

# Memorandum



CITY OF DALLAS

DATE January 20, 2012

Honorable Members of the Quality of Life & Government Services Committee:  
TO Angela Hunt (Chair), Sandy Greyson (Vice Chair), Mónica Alonzo, Dwaine Caraway,  
Carolyn R. Davis

SUBJECT Animal Shelter Commission Report

Attached you will find material for the Animal Shelter Commission Report that will be presented to the committee by the commission chair on Monday, January 23, 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

# Dallas Animal Shelter Commission Update – Priorities for FY 2011-2012



Presented to the  
Quality of Life and Government Services  
Committee

Monday, January 23, 2012



Dallas Code Compliance, what it all means  
**COMMUNITY**



# Commission Priorities for FY 2011-2012

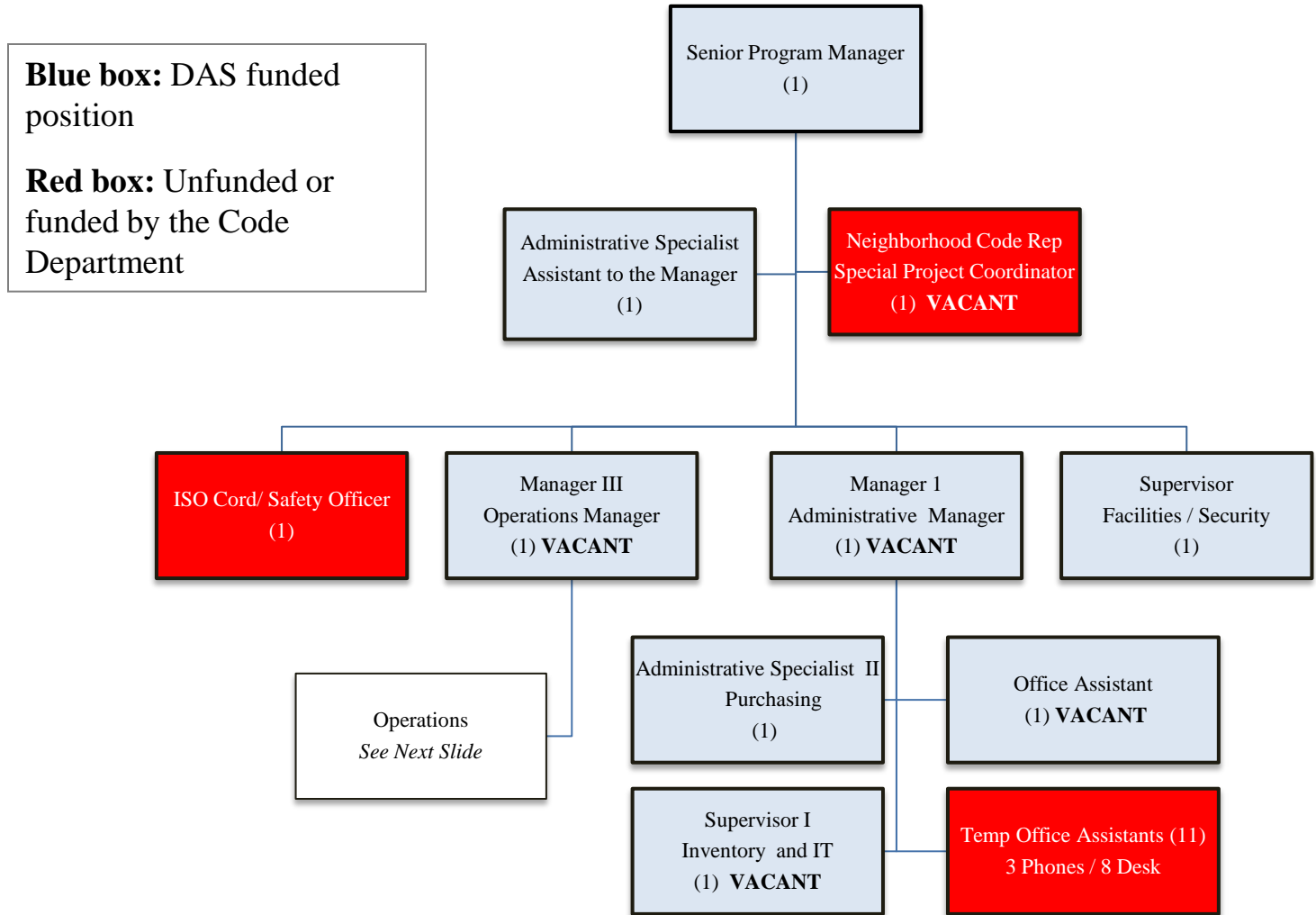
## Priority 1: Fill all DAS Vacancies



- As soon as possible and with *qualified* and *compassionate* individuals
- The FY 2010-2011 RIF resulted in a large number of vacancies in *urgent* need of being filled, not the least of which are mid-management and important supervisory positions
- The current employment policy is worrisome because contract laborers require *more supervision and training*
- DAS cannot operate effectively or fully serve our citizens until these critical positions are filled with qualified individuals

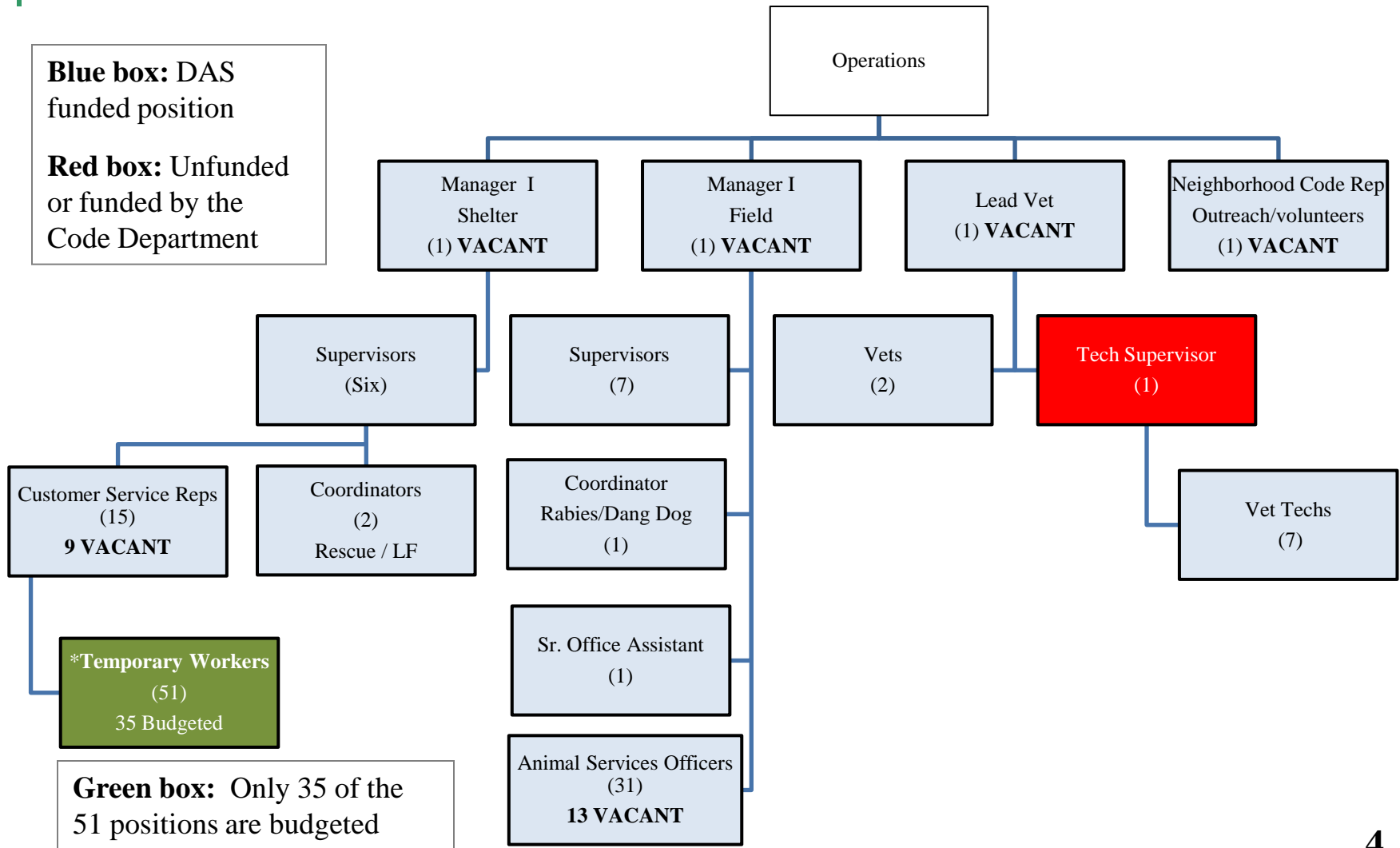
# Commission Priorities for FY 2011-2012

