

ACS Update – Statistics

Public Safety Committee

December 16, 2025

Presented by Jon Gary, ACS Director



**ANIMAL CARE
SERVICES**



ACS 2023 Strategic Plan



Support a Safe
Community for People
in Their Neighborhoods

CITY OF
SAN ANTONIO
— TEXAS —

SERVICES



Protect the Safety and
Humane Treatment of
Pets



Champion a
Healthy &
Thriving
Workforce



Foster Positive
Connections with
Our Community



Support the
Placement of Pets
for Life

PUBLIC SAFETY

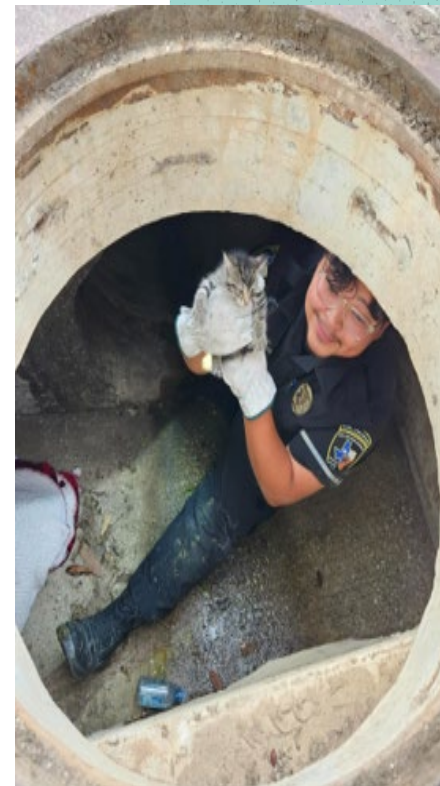
INCREASE IN ANIMAL CARE OFFICERS

- 22 First Response positions added in FY24 and FY25 to address critical calls
- 7 positions added in FY24 to enhance Bite and Dangerous investigations

HIRING STATUS

- 100% of new positions have been hired
- Vacancies due to attrition and promotions
- 15 cadets completed the Academy this Fall
- Next Academy expected to begin early Spring, with completion late May

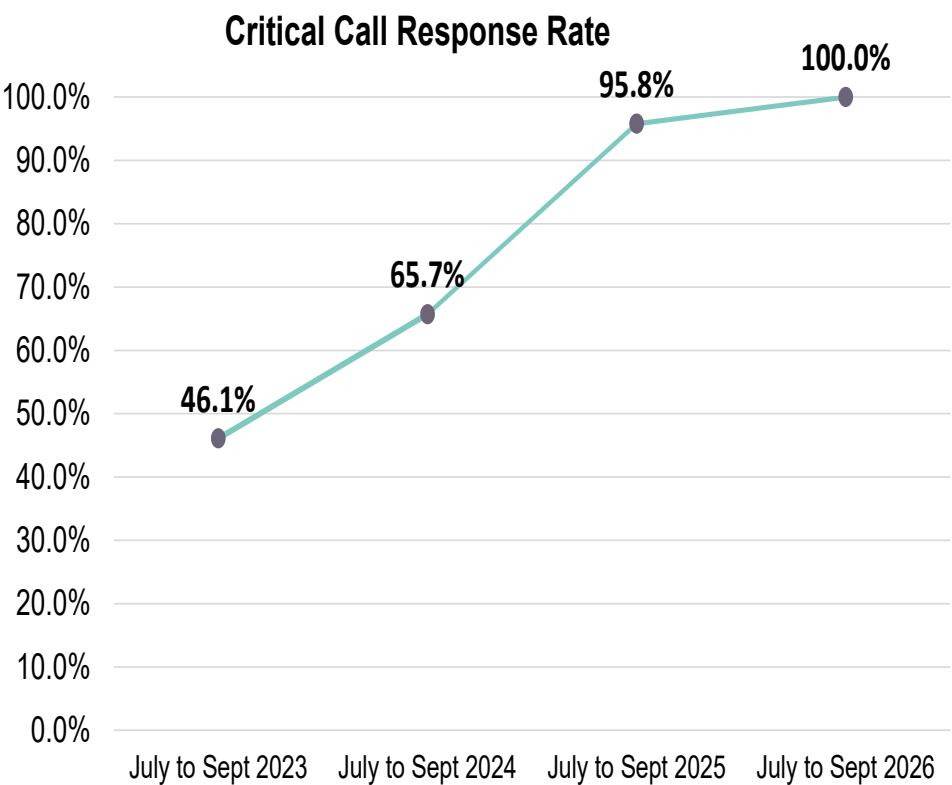
Job Title	# of Positions	Current Vacancies
First Response Officers	50	4
Investigations Officers	17	1
Court Officers	2	0
Supervisors	10	1



