

# Memorandum



CITY OF DALLAS

DATE June 21, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Dallas Animal Services City Council Agenda Item**

The following Dallas Animal Services (DAS) item will be considered by City Council on the June 26, 2019 Agenda:

- Item Number 8 - Authorize the (1) acceptance of a grant from Petco Foundation on behalf of the Innovation Showdown Investors, for the Petco Foundation-Innovation Showdown Investors Grant award to develop the D90 Shelter Service System to enhance operations, programs, and partnerships that reduce the number of animals in shelters and provide additional lifesaving opportunities in the amount of \$200,000.00 for the period June 26, 2019 through October 31, 2020; (2) receipt and deposit of grant funds in an amount not to exceed \$200,000.00 in the Petco Foundation-Innovation Showdown Investors Grant 19-20 Fund; (3) establishment of appropriations in an amount not to exceed \$200,000.00 in the Petco Foundation-Innovation Showdown Investors Grant 19-20 Fund; and (4) execution of the grant agreement and all terms, conditions, and documents required by the grant agreement - Not to exceed \$200,000.00 - Financing: Petco Foundation Grant Funds.

DAS is receiving the Innovation Showdown award from the Petco Foundation and the Innovation Showdown Investors in the amount of \$200,000.00 to develop a D90 Shelter Service System (D90SSS) which will help increase customer satisfaction and positive animal outcomes in the main animal shelter facility for the City of Dallas. The D90SSS will serve as a customer service application providing assistance to citizens while in the shelter and at home. The D90SSS will enhance the customer experience by helping residents search adoptable or lost/found pets using both physical and behavioral characteristics; using indoor GPS to direct customers to an available pet's location within the building; notifying Animal Care Representatives when a service is needed; entering customers into service queues and displaying estimated wait times; suggesting similar pets on each animal's profile based on search characteristics; providing face to face customer service by functioning with video chat platforms such as Facebook portal; creating an electronic animal adoption process; streamlining the foster system; and more.

This program will be the lifesaving gift that keeps on giving, allowing DAS to continue to save thousands of additional lives annually.

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This item is scheduled for City Council consideration prior to the next meeting of the Quality of Life, Arts and Culture Committee. Should you have any questions or concerns, please contact myself or Ed Jamison, Director of Dallas Animal Services.



Nadia Chandler Hardy

Assistant City Manager and Chief Resilience Officer

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney (Interim)  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Michael Mendoza, Chief of Economic Development and Neighborhood Services  
M. Elizabeth Reich, Chief Financial Officer  
Laila Aleqresh, Chief Innovation Officer  
Liz Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors