

Memorandum



CITY OF DALLAS

DATE October 20, 2025

TO Honorable Members of the Quality of Life, Arts and Culture Committee:

SUBJECT **Dallas Animal Services Performance Overview & Update**

During a recent Public Safety briefing regarding Suspected Animal Cruelty and a more recent budget briefing, Dallas Animal Services (DAS) was requested to provide an update performance overview to the Quality of Life, Arts and Culture Committee. Attached you will find materials that provide a summary of the following:

- FY25 Q4 Performance Overview
- Suspected Animal Cruelty Update
- Capacity Analysis & Challenges
- Next Steps

We hope the information provided will assist in understanding where DAS currently stands and what the department is aiming towards in the future.

If you have questions or need additional information, please contact Director Paul Ramon at paul.ramon@dallas.gov.

[Attachment]

Service First, Now!



Alina Ciocan
Assistant City Manager

c: Kimberly Bizer Tolber, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors



City of Dallas

Dallas Animal Services Operations Overview

**Quality of Life, Arts, and Culture
October 20, 2025**

Paul Ramon, Director
Victoria Chittam-Bennett, Assistant Director
Dallas Animal Services
City of Dallas

Overview



- FY25 Q4 Performance Overview
- Suspected Animal Cruelty Update
- Capacity Analysis & Challenges
- Next Steps





Performance Overview



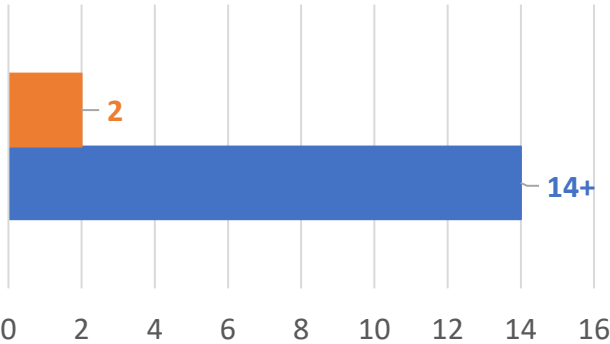
FY25 DAS Performance Measures



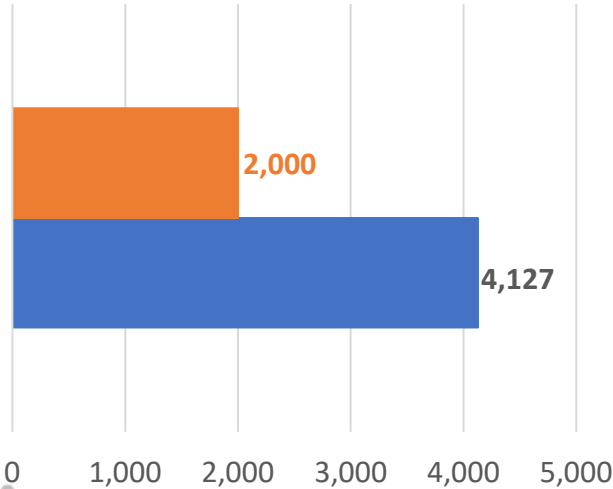
FY2025 DAS Budget Performance Measures

FYTD Goal Q4 FY2025

Hold Two (2) Free Vaccine Clinics in Southern Dallas in FY25



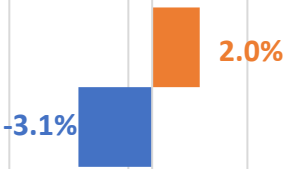
Perform 2,000 Subsidized Spay Neuter Surgeries (New)



FY2025 DAS Performance Measures

FYTD Goal Q4 FY2025

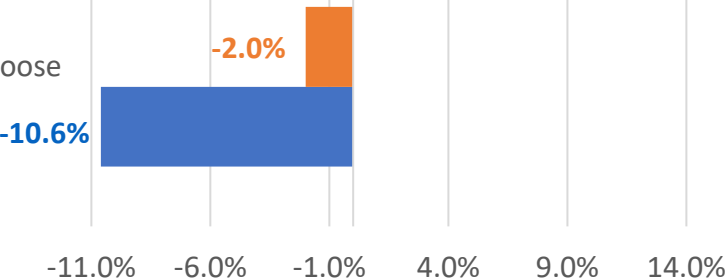
Percentage Increase in Dogs and Cats Fostered (New)