PUBLIC SAFETY

CRITICAL CALLS

- Critical call response rate increased from 44% in FY23 to high of 96.8% in September of FY25
- FY25 Actual (cumulative): 86.6%
- FY26 Target (cumulative): 97%
- FY26 Year-to-Date: 96.2%



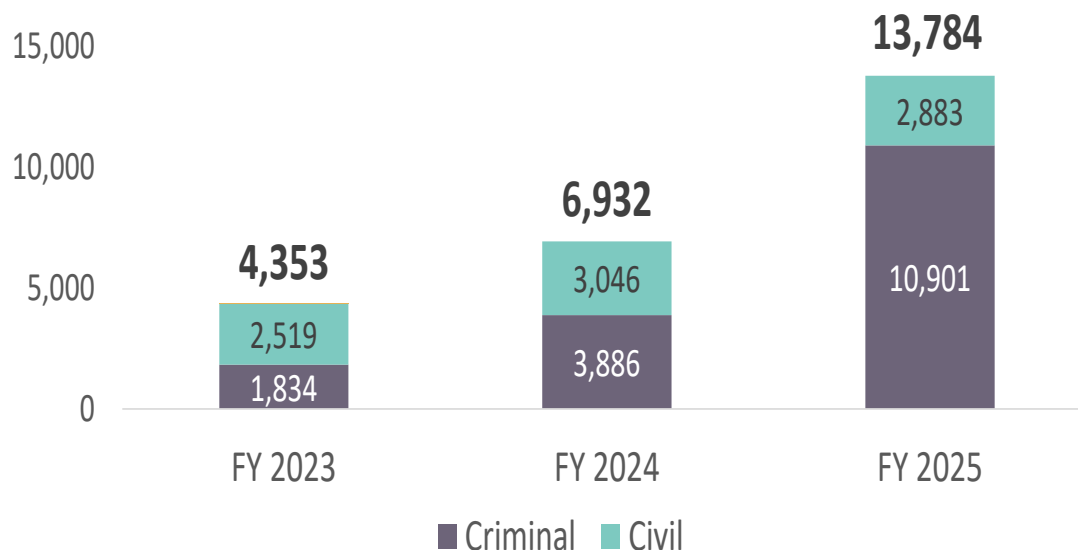
PUBLIC SAFETY

DANGEROUS DOGS & BITES

- Dangerous dog compliance rate increased from 55% in FY23 to 82.1% in FY25
- FY26 Dangerous Dog Compliance Rate Target: 80%
- 98.5% of bite cases worked in FY25; 99.6% of severe bite cases worked