## Priority 1 continued: DAS Organizational Chart



# Commission Priorities for FY 2011-2012

## Priority 1 continued: DAS Organizational Chart



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Commission Priorities FY 2011-2012

## Priority 2: Dallas Companion Animal Project



A separate report on this project by Jonnie England, a member of the Commission and the Dallas CAP Task Force, will follow at the end of this slide presentation

## Commission Priorities FY 2011-2012

### Priority 3: Fix the Shelter Facility



- The HVAC system at DAS has been an ongoing problem since it was installed
- The existing HVAC system needs to be replaced to provide a SAFE and HEALTHY environment for the staff, the public, and the animals
- There are other ongoing problems that need to be addressed

## Commission Priorities FY 2011-2012

### Priority 4: Improve Services and Efficiency

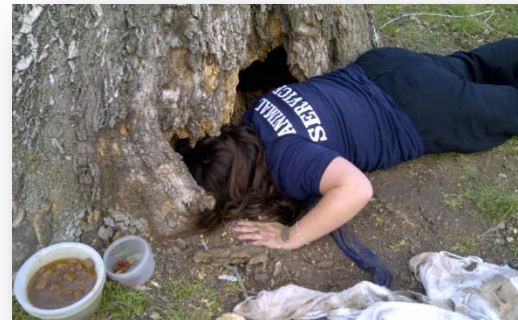
- **Overhaul and improve the 3-1-1 system**
  - Revise call structure; realistic service level and public/animal safety priorities
  - High turn over necessitates better and more extensive training and orientation, specific to animal services calls, ability to distinguish urgent from non-urgent



## Commission Priorities FY 2011-2012

### Priority 4 continued:

- **Better use of Code Enforcement officers**
  - Develop plans for more effective use of 200+ Code officers; define and facilitate other support services Code officers could provide to DAS
  - Free up DAS Animal Service Officers to focus on animal-specific tasks, improve response times



## Commission Priorities FY 2011-2012

### Priority 4 continued:

- **Outsource Wildlife Management**

- Huge amounts of money and time are wasted by DAS in delivery and pickup up of wildlife traps. Studies prove it is ineffective in managing wildlife. Many cities have eliminated wildlife traps and refer calls to approved outside wildlife management groups

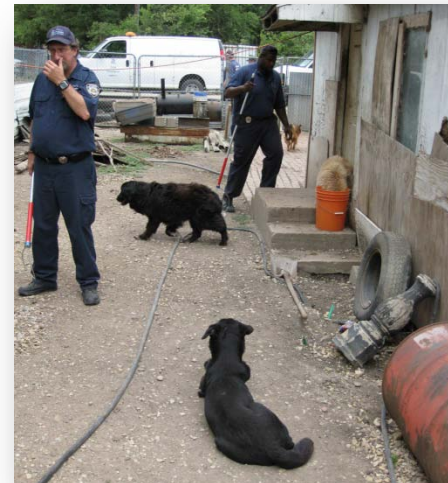


## Commission Priorities FY 2011-2012

### Priority 4 continued:

#### ■ **Outsource Animal Cruelty Investigations**

- At this time, the SPCA of Texas is much better equipped to do cruelty investigations and pursue prosecution. Outsourcing this task to SPCA for the time being will free up DAS officers for other tasks



## Commission Priorities FY 2011-2012

### Priority 4 continued:

- **Implement the HSUS Report Recommendations**

- Some of the 250 recommendations contained in the 2010 HSUS report on DAS have been completed, but many have not and must be implemented quickly. Those requiring continued assessment should be organized to ensure periodic reviews

## Commission Priorities FY 2011-2012

### Priority 4 continued:

- **Reassign Dangerous Dog Determinations and associated hearings to DAS**
  - DAS should determine whether a dog is dangerous, not Code Compliance
  - A review of the ordinance and related policies needs to be done immediately to protect the rights of citizens and to protect the City from potential lawsuits

## Priority 5: Reduce Stray and Unwanted Pet Population

- **Increase Education and Community Outreach**
  - Review the Responsible Pet Ownership Class
  - Continue the collar/tag program at DAS
  - Promote tours of DAS Shelter, plan outreach events with DISD, private schools and community groups