Percentage Increase in Dogs and Cats Transferred to Rescue Partners



Percentage Decrease in Year-Over-Year Loose and Loose-Owned Dog Bite Rate

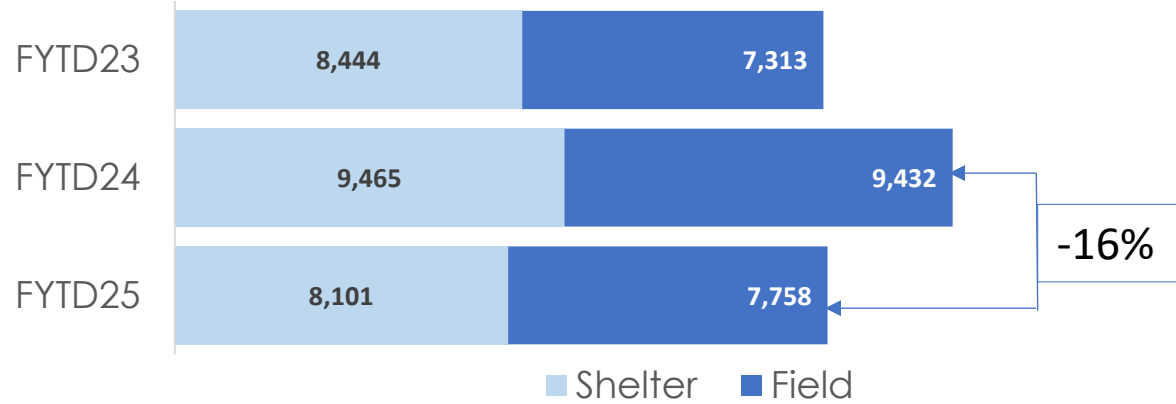


FY25 Dashboard of Performance

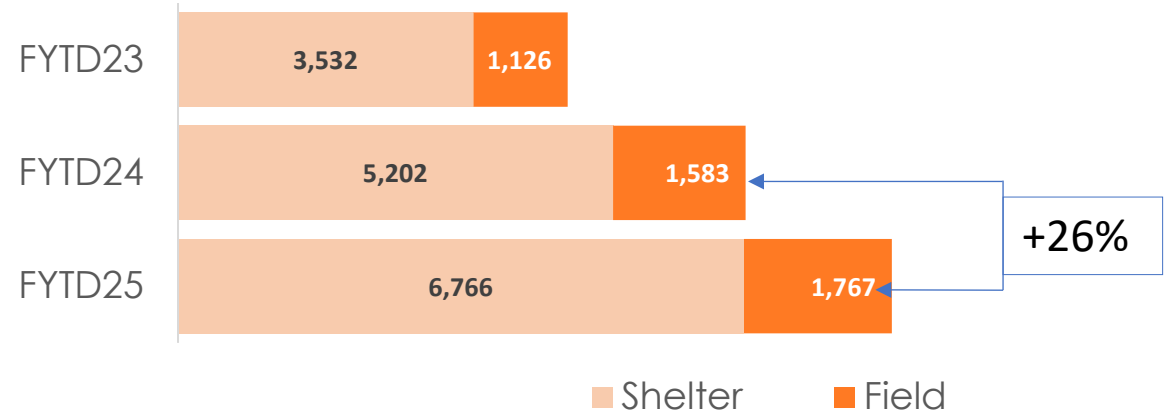


Total Intake by Species

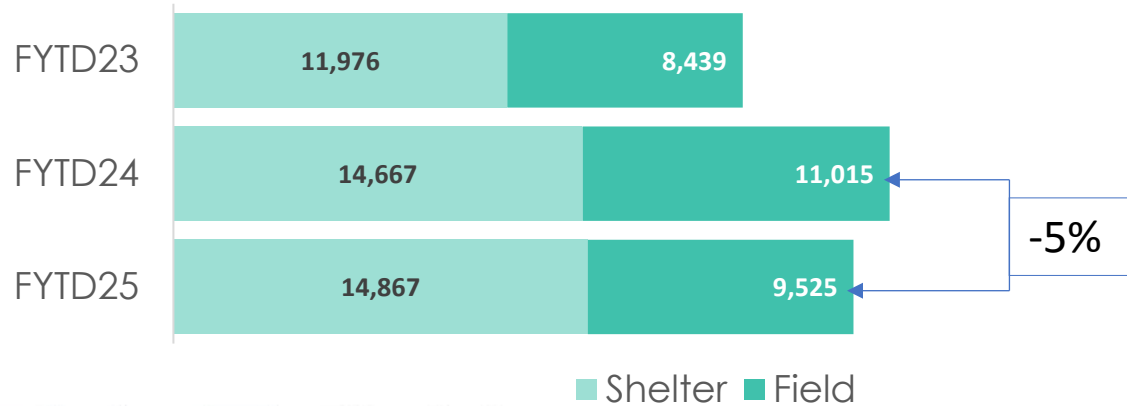
Dogs



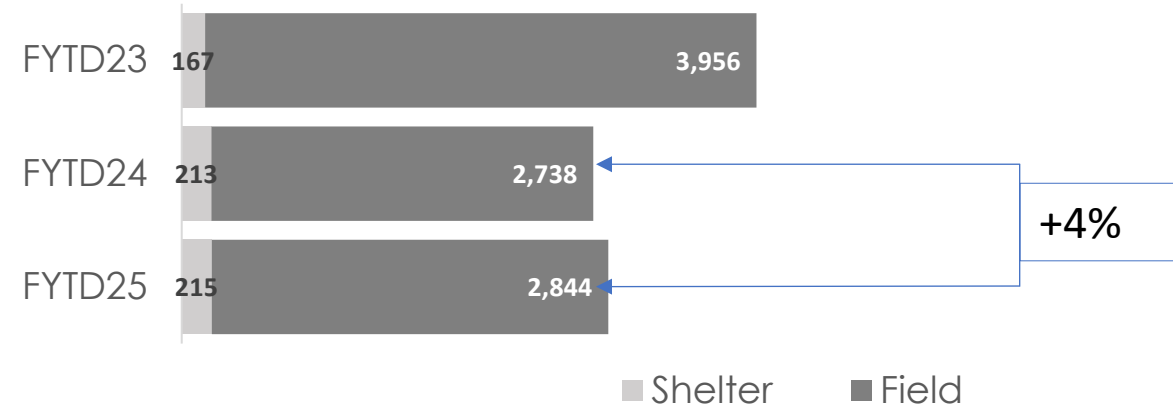
Cats



Combined Dogs & Cats



Other



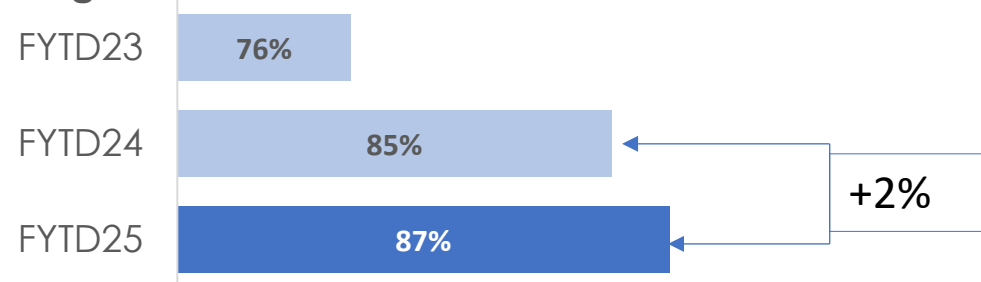
*Dog intake during Q3 & Q4 was skewed due to the rapid spread of illness. During these periods DAS limited intake to sick, critical or emergency surrender

