



Animal Advisory Commission Minutes

October 29, 2020

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CITY SECRETARY
DALLAS, TEXAS

Minutes -FINAL

1. **Call to Order** – 1:30 PM
2. **Approval of Minutes** – January 16, 2020

A motion was made by Commissioner Shelby Bobosky, to approve the January 16, 2020 minutes and second by Commissioner Robert Trimble. The motion passed unanimously.

Director, Ed Jamison stated the objectives for the meeting, Principles & Defining Success, Dashboard of Performance to Date FYE20 and Other Topics, Decrease in Euthanasia, COVID Timeline, HASS Program, DEI, Hurricane Laura Response, Budget, Grants & Awards. Normally the whole team would present, on their individual slides from the department, but in this virtual world, I will go through the entire presentation and the team is on and can jump in to answer any questions.

3. **DAS Management Report**

Principles – As always we establish this early on, just a little over 3 years ago, when Edward Jamison got to DAS, our guiding principles are Public Safety, Compassion and No Shortcuts and that is still to this day, what we use in trying to make tough decisions.

DAS COVID-19 Timeline – things happened very quickly. We were having meetings in the EOC, as early as February and saw that the pandemic was starting to make its way to the United States, and we knew that it was coming to Texas.

- **In Mid-March 3/12:** we kicked things into gear with social distancing, crowd control, we put out pleas for fosters and adopting. It was hugely successful, almost to the point that we were there so many people coming to the Shelter that we were having a hard time funneling people through the Shelter and trying to keep distance between everyone. Appropriate staff began telecommuting and we had a plea for fosters and adopters.
- **3/24:** Building Closes to the Public – and the City put out instructions and orders for public buildings to change their operations and to close. In this timeframe and leading up to this, all City departments were asked to look at, what would your department look like if you had significant staff lose, what are your essential services that have to be delivered to keep going and what other services could be added on?
- **April:** We had increased precautions. We felt better equipped than most to handle with infectious disease on a daily basis at DAS and we had to deal with distemper in the Shelter in 2018. PPE wasn't a new thing for our staff. We were able to equate a lot of that to COVID-19, on not how to pass that through. All staff were required to wear masks, gloves required when handling cats and the Shelter was divided into A/B Team schedules.
- **May:** Phase I of our Dallas 90 Shelter Service System began. There was testing with Web Chameleon, Tele-medicine and we will be able to utilize the Volunteers, with very limited capacity, on-site and we started accepting owner surrenders by appointment. The Courts closed very early. There was a ripple effect of our Field Operations. We were instructed to try to limit human to human contact, that was one of the main focal points of COVID-19. We are very proud of our fixit tickets and the assistance to help people get into compliance and citations ultimately being dismissed due to compliance, but between Courts being closed, SPCA and the Spay/Neuter Networks had to close their operations, there were a lot of ripple effects that hampered things, but we were able to get Civil Citations going for repeat offenders.
- **Fiscal Year End:** We had to submit a 13% budget cut proposal to the City Manager and that equals just under two million dollars, it came to \$1.9 million dollars. Later on we received a budget slide and did not lose 13%, but there were some cuts.



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Defining Success in FY20 – The four main goals that City Council looked at last year were our Return to Owner (RTO) Rate, Timely Response Rate, Live Release Rate and Decrease in Loose Dog Bites. Three out of the four of those we achieved.

- **Combined Shelter & Field Dog RTO** - We were able to return dogs back to their owners, even though the Field Operations cut back on Field Return to Owners. We were able to reunite people with their lost pets.
- **Timely Service Request Response** – We were highly proactive, highly engaging, highly face-to-face and our entire Field Operations had to shift entirely on its head. We dealt with the highest priority calls and making sure that we got there super, super, fast and as the priority decreased, calling and getting more information, before an Officer was dispatched out, was one of the changes.
- **Live Release Rate for Dogs & Cats**
- **Decrease in Loose & Loose Owned Bites** – There was a 15% increase in loose owned dog bites, while there was a 6% decrease in dog bites for loose unowned dog bites.

Dashboard of Performance-to-Date

Public Safety

- **Total Dog Intake** – Is down drastically, which includes Field and Shelter.
- **Field Dog Intake** – Is down considerably.
- **Service Requests** – Our service requests are down as well.
- **Loose and Loose Owned Bites** – The number was up 752 in FY16 and down 616 in FY20.
- **Loose and Loose Owned Dog Service Requests** – The number was down 36% from 19,272 FY16 to 12,339 FY20.
- **Timely Response Rate** – Is by quarter. We ramped up in the 4th quarter and put our focus on how quickly we respond to calls.

