

# Memorandum



DATE January 21, 2010

TO Honorable Members of the Quality of Life Committee: Pauline Medrano (Chair), Vonciel Jones Hill (Vice Chair), Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT Code Compliance - Animal Services Update

On Monday, January 25, 2010, you will be updated on Code Compliance Animal Services. The briefing material is attached for your review.

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



Forest E. Turner  
Assistant City Manager

cc: Honorable Mayor and Members of the City Council  
Mary K. Suhm, City Manager  
Deborah A. Watkins, City Secretary  
Thomas P. Perkins, Jr., City Attorney  
Craig D. Kinton, City Auditor  
Judge C. Victor Lander, Judiciary  
Ryan S. Evans, First Assistant City Manager  
A.C. Gonzalez, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
David K. Cook, Chief Financial Officer  
Helena Stevens-Thompson, Assistant to the City Manager

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# Code Compliance - Animal Services Update

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Presented to the Quality of Life & Government  
Services Committee  
January 25, 2010



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# Purpose

- Overview of services provided by Code Compliance – Animal Services Division
- Education and Outreach Efforts

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# Overview

- Code Compliance – Animal Services Division has 135 positions with a budget of \$7.2 m

## Proposed FY 09-10 Budget Summary

Salaries and Benefits	\$5,293,828
Supplies and Materials	\$ 933,178
Services and Other Charges	<u>\$1,002,835</u>
<b>Total 09 – 10</b>	<b>\$7,229,841</b>

Code Compliance  
Animal Services Division  
Field Operations

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# Field Operations

- Code Compliance - Animal Services Division provides field services in the City of Dallas 24 hours / 7 days a week
- Field Operations consists of 65 employees
- The following services are provided:
  - Respond to service requests in the field reported through 311
  - Conduct sweeps for loose dogs based on loose and loose/aggressive dog data from CRMS
  - Investigate reports of animal bites, animal cruelty, tethered dogs and wild or exotic animals
  - Provide humane traps for dogs, cats and wildlife
  - Provide rapid response investigation of loose/aggressive dogs or dog packs

# Service Requests

- Animal Services received a total of 66,800 service requests (SRs) in FY08-09
- The top five SRs in FY08-09 for Animal Services were:

Service Requests	# Service Requests	Compared to FY07- 08
Loose Aggressive Animals	17,362	20% decrease
Confined Animals	12,995	13% decrease
Loose Animals	12,975	39% increase*
Sick/Injured Animals	7,335	15% decrease
Animal Cruelty	4,226	18% decrease

- *Loose Aggressive Animals* and *Loose Animals* SRs consisted of 45% of all SRs received by Animal Services
- \*Increased as a result of proactive service requests by officers

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# Service Requests

- Priority service requests are dispatched directly to field officers by 311 operators

## Priority Service Requests

- Loose Aggressive Animals
- Confined Animals
- Sick/injured Animals
- Animal Cruelty
- Animal Bites
- Unsanitary Conditions



# Performance Results

## FY 07-08

- 33,589 dogs and cats impounded
- 1,971 dogs and cats adopted
- 2,949 were transferred to rescue groups
- 1,977 were reclaimed by their owner

## FY 08-09

- 36,617 dogs and cats impounded (9% increase)
- 2,517 dogs and cats adopted (22% increase)
- 2,918 were transferred to rescue groups
- 2,432 were reclaimed by their owner (19% increase)

# Education & Outreach Efforts

# Education & Outreach Efforts

- For FY 08-09, Public Education efforts included:
  - ❑ 32 Events
  - ❑ 58 Community presentations
  - ❑ 15 School presentations
  - ❑ 11 Tours of shelter
  - ❑ Over 140 Responsible Pet Ownership classes in English & Spanish reaching nearly 800 people



# Education & Outreach Efforts

- Events at Dallas Animal Shelter (1818 N. Westmoreland)
  - Surpassed our personal best of 27 animal adoptions in one day to 34 – December 19, 2009
  - Hosted six open houses during FY08-09
  - Held Microchip Fair every 4th Saturday, resulting in 334 owned pets receiving microchips
  - Organized Santa Pictures with Your Pet with volunteers which resulted in 200 free pictures and \$350 in donations to the shelter
  - Received 250 Karunda beds donated by Metroplex Animal Coalition



# Education & Outreach Efforts

- Volunteer Program
  - Developed and distributed Volunteer Manual to all volunteers
    - Established guidelines for the volunteers
    - Defined the roles and responsibilities and reporting structure
  - Increased number of trained volunteers by 400%
  - Utilized volunteers in various areas
    - Shelter care – socialize animals, walk dogs, assist citizens looking for new pets
    - Offsite adoption events – assist with setup, maintaining water dishes
    - Outreach – assist at community events, safety fairs, Pet Pictures with Santa



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# Education & Outreach Efforts

## ■ New Events

- Participated in Mayor Summer Reading Program
  - Conducted “story time” at several Dallas libraries
  - Participated in the Mayor Summer Reading Finale
- Participated in Mayor Back to School Fair and Park and Recreation Summer Camp
- Hosted Dallas ISD Science Educator Workshop
  - Several City of Dallas departments came together specifically for teachers
- Held bimonthly Open House events to raise awareness of the shelter and highlight animal issues
- Facilitated a mural painting to prevent graffiti and encourage animal shelter visits

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# Education & Outreach Efforts

- Continue outreach efforts
  - Issue seasonal press releases
    - Pet owner tips
  - Highlight pet care months with events at the shelter and on website
    - April is Prevention of Animal Cruelty month
    - Open House, Registration & Microchip Fair, distribute Public Service Announcements
    - Participate in educational events at libraries, recreation centers and schools

# Customer Survey Results

- A Customer Survey is conducted on an on-going basis at the Dallas Animal Shelter to gain customer feedback
- 821 individuals completed the survey between June 09 and December 09 and provided the following purpose for visiting the Animal Shelter:

<b>Adoption</b>	<b>Lost and Found</b>	<b>Reclaim a Pet</b>	<b>Tour</b>
791	10	1	19

- 92.5% of those surveyed rated the “Cleanliness of the Shelter” and the “Condition of the Animals” as Good or Excellent
- 97.5% of those surveyed rated the “Service Received” as Good or Excellent
- 744 would recommend the Dallas Animal Shelter to others
- 149 individuals said that they would be interested in volunteering at the shelter



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# Questions