FY25 Dashboard of Performance

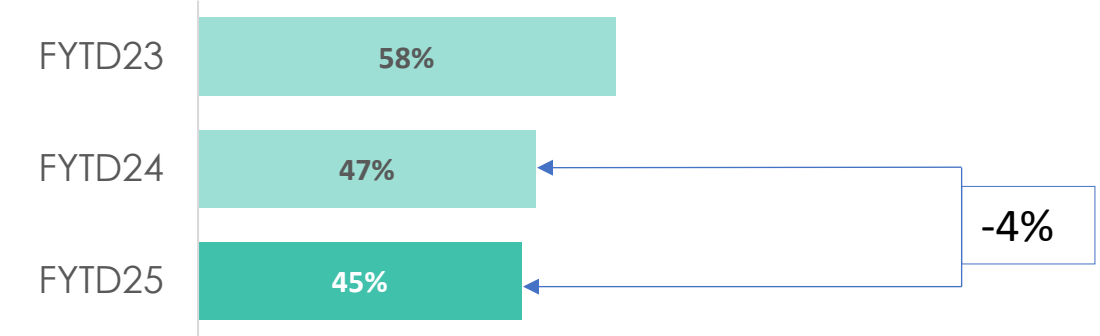


Live Release Rate by Species

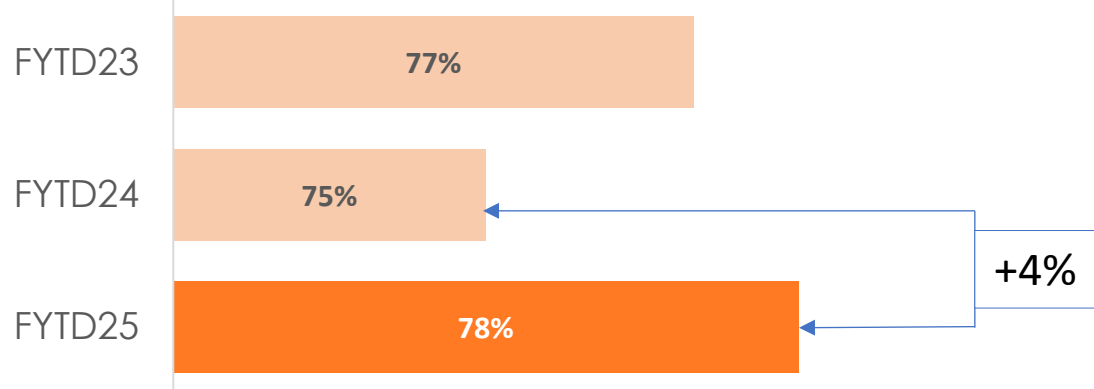
Dogs



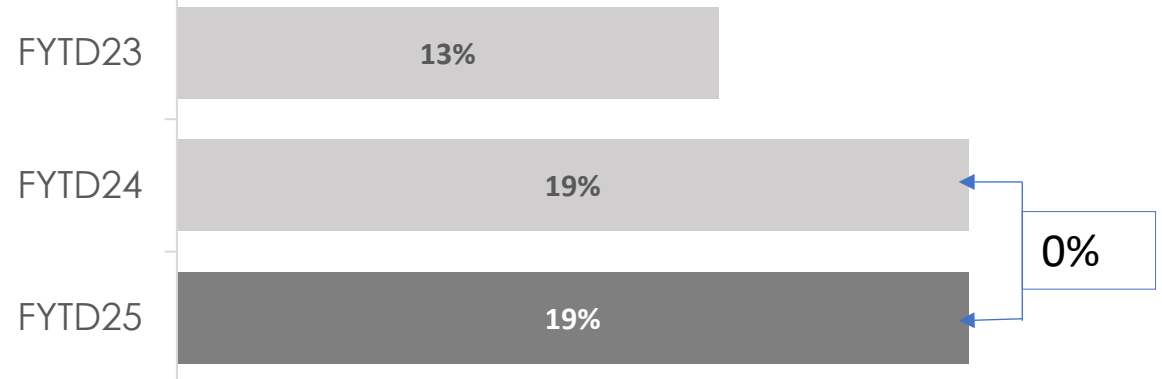
Neonatal Kittens



Cats



Others

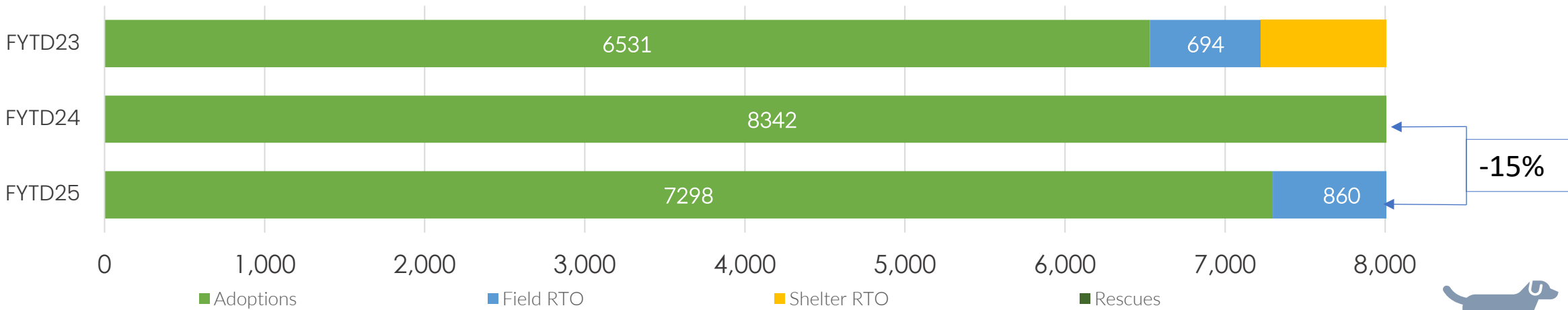


*Live Release Rate for "Cats" is inclusive of Adult cats, kittens and neonates.

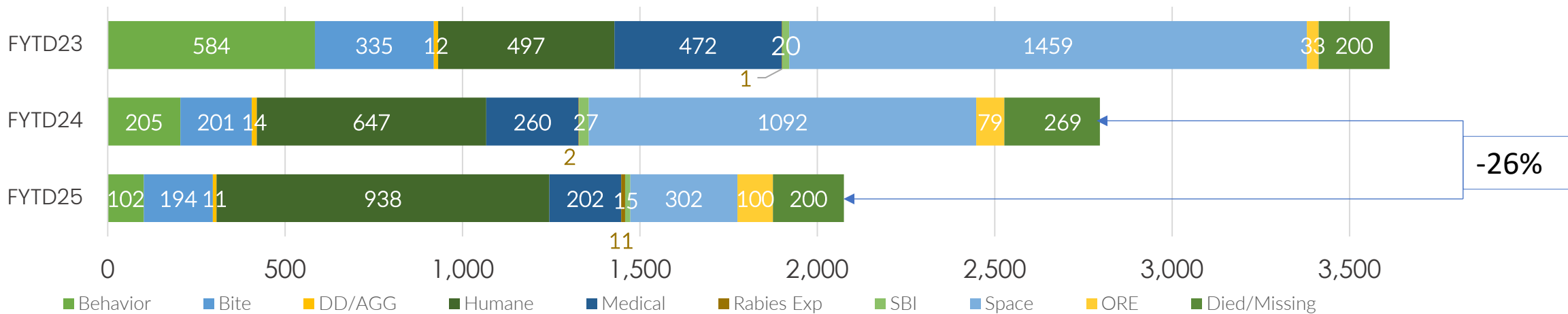
FY25 Dashboard of Performance



Live Outcome by Species- Dogs



Non-Live Outcome Reason by Species- Dogs

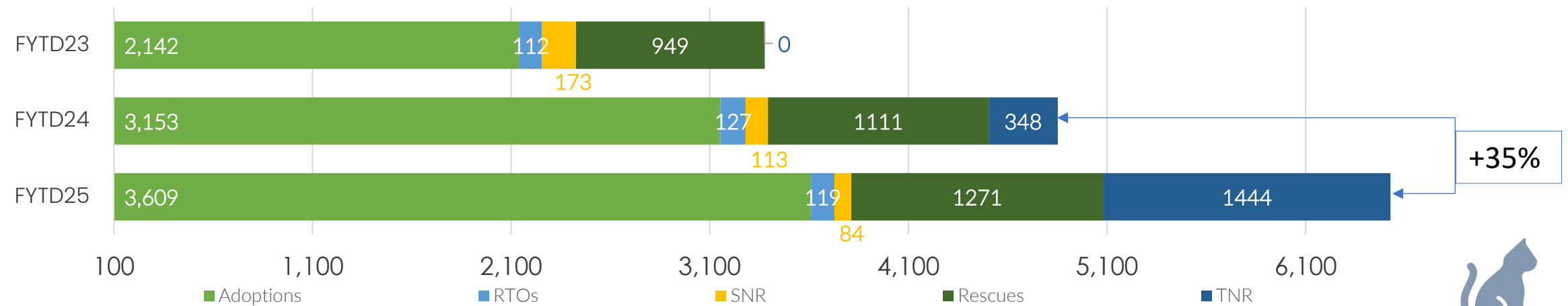


*RTO: Return to Owner, ORE: Owner Requested Euthanasia, DD/AGG: Dangerous Dog/Aggressive, SBI: Serious Bite Investigation