ENFORCEMENT & ACCOUNTABILITY

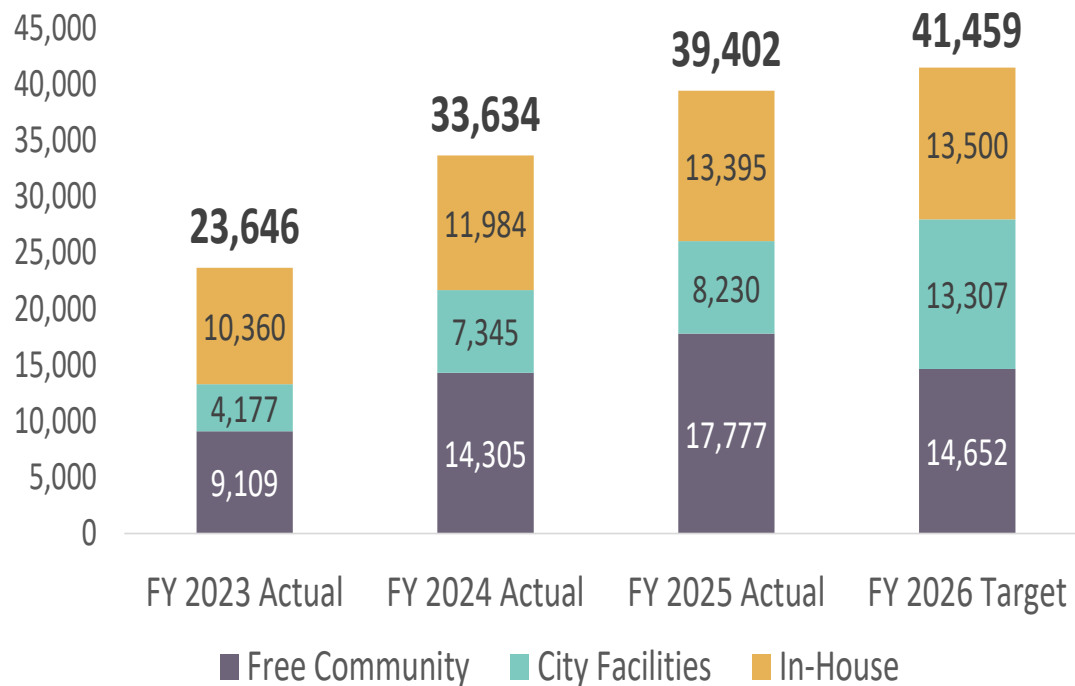
- FY25: 98.8% increase in citations written over FY24
- 180% increase in criminal citations



SPAY/NEUTER

SPAY/NEUTER IMPROVEMENTS

- Increased funding for community spay/neuter partners in FY24 and FY25
 - \$1.76 million annually over 10 contracts
- Opened two new ACS spay/neuter clinics in FY25
 - 21 staff positions to operate the clinics
 - \$540k in funding for contract veterinarians



SPAY/NEUTER

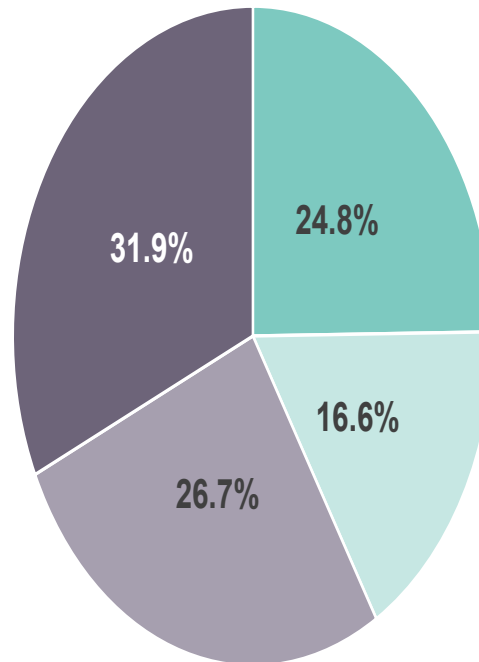
NEW ACS SPAY/NEUTER CLINICS

- West side clinic opened March 2025
- East side clinic opened July 2025
- Currently 6 contract veterinarians conducting surgeries
- FY25 surgeries completed: 1,789
- FY26 Target: 6,000