## Commission Priorities FY 2011-2012

### Priority 5 continued:

#### ■ **Increase Education and Community Outreach continued:**

- Enhance DAS website resources
- Provide a dedicated Hotline/Online Help via telephone and/or online links on DAS website to answer questions that can help owners keep their pets
- Continue and increase off-site adoption events



## Commission Priorities FY 2011-2012

### Priority 5 continued:

- **Better Lost and Found Assistance**
  - Create an interactive website for the public
  - Continue to dedicate a DAS staff member to recordkeeping and assisting the public
  - Pursue funding for an ongoing pet ID program, *i.e.* microchip, collar and tag, etc.



## Commission Priorities FY 2011-2012

### Priority 5 continued:

- **Increase Spay/Neuter Resources**
  - Continue the City's Spay/Neuter (S/N) Subsidy Program
  - Identify additional resources for DAS officers to offer free or low cost S/N services, bring people into compliance when violations are identified in the field
  - Offer incentives for free or low cost S/N to citizens who would not otherwise sterilize their pets

## Commission Priorities FY 2011-2012

### Priority 5 continued:

- **Increase Spay/Neuter Resources continued:**
  - Community collaborations
  - Continue support of the Big Fix for Big D program (subsidized by the Meadows Foundation, The Dallas Foundation, Summerlee Foundation, PetSmart Charities® and Rees-Jones Foundation in partnership with the SPCA of Texas, the Metroplex Animal Coalition and KCAAP) to expand spay/neuter resources in areas currently underserved



KAUFMAN COUNTY  
Animal Awareness Project



## Priority 6: Texas State Legislation

- **Texas Law** - Allows a city to elect to use civil proceedings to enforce certain code compliance violations
- **Enforcement of Chapter 7 (Animals)** – Enforcement of the Dallas Animal Code can be better and more efficiently accomplished through civil proceedings in addition to criminal citations
- **2013 Texas Legislature** - The Commission will be recommending state legislation to make this choice available for animal ordinance violations.

# Dallas Companion Animal Project

## Making Dallas a No-Kill Community



- More and more cities around the country are working to end the killing (euthanasia) of adoptable dogs and cats.
- DAS now has an experienced manager in Jody Jones, who led the effort to make Richmond, VA, a no-kill city.
- With recent positive changes at Dallas Animal Services and a forward-thinking City Council, the stage is set for Dallas to join the movement.
- Steady rise in public awareness of the plight of homeless dogs and cats.
- The time is right: The citizens of Dallas are ready to make this happen.



# Dallas Companion Animal Project

## Creating a Blueprint



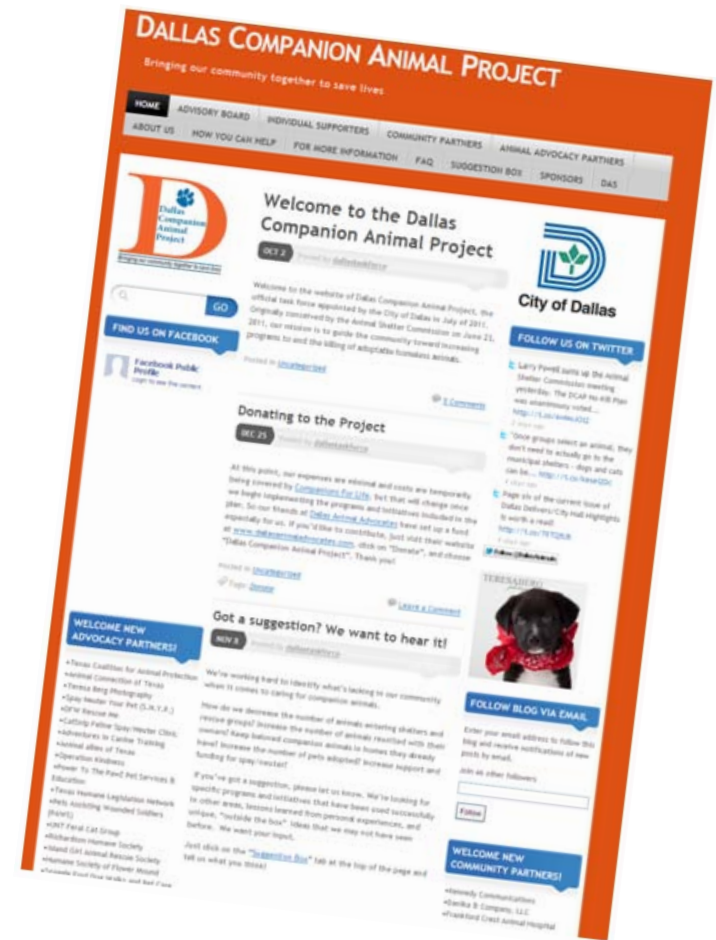
- In July 2011, ACM Joey Zapata appointed a 12-person task force that includes the most experienced animal care and sheltering experts in our community and represents every facet of animal welfare.
- Task: To create a blueprint for Dallas to become a no-kill community.
- Researched other communities to learn how they increased their “live release rates,” i.e., stopped the killing of adoptable shelter dogs and cats
- Identified existing and potential resources: rescue and foster groups, advocacy groups, spay/neuter programs and feral cat organizations