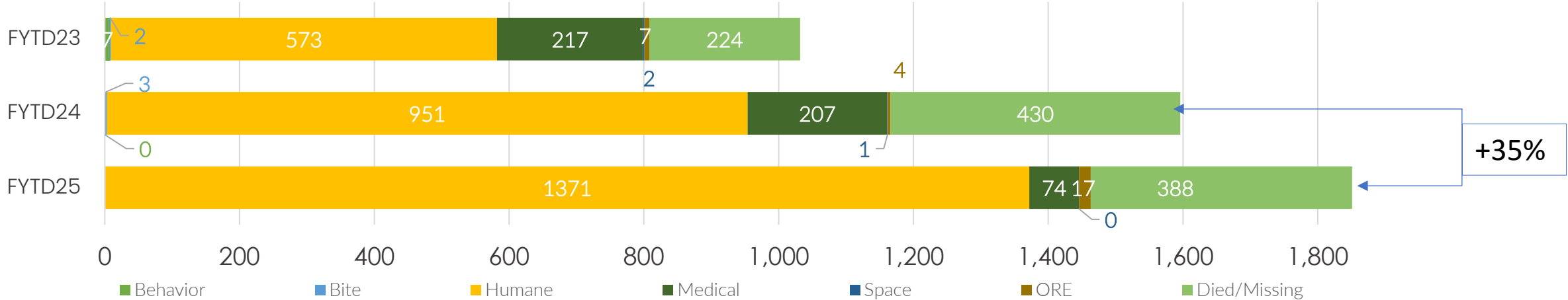
FY25 Dashboard of Performance



Live Outcome by Species- Cats



Non-Live Outcome Reason by Species- Cats



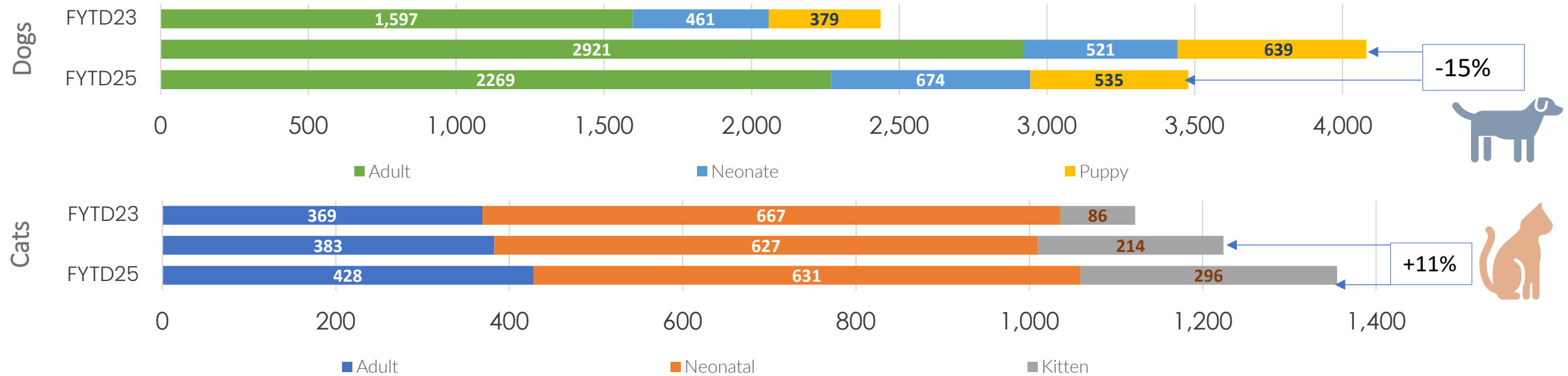
*Humane non-live outcomes increase due to DAS taking in the most vulnerable kitten litters during kitten season (Ap-Oct)

*RTO: Return to Owner, SNR: Spay Neuter Return, TNR: Trap Neuter Release ORE: Owner Requested Euthanasia

FY25 Dashboard of Rescues



Rescue Group's Dogs and Cats by Age Group



Top 10 Rescue Groups Dogs and Cats

- OPERATION KINDNESS RESCUE - **865 Total Rescues**
- DPA/HSDC RESCUE - **444 Total Rescues**
- HEARTS & BONES RESCUE - **348 Total Rescues**
- HUMANE SOCIETY OF N. TX RESCUE - **330 Total Rescues**
- SMALL MIRACLES CAT AND DOG RESCUE - **281 Total Rescues**
- SPCA OF TEXAS RESCUE - **237 Total Rescues**
- AMY HOSPICE KITTIES RESCUE - **178 Total Rescues**
- ROCKWALL PETS RESCUE - **155 Total Rescues**
- POTTSBORO ANIMAL WELFARE SOCIE RESCUE - **77 Total Rescues**
- THE MINNIS SANCTUARY RESCUE - **75 Total Rescues**



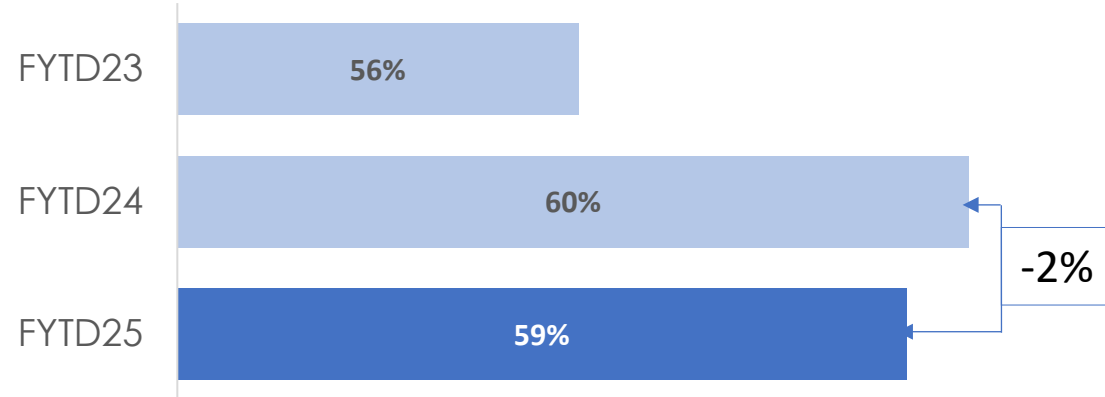
**We want to recognize all our networking partners who work tirelessly to support our life saving efforts.*