Quality of Animal Treatment – Animals are still coming in and I am proud of the team that we hit the 90% mark, considering the environment that we are working in right now. That's our standard anyway.

- **Live Release Rate Dog & Cat** – We had huge plans for cats, before COVID-19 hit, but when COVID-19 hit, one thing that became apparent, that felines were able to contract COVID-19, so all of the recommendations nationally were to touch cats as little as possible. It does not appear to be any evidence that cats can give it to humans, but there was credible evidence that humans can give it to cats. So, we kept that in mind when triaging calls.
- **Live Release Rate Cat & Dog Splits** – We were really trying to get the public involved with our PR. We had some great external partners, the SPCA, Spay/Neuter Network, Dallas Pets Alive, grant money from Best Friends, going towards cat programming and then the virus hit and everything changed.
- **% of Dog Intake Already S/N & Microchipped** – The percentage of animals that are coming into our care, that are already spayed/neutered and microchipped. The microchip alone gives so many more opportunities and ties directly to live outcomes as well.

Stakeholders

- **Dog Returned to Owner** – The numbers are closer to the FY18 numbers. We expected that number to go up. Percentage wise they are up, but with lower inventory altogether we expect that number to go down.
- **Adoption by Visiting Parties** – We were tracking this by our touch screen kiosk, in our lobby. Needless-to-say, we don't have people coming into the building, like we did before and nobody wants to touch a touch screen, so were looking at the disposable stylus, similar to the ones that were used when you go to vote, as we start to re-open. The 72% came from actual scheduled appointments that ended up in adoptions.
- **Adopted Cats and Dogs** – The overall number is down, but the actual adoption percentage of our total outcome has increased. Every number is going to be down in this environment.



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Quality of Animal Treatment

- **Quality of Stay Score** – by having a lower population we knew that the length of stay could potentially and that keeping the enrichment for both dogs and cats and their quality of stay, needless to say, we were able to get more dogs outside even more, which gives us a chance to learn more about the animal and it gives us a chance to play with the cats more, which gives us information for adoption and rescue groups.
- **Cat & Dog Transfers to Rescue** – this is down, but the rescue percentage is up 15% from a year ago to 22%.
- **Animals Fostered** – fosters have been huge and they really spiked when we put the call out in March. The number is lower than last Quarter 4, but that is not a bad thing percentage wise.

Quality of Animal Treatment – Medical Care

- **Heartworm Treatment Completed** – We have always had heart worm dogs and Dallas Pets Alive was the only option, for any treatment of heart wormed animals we tackled that one. The number was 35% more likely to be euthanized, if the animal was heart worm positive. That program has really gone well and is excelling in this virtual environment that we are in.
- **Spay and Neuter Surgeries** – anything that can be altered is still being altered.
- **Specialty Surgeries** – We still have the capability to do all of our surgeries, as individual situations call for it.

Quality of Animal Treatment – Our teams are on a strict A and B schedule and they don't interact at all. We are prepared if one entire team gets sick, we would still have enough work force to do all of the essential things that need to happen.

- **Volunteers** – Our in-person Volunteers are on A and B schedules as well.
- **Volunteer Enrichment Activities** – Where finding ways for that and that's a lot of the volunteer opportunities that we have right now are to help us with the enrichment of the animals.
- **Doggy Daycations** – Getting the D90 runs and walks together was a high priority to get back. We knew that we were able to social distance, being that it takes outside. This was one of the first volunteer opportunities that we brought back. Doggy Daycations is something that we are not able to do at this time and that's when people would pick up the animal and take it out for the day and bring it back.

Decrease in Euthanasia – Year over year the numbers have been coming down.

Change in euthanasia numbers:

- **From FYE16 to FYE20**
All Animals: -77%
Dogs: -83%
Cats: -74%
- **From FYE19 to FYE20**
All Animals: -55%
Dogs: -65%
Cats: -47%

Human Animal Support Services (HASS) – Our operations right now are on COVID-19.

- DAS is a Tier 1 Pilot Shelter
- HASS' GOAL is to transform traditional sheltering system to serve the entire community in supporting the human-animal bond.
- DAS is already a leader and innovator in many of the areas HASS focuses.

Diversity, Equity & Inclusion

- DAS is committed to being leader in DEI.
- DAS is Evaluating:
 - Staff Diversity – Including growth opportunities.
 - How We Assist Community – Enforcement driven?
 - Processes – Updating adoption processes.



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- DEI Committee Created – First meeting held in July.
- Building Culture Through DEI Lens.

Hurricane Laura Response

- Owned Pets for Keep Safe
 