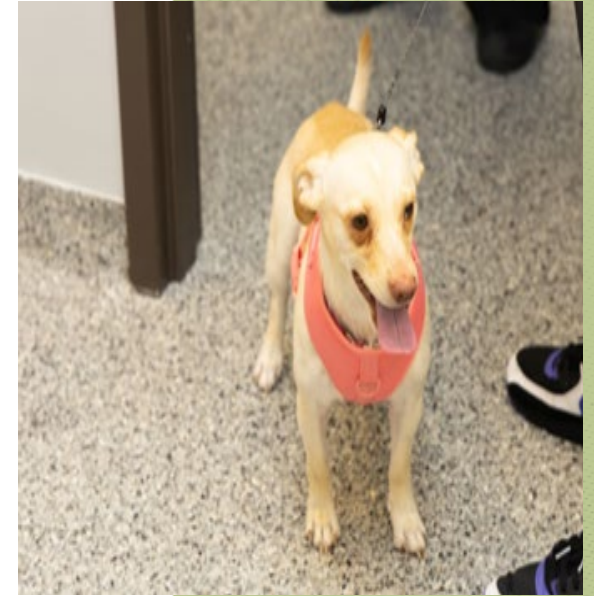
OPERATIONAL STATUS

- Both clinics fully operational, open for surgery Tuesday-Thursday
 - Expecting to open for surgery on some Saturdays beginning in January
- Clinic capacity = 15-30 surgeries/day (depending on surgeon)
- Currently averaging about 20 surgeries/day
- Currently booking appointments through the end of February
- Waitlist for female pets

Surgery Breakout



■ Male Cat ■ Female Cat ■ Female Dog ■ Male Dog



PLACEMENT

LIVE RELEASE RATE

- 86.3% live release rate in FY25
- 1.5% increase over FY24, despite 7.3% increase in intake

ADOPTIONS

- 5,915 adoptions in FY25, an 8.7% increase over FY24
- Large-scale adoption events, more frequent smaller events, enhanced marketing

RETURNS TO OWNER

- 7,946 pets returned to owner, a 15% increase over FY24
- 29% increase in over-the-counter RTOs, meaning a high volume of owned pets are coming onto campus

TRANSFERS

- 12,112 pets transferred to rescue partners
- 7.2% increase over FY24



COMMUNITY OUTREACH

PET CARE CONNECT

- Pilot programs to reduce roaming animals, support pet guardians, and promote responsible pet care
- Piloted in Districts 1, 2, 3, and 5 in FY25
- FY26 goal to conduct five to six PCC events

FY25 RESULTS

- 3,930 homes reached
- 629 direct resident interactions
- 1,545 pet resources distributed
- 129+ free microchips provided
- 400+ free vaccinations provided in partnership with Spay Neuter Network
- 300+ spay/neuter referrals
- 100,000+ lbs free pet food distributed in partnership with Daisy Cares
- 75 pets returned home
- 6 dogs freed from chains



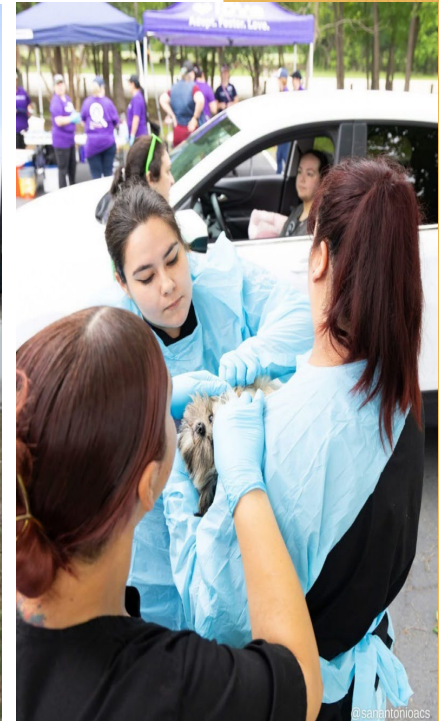
COMMUNITY OUTREACH

WELLNESS CLINICS

- 7,719 animals served at weekly wellness clinics and large-scale events
- Services include free microchips, rabies vaccines, DHPP vaccines (dogs), and FVRCP vaccines (cats)
- Sterilization rate of 33.3% among pets served

MARKETING

- Pet Networking Team created in March 2025 to enhance visibility of harder-to-place pets (medium/large dogs)
- Average of 526 dogs per month received high-quality photo retake
 - 87.7% of pets with updated photos found positive placement (slightly higher than entire shelter population)
 - FY26 goal to retake photos for 6,300 dogs
- 70-80 pets per month featured on social media
 - 88% of featured pets found positive placement
 - FY26 goal to increase to 100 pets per month



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