FY25 Dashboard of Performance

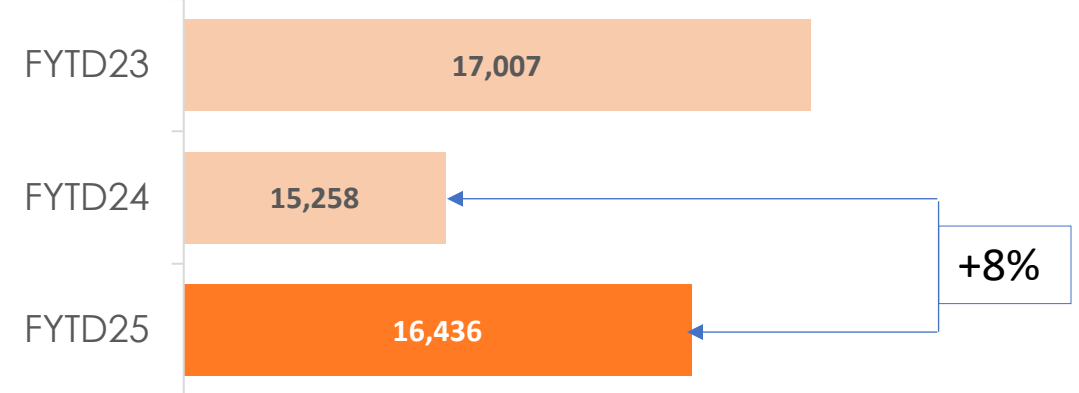


Field Activities

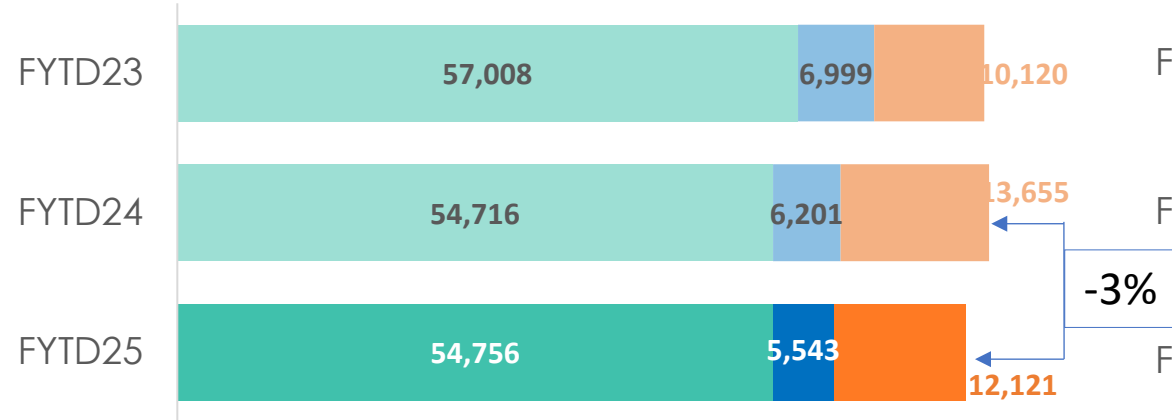
Service Request Timely Response Rate



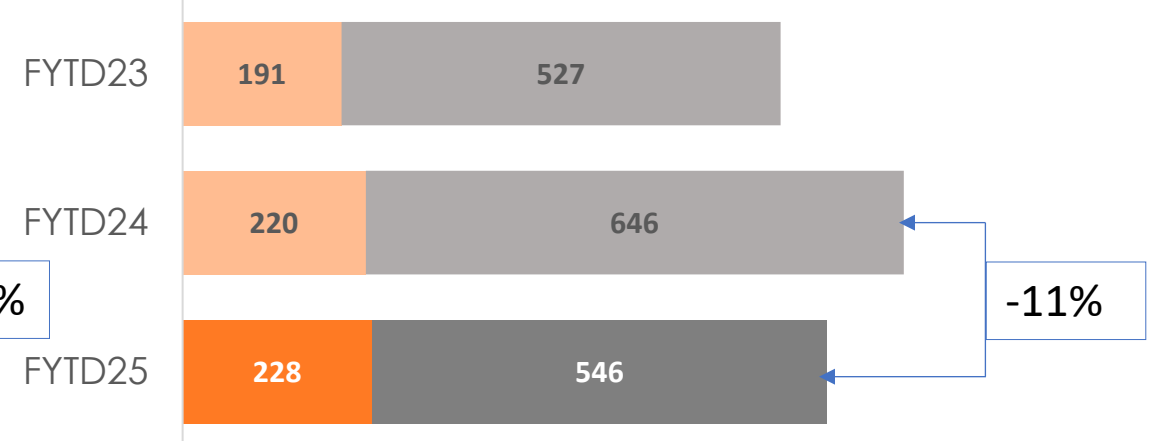
Loose & Loose Owned Service Requests



Service Request Type



Loose & Loose Owned Bites



■ External ■ Proactive ■ Follow Up

■ Loose ■ Loose Owned



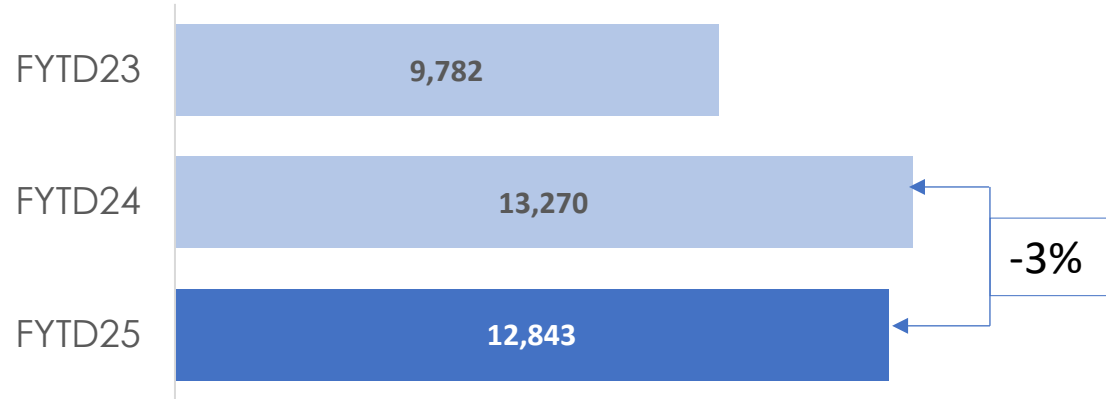
*Increases in Loose & Loose Owned reports allow for tracking and educational opportunities that can assist in the reduction in reported bites.

