

# Memorandum



CITY OF DALLAS

DATE January 6, 2012

Honorable Members of the Quality of Life & Government Services Committee:

TO Angela Hunt (Chair), Sandy Greyson (Vice Chair), Monica Alonzo, Dwaine Caraway,  
Carolyn R. Davis

SUBJECT Animal Services Update Briefing

Attached you will find material for the Animal Services Update briefing that will be presented to the committee on Monday, January 9, 2012.

If you have any questions or require additional information, please let me know.

A handwritten signature in black ink, appearing to read 'Joey Zapata'.

Joey Zapata  
Assistant City Manager

Attachment

cc: Honorable Mayor and Members of the City Council  
Mary K. Suhm, City Manager  
Rosa A. Rios, Acting City Secretary  
Thomas P. Perkins, Jr., City Attorney  
Craig D. Kinton, City Auditor  
C. Victor Lander, Administrative Judge  
A.C. Gonzalez, First Assistant City Manager  
Ryan S. Evans, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Forest E. Turner, Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Frank Libro, Public Information Office  
Stephanie Cooper, Assistant to the City Manager

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# Animal Services Update

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Presented to the  
Quality of Life & Government Services Committee  
January 9, 2012



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# Purpose

- Provide an overview and background of Animal Services operations
- Introduce the new shelter manager and highlight accomplishments to-date
- Identify priorities and next steps for Animal Services

# Background – Shelter Construction

- November 15, 2001 – Animal Shelter Commission recommends construction of new shelter facility
- May 3, 2003 – Bond Proposition 7 is approved by Dallas voters for the design and construction of a new shelter
- October 20, 2007 – Dallas Animal Services and Adoption Center opened on Westmoreland at I-30
  - Total cost \$16.2M and included:
    - \$3.5M from the 1998 Bond Program
    - \$11.7M from the 2003 Bond Program
    - \$1.0M from the Ivor O'Connor Morgan Trust

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# Background – Ordinance Updates

- 2007 - Commission recommends a review of the Chapter 7 Animal Ordinances
- Council approved the new ordinances that focus on pet owner responsibility in June 2008
  - Limits pets to 6 per household
  - Establishes guidelines for anti-tethering
  - Establishes spay/neuter and intact animal requirements
  - Strengthens rules for dangerous dogs

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# Background – HSUS study

- In October 2009, the Animal Shelter Commission recommended a follow-up to the 2001 review of Animal Services division by the Humane Society of the United States (HSUS)
  - Metroplex Animal Coalition donated \$25,000 to fund the review
- HSUS review was initiated in April 2010 and final report was received November 2010
  - Status is provided in this briefing
- In August 2011, the City Council approved discounted adoption fees

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# Overview of Animal Services

- Animal Services is a division of Code Compliance and is budgeted for 81.5 FTE's and \$6.3M for FY11-12
- Shelter Operations
  - Operates a sheltering division that cares for and houses over 800 animals daily, approximately 34,000 annually
  - Provides in-house medical care & neutering surgeries to pets released from shelter
  - Provides lost & found services to reunite owners that have become separated from their pets.
  - Provides pet adoptions and rescues

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# Overview of Animal Services

## ■ Field Operations

- Provides for care and control of animals in the City through enforcement of Chapter 7 of the Dallas City Code and Texas Rabies Control Act
- Dallas responds to more than 50,000 service calls annually for animals on a 24/7 basis
  - Average 145 calls every day in FY10-11
  - 73% of the total calls are for loose, confined and sick/injured animals

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# Shelter Manager – Jody Jones

- Appointed Division Manager for Dallas Animal Services in June 2011
  - Began work in animal services as a volunteer at a small rescue operation
  - Over fourteen years experience in animal services, including: Division Manager for the City of Richmond, Virginia Animal Care and Control and shelter manager with NYC Animal Care & Control
  - Implemented a program to eliminate homeless pet euthanasia while at Richmond
  - Board member of the Virginia Federation of Humane Societies
  - Faculty member of the American Prosecuting Attorneys Association for the Committee on Animal Law
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# Overview of Animal Services Operations

<b>OUTCOMES</b>	<b>Year End 2008/09</b>	<b>Year End 2009/10</b>	<b>Year End 2010/11</b>
Rescue & Relocate	<b>2,900</b>	<b>4,516</b>	<b>4,586</b>
Redemptions	<b>2,432</b>	<b>1,677</b>	<b>1,553</b>
Adoptions	<b>2,517</b>	<b>2,760</b>	<b>2,694</b>
<b>Total Live Releases</b>	<b>7,849</b>	<b>8,953</b>	<b>8,833</b>

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# HSUS Evaluation Update

- The HSUS evaluation report was provided to City Council by memorandum on November 29, 2010
- Key findings in the report included:
  - The need for additional written standard operating procedures;
    - Policy revision has been initiated and is an ongoing procedure for the division
  - The need to clarify the mission and vision of DAS and align the Commission's goal with that of the City of Dallas
    - The mission statement was completed in April 2011 with input from staff, community and the Animal Commission
  - Recommendations for improvements in the use of equipment and maintenance of the shelter facility.
    - Equipment training and maintenance procedures and policies have been updated to reflect appropriate use and care of equipment.

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# HSUS Evaluation Today

- Improvements have been prioritized, and based on priority all planned improvements are on schedule
- A full update on the implementation of recommended improvements will be provided to the Animal Shelter Commission in March 2012 and to the Quality of Life Committee in April 2012

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# New Initiatives

- Implemented team building committees and activities to improve staff morale and training
- Facilitating ongoing building upgrades & repairs
- PetSmart Charities Grant awarded Dallas Animal Advocates to facilitate enhanced data collection at DAS
- Standardized community reporting using national model
- New Lost & Found website ([www.petharbor.com](http://www.petharbor.com)) went live in November 2011 to reunite more lost pets and families

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# New Initiatives

- Implemented new animal identification system
- Expanded division neutering services through partnerships and vendor contracts
- Began vaccinations and exams on intake to promote health
- Revised animal care assignments to maximize animal health and placements
- Initiated public service announcement campaign in order to encourage adoptions from DAS
- Dallas Companion Project forming plan to engage the community to reduce euthanasia of healthy adoptable animals

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# New Initiatives

## ■ Discount Adoption Rate Results

- ❑ 438 adoptions for the month compared to 249 in December 2010
- ❑ December Tues, Wed, and Thurs special rate more than doubled adoptions for same days in 2010

## ■ Clients Served Increased

- ❑ October – 5,920
- ❑ November – 4,467
- ❑ December – 10,644 (special adoption rates)

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# Next Steps

- Provide next update to the Quality of Life Committee in April 2012