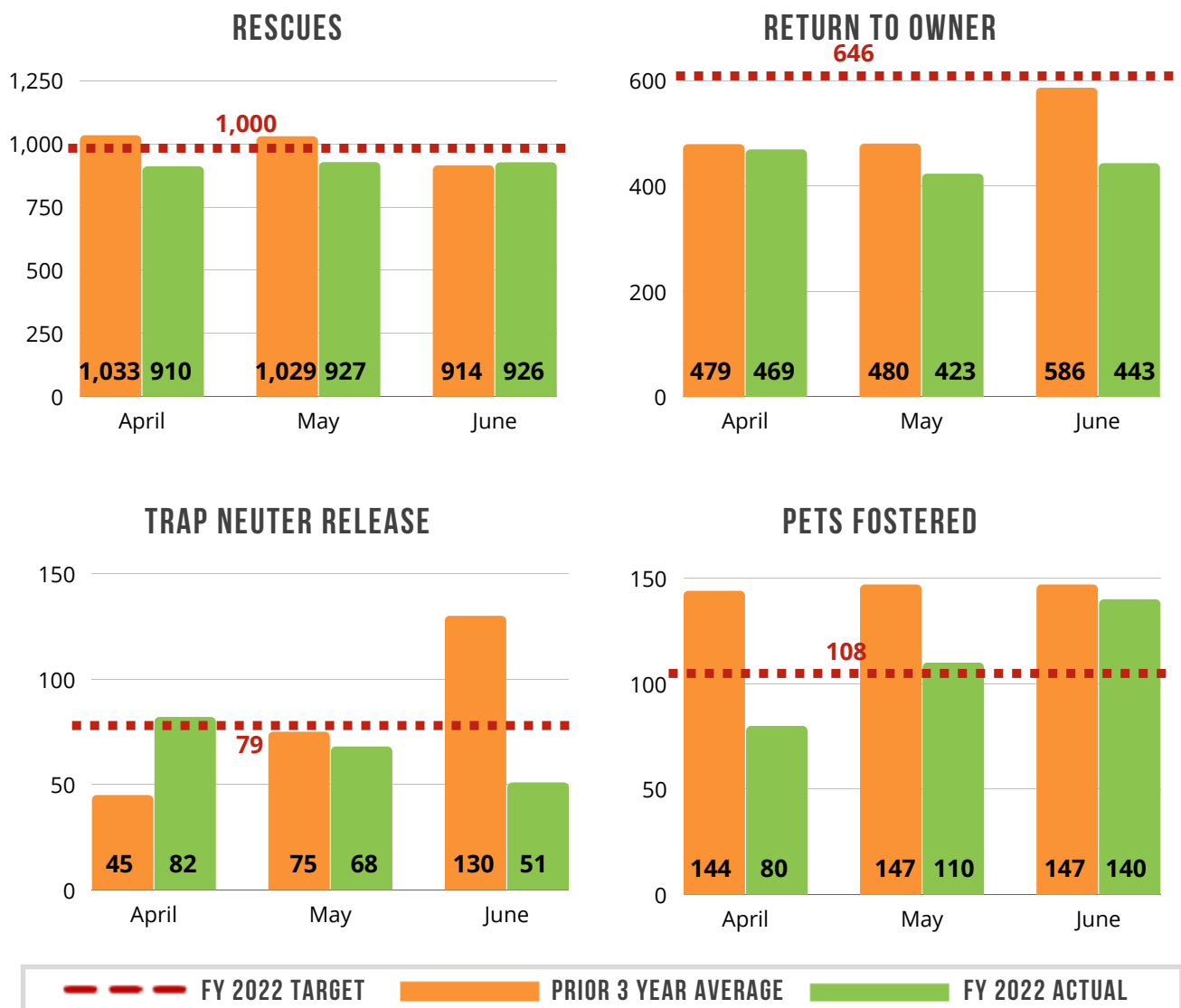
#### ADOPTIONS



--- FY 2022 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2022 ACTUAL



## INCREASING THE LIVE RELEASE RATE (CONT'D)

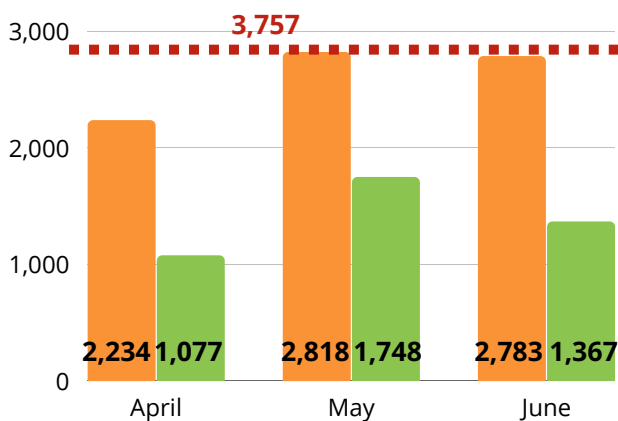




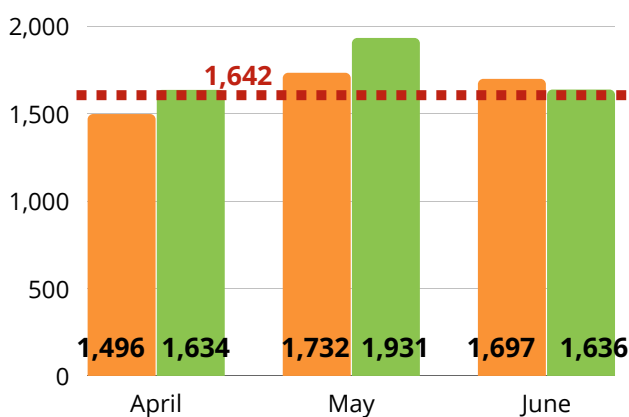
## CONTROLLING THE ROAMING ANIMAL POPULATION

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, often without needing to bring the animal to the ACS campus. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

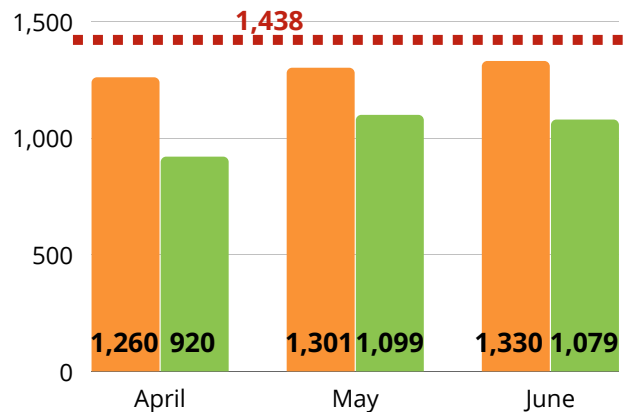
### TOTAL SPAY & NEUTER SURGERIES



### DECEASED DOG/CAT PICK-UP\*



### MICROCHIPS REGISTERED



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL

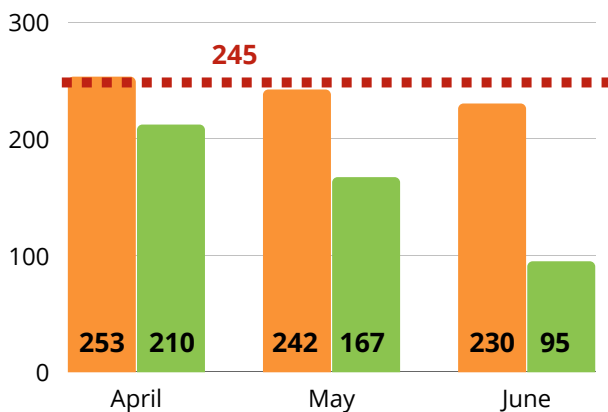


## ENHANCED ENFORCEMENT

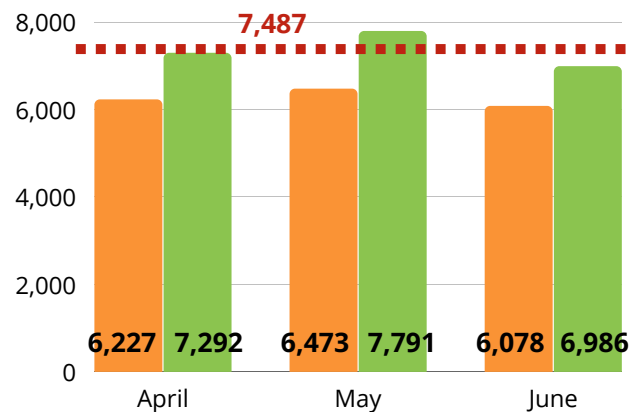
Animal Care Services (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners, often without needing to bring the animal to the ACS campus. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.