FY25 Dashboard of Performance

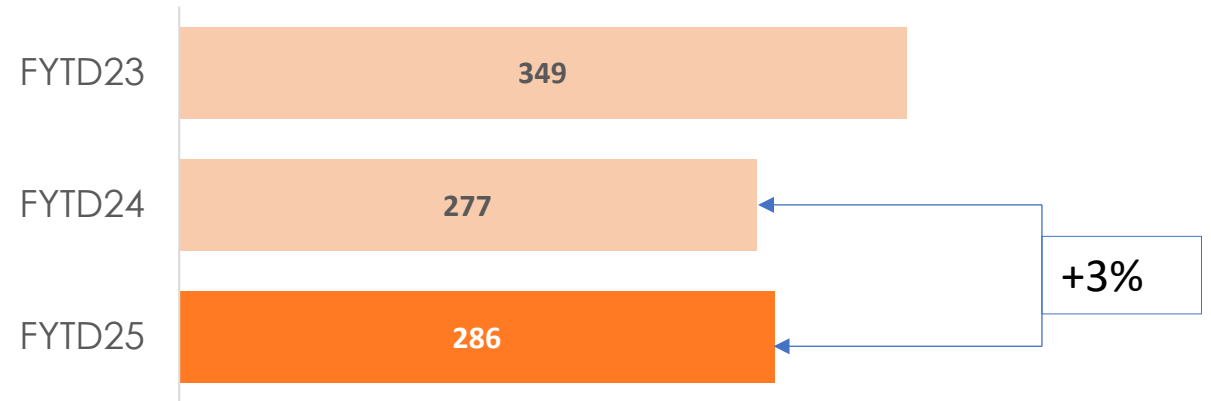


Medical Treatment

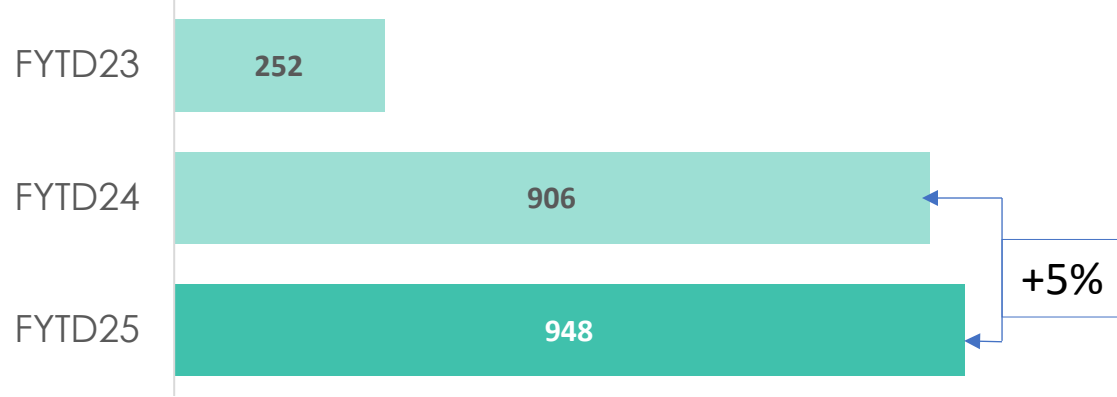
Spay & Neuter Surgeries



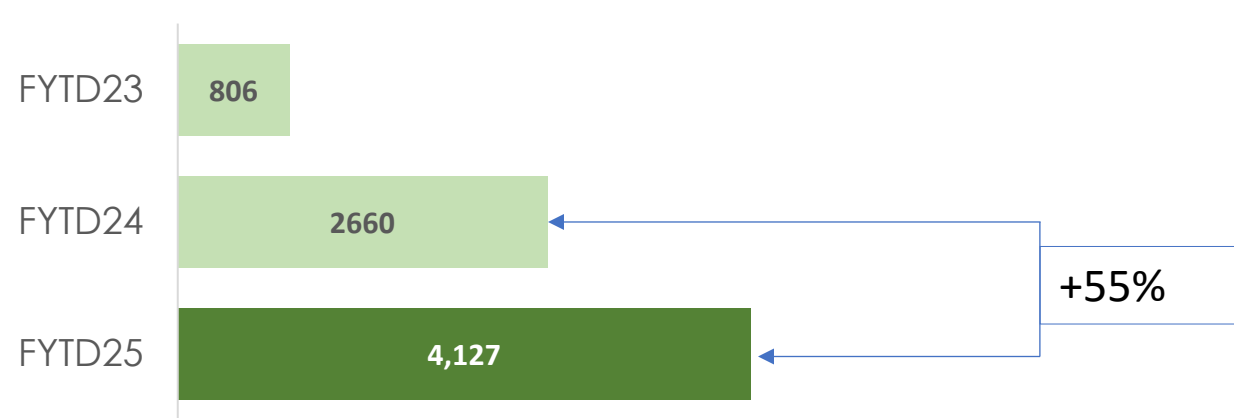
Specialty Surgeries



Heartworm Treatment



Subsidized Surgeries*



*Subsidized surgeries are those funded by the City of Dallas and provided by outside sources * Specialty surgeries are those done by DAS Vets to attempt getting an animal to a point where a private vet or rescue can continue further with care.



Suspected Animal Cruelty



Suspected Animal Cruelty (SAC)



- Dallas Animal Services Plays a role in support however; determinations of cruelty are made by DPD Cruelty Detectives based on evidence and information provided.
- Based on the data below, DAS takes in approximately 2,500 animals per fiscal year through suspected animal cruelty intake
- The Average Length of Stay for a victim of suspected animal cruelty can vary based on initial intake and any required holds for appeal and disposition (1-30+ days).