# Dallas Companion Animal Project

## Creating a Blueprint



- Created website and Facebook page
- Engaged the public for their input
- Identified hundreds of components, suggestions and programs
- Developed plan that encompasses programs and initiatives already in place in our community, is *customized* to serve the needs of Dallas and our citizens, and focuses predominantly on the private sector
- Identified six (6) major initiatives



# Dallas Companion Animal Project

## Major Initiatives in Dallas' Customized Plan



- Awareness and Education
- Feral and Community Cats
- High-volume Free and Low-Cost Spay/Neuter Programs
- Pet Owner Outreach
- Pet Placement Support (Adoption and Rescue)
- Fundraising



# Dallas Companion Animal Project

## Major Initiatives



- **Awareness and Education**
  - Aggressive public awareness campaign via support in part from Dallas' world-class business, sports and entertainment industries
  - Educational program support from local, regional and national education resources
- **Feral & Community Cats**
  - Continued partnership development with local advocacy groups



# Dallas Companion Animal Project

## Major Initiatives (continued)



- **High-volume Free & Low-Cost Spay/Neuter Programs**
  - Significant effort to gain community support
  - Support free and low-cost Spay/Neuter efforts of existing animal welfare organizations (Metroplex Animal Coalition, SPCA of Texas, etc.) and veterinarians
  - Support Big Fix for Big D undertaken by the Metroplex Animal Coalition, SPCA of Texas and Kaufman County Animal Awareness Project.



# Dallas Companion Animal Project

## Major Initiatives (continued)



### ■ Pet Owner Outreach

- Remains the largest opportunity to bring significant change by *helping people keep their pets* and reducing the number of animals coming into the shelter.
- Has the fewest support resources available
- Needs preemptive, volunteer-driven programs and services, i.e., pet behavior hotline and counseling, free or low-cost emergency veterinary care, pet-friendly housing options, pet food banks, etc.



# Dallas Companion Animal Project

## Major Initiatives (continued)



- **Pet Placement Support (Adoption and Rescue)**
  - Full utilization of existing animal advocacy partners
  - Explore satellite adoption opportunities similar to the nationally successful PetSmart Charities<sup>®</sup> Adoption Centers (City of Fort Worth) & independent ventures (Utah's Furburbia in a local shopping mall)
  - Undertake a new community-based, large-scale volunteer foster program for dogs and cats awaiting adoption



# Dallas Companion Animal Project

## Major Initiatives (continued)



### ■ Fundraising

- Work with the SPCA of Texas and other local animal-welfare groups to obtain Maddie's Fund<sup>®</sup> Community Collaborative grant:
  - Erie County, NY - \$5 million over 5 years
  - Mobile, AL - \$5 million over 7 years
  - New York City - \$26 million over 7 years
- Continue exploration of local donors and foundations:
  - The Big Fix for Big D, a 3-year, \$3 million Spay/Neuter project spearheaded by The Dallas Foundation



# Dallas Companion Animal Project Implementation



- **Now...**
  - Request Quality of Life and Government Services Committee support of the Dallas Companion Animal Project.
- **First year**
  - Focus on the detailed one-year business plan and multi-year strategic plan
  - Finish prioritizing and begin implementing programs and initiatives
  - Determine related costs and funding
- **Years Two - Four**
  - Continue to implement, expand and build momentum
- **Year Five**
  - Celebrate Success! If all major initiatives have been successfully implemented, our community will be one of the largest no-kill communities in the country.



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# Thank You

## City of Dallas Animal Shelter Commission