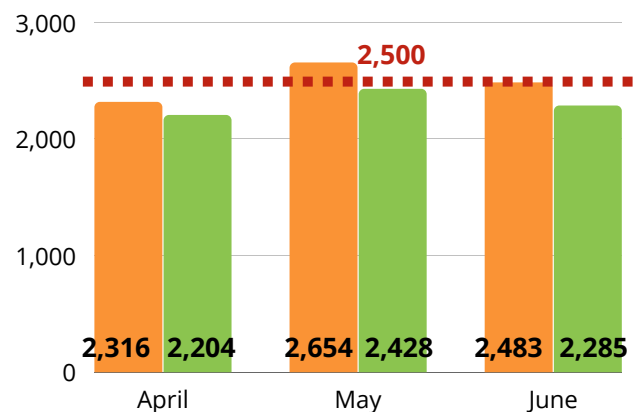
### PETS RETURNED TO OWNER-FIELD



### CALLS FOR SERVICE REQUESTS



### IMPOUNDMENTS

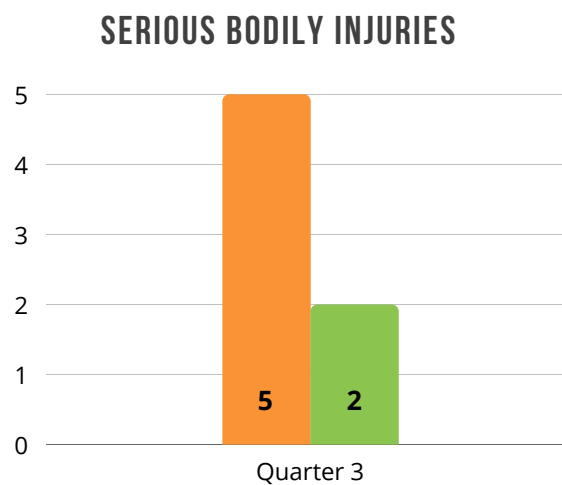
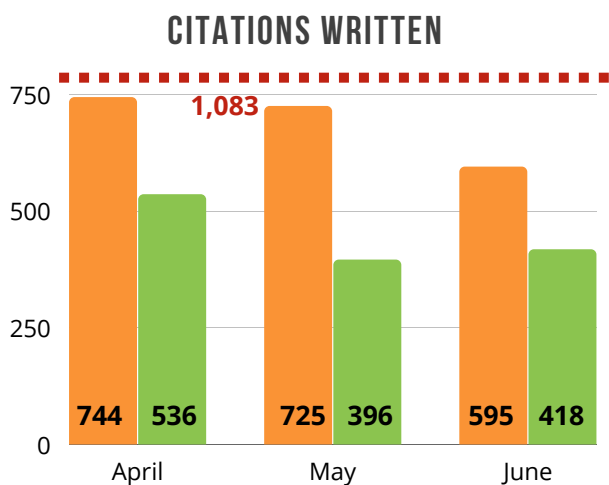


--- FY 2022 TARGET

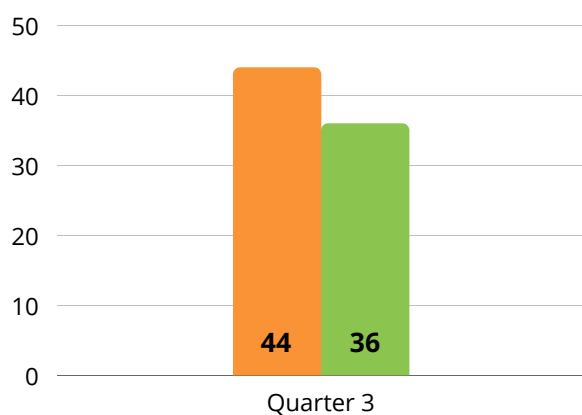
■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL

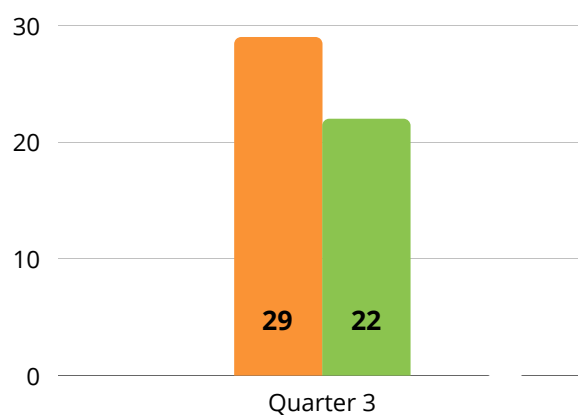
## ENHANCED ENFORCEMENT (CONT'D)



### AGGRESSIVE/DANGEROUS DESIGNATIONS



### CRUELTY CASES FILED



--- FY 2022 TARGET    ■ PRIOR 3 YEAR AVERAGE    ■ FY 2022 ACTUAL



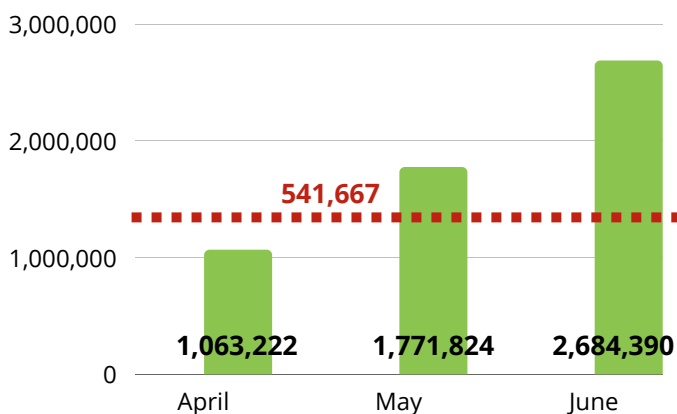




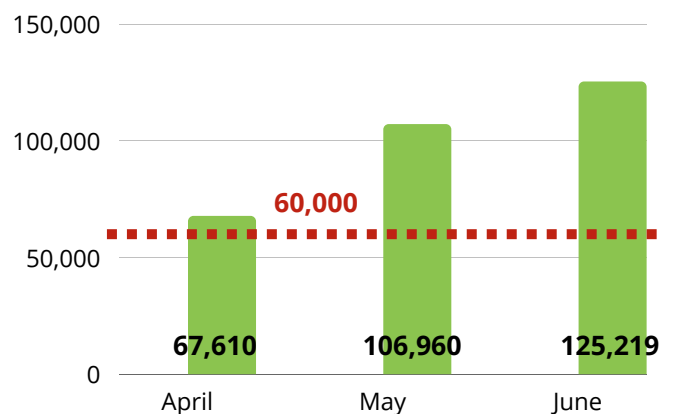
## ENGAGE AND EDUCATE THE COMMUNITY

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through strategic outreach efforts including digital engagement and promotion, 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 digital outreach efforts as well (effective February 2020).

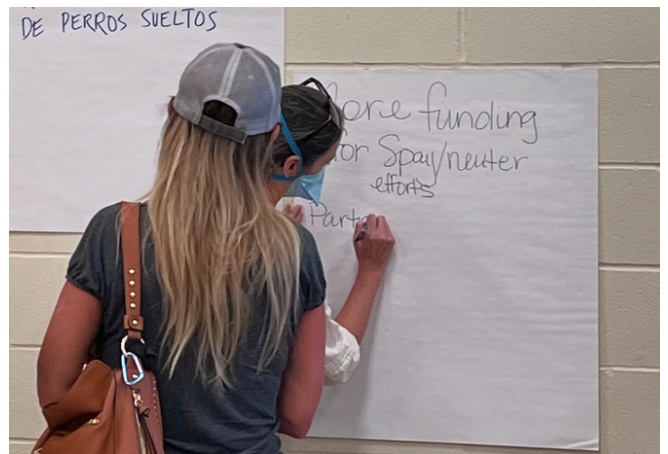
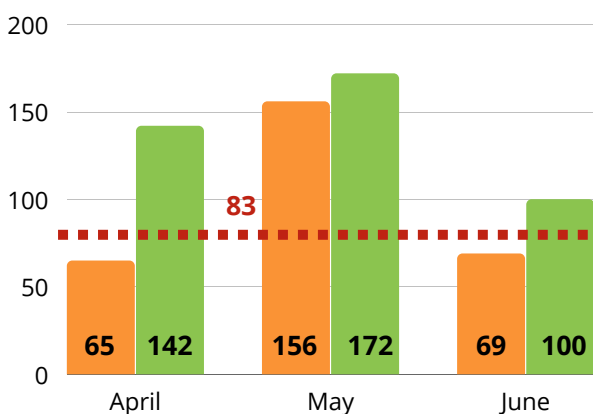
### DIGITAL REACH\*



### DIGITAL ENGAGEMENT\*



### MEDIA INTERACTIONS



--- FY 2022 TARGET

■ PRIOR 3 YEAR AVERAGE

■ FY 2022 ACTUAL