•SAC Intake FY22/23

○**3,477** Total SAC Intake

- 3,183** Roosters, Hens, Chicks
- 32** Cats
- 242** Dogs
- 9** Livestock
- 11** Other

•SAC Intake FY23/24

○**1,999** Total SAC Intake

- 1,651** Roosters, Hens, Chicks
- 61** Cats
- 269** Dogs
- 2** Livestock
- 16** Other

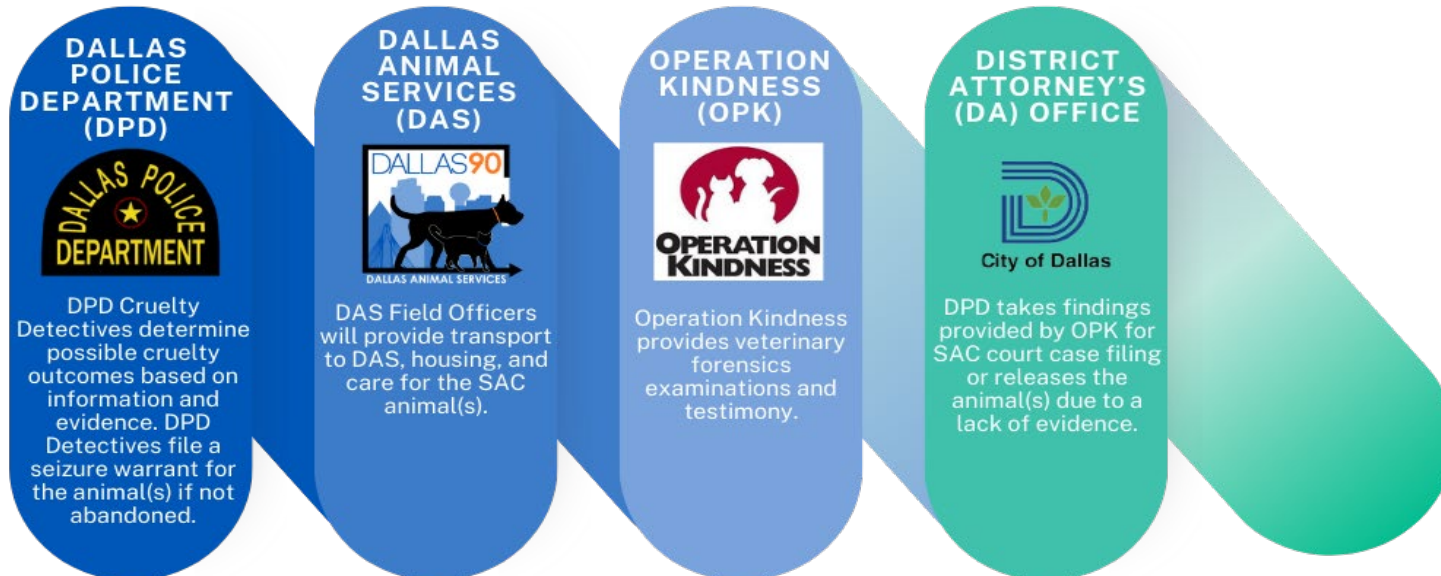
•SAC Intake FY24/25

○**2562** Total SAC Intake

- **2090** Roosters, Hens, Chicks
- **104** Cats
- **351** Dogs
- **13** Livestock
- **4** Other

Support for DPD Cruelty Unit:

- DAS provides the following:
 - Transport
 - Housing
 - Care/Feeding
 - Security
 - Veterinary Services (Follow Up)
- Operation Kindness (OPK) provides Forensics, Examinations, and testimony. DAS provides OPK:
 - Space
 - Tools
 - Equipment
 - **OPK absorbs the 600K expense for these services**



*Length of Stay (LOS) could potentially increase based on filings and outcomes

DAS Regulations & Authority



- DAS is responsible for all reactive and proactive service calls associated with Chapter 7 Animals of the Dallas City Code.
 - Based on the findings during service calls a referral to DPD Cruelty Detectives can be made.
 - DAS Animals Service Officers are not certified cruelty investigators
 - Intake of a victim of suspected animal cruelty is based on the section provided below and at the direction of DPD.

Chapter 7 Animals Sec. 7-2.5. Impoundment of Animals

- (a) The director or the chief of police is authorized to seize and impound any animal:
 - (1) in the city that is loose;
 - (2) for protective custody;
 - (3) required to be quarantined under Section 7-2.4;
 - (4) seized pursuant to a warrant or court order;**
 - (5) that is a prohibited animal and kept in the city in violation of Section 7-6.1;
 - (6) posing a threat to the public health or safety; and
 - (7) displaying signs and symptoms of extreme health concerns.**



DAS Cruelty Support



- **DAS began providing full support to the Dallas Police Departments Cruelty Unit in FY23**
- **DAS does not have an internal team solely dedicated to SAC**
 - Support is provided through the following units within DAS:
 - Field Operations Unit
 - Veterinarians and Support Staff
 - Shelter management (DAS FTE's/Temp Labor)
 - Adoption/Foster/Rescue Services





- **DAS Field Operations Unit provides transport, intake documentation, evidence, and humane disposition if necessary.**
- **Field Operations officers may refer a suspected case of cruelty-based observations during daily operations and response.**
- **Examples:**
 - Response to 311 call for service or proactive inspections
 - Officers respond to 311 call, based on findings a referral for suspected cruelty may be placed based on discussion with Cruelty Detectives
 - Warrant execution by Law Enforcement Officers
 - DPD Cruelty investigation and warrant execution
 - Evictions executed by the Constables office
 - Warrants based on other illegal activities that may involve an aspect of cruelty



- **DAS Medical staff provide follow up care and treatment post forensic examination from Operation Kindness.**
- **Medical team may refer a suspected case of cruelty-based observations during daily admissions operations.**
- **Examples:**
 - Veterinarians and Support Staff
 - May refer suspected cruelty based on physical examination of either an owner surrender or stray brought to the shelter
 - ❑ Findings can include:
 - Physical or sexual abuse through old or new injuries
 - Medical conditions related to untreated illness or injury
 - Lack of basic care (food/resources)

Shelter Management & Placement



- **DAS Shelter staff provide housing, care, feeding and observation during length of stay**
- **DAS foster, rescue, and adoption services may be provided based on disposition provided by DPD**
 - Dispositions include:
 - ☐ (No) Return to owner
 - ☐ Rescue Only
 - ☐ Adoption/Foster/Rescue
 - See Mojo's success story ([link](#)) one of many positive outcomes
 - ☐ Humane disposition

Mojo's story is just one of over 7,000 since Operation Kindness partnered with DPD and DAS. At that time, DAS and DPD had no dedicated support for forensic veterinary evidence gathering in animal cruelty cases. Through this partnership, our team has provided critical forensic services for nearly three years, including examinations and necropsies for animals suspected of cruelty or neglect.

At Operation Kindness, we remain steadfast in our mission: creating a kinder world for pets and the people who love them. By assisting in animal cruelty investigations and supporting our law enforcement and shelter partners, we are helping to ensure that more pets like Mojo can find safety, healing, and hope.





Capacity Review



Capacity Analysis



- **Increased Capacity:** Dallas Animal Services (DAS) is open seven days a week and is closed to the public only twice a year. The DAS Field Services Unit operates 24 hours a day.
 - Large-breed dogs make up our largest population, increasing contract labor, food, and medical expenses.
 - In FY25, DAS experienced a significant increase in dog and cat capacity compared to previous fiscal years.
 - On average, in FY25, DAS took in **95 dogs beyond its capacity.**
 - This figure is for public space only (lost or owner surrender), this does not include; quarantine, police custody, or injured dogs.
 - Increased capacity requires additional staffing to safely move, feed, and care for the shelter population.

Shelter Capacity By FY				
FY	Avg # Dogs	Avg Capacity %	Avg # Cats	Avg Capacity %
22/23	351	111%	40	29%
23/24	410	136%	64	66%
24/25	402	132%	62	66%

3-YR History of Day Labor Expense (FY23-FY25)	FY22-23	FY23-24	FY24-25
3098 (Day Labor)	\$1,211,550.81	\$2,146,973.04	\$2,411,157.60
# of day labor staff per shift	40.00	56.00	50.00
total # of hours / weekly	1379.51	1988.19	1972.52
3-YR History of Expense Object Codes:	FY22-23	FY23-24	FY24-25
2200 (Chemical medical Surgical)	\$1,060,788.67	\$1,005,800.76	\$1,055,438.28
2241 (Animal Food)	\$ 244,251.51	\$ 261,002.26	\$ 322,141.35



Capacity Challenges



Increased Capacity & Exposure Risks:

- Dallas Animal Services operates 365 days a year.
 - Shelter intake and adoptions are closed to the public only twice a year.
 - DAS Field Services Unit operates 24-hours a day 7-days a week responding to over 70K calls for service per year.
- As noted, DAS has been operating above its capacity.
 - Capacity challenges are not only an issue for DAS but as well an issue nationwide
 - Due to these capacity challenges in the past 3-years DAS has experienced three outbreaks
 - **Canine Influenzae Virus (CIV)** - also known as the "dog flu," is a respiratory infection caused by influenza A viruses that primarily affect dogs. [Link](#)
 - **Canine Infectious Respiratory Disease Complex (CIRD-C)** - is a spectrum of contagious respiratory infections in dogs including kennel cough. [Link](#)
 - **Canine Distemper Virus (CDV)** - a highly contagious and potentially fatal viral disease that primarily affects dogs, but can also infect other mammals such as ferrets, raccoons, and foxes. [Link](#)
 - ❑ All animals brought into the shelter are vaccinated however, a vaccination is not a cure, animals may still shed the virus and potentially spread disease
 - ❑ Lack of space and movement of animals have contributed to the rapid spread. This has been conveyed by subject matter experts.
- DAS continues to examine best practices in care and movement to limit exposure. As well as limiting spread through isolation and placement of animals with foster or rescues.





Next Steps



Next Steps



- **Strategic Partnerships & Program Development**

- DAS is collaborating with DPD to develop a Request for Proposal (RFP) to identify a reputable partner to assume responsibilities currently managed by DAS.
 - RFP has been submitted to procurement
 - DAS will continue to play a vital role
- Actively pursuing partnerships to expand access to spay/neuter and vaccination services.
- Creating promotional and engagement initiatives to boost community support and awareness.

- **Operational Improvements & Service Enhancements**

- Committed to reducing shelter capacity while increasing positive outcomes for animals.
- Continuously working to expand adoption, foster, and rescue opportunities.
- Providing supportive services and resources to pet owners to help divert potential surrenders.

- **Budget Management & Staffing Optimization**

- Exploring cost-saving measures to minimize budget impact.
- Evaluating shift adjustments to optimize staffing and decrease overtime costs.
 - Recently, the medical intake unit adjusted its schedule hours to better align with intake demand and improve late-hour service availability.





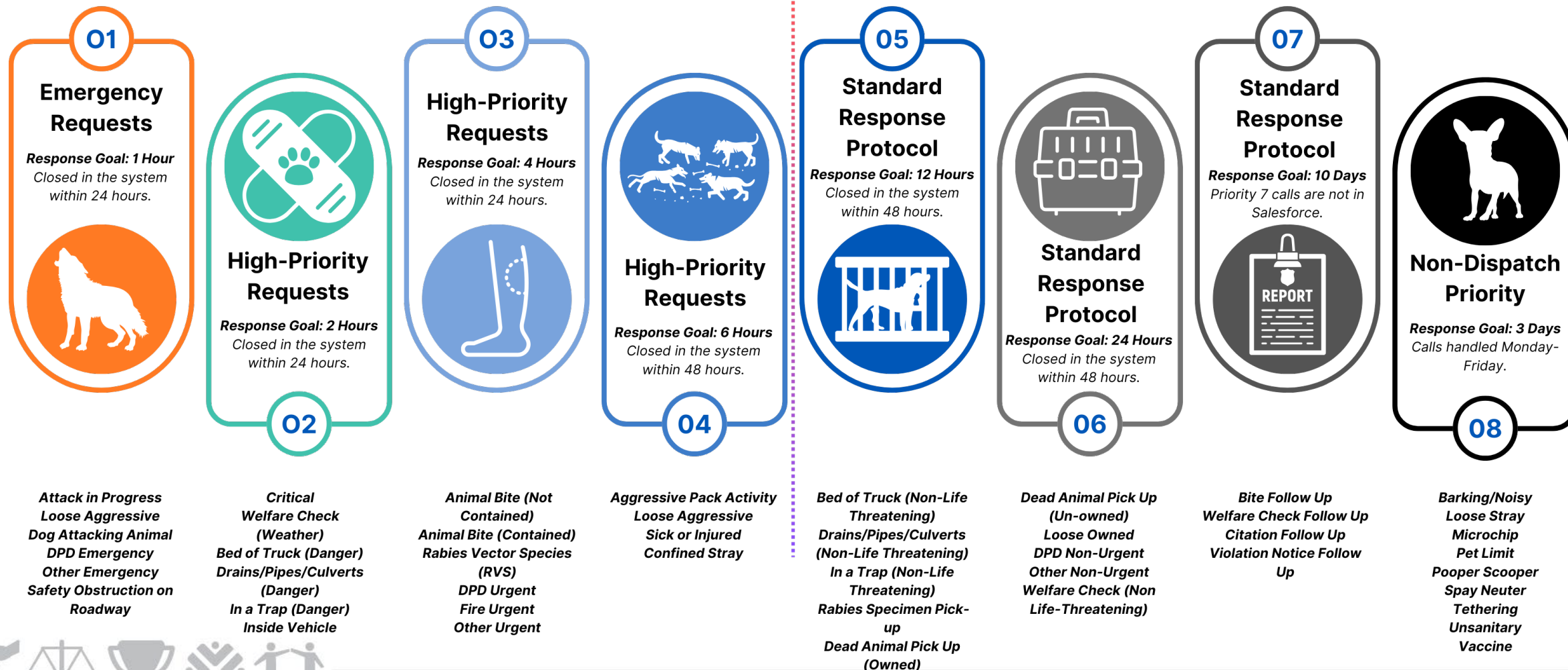
APPENDIX





Field Operations

Field Services Service Call Priority Levels





City of Dallas

Dallas Animal Services

Operations Overview

Quality of Life, Arts, and Culture
October 20, 2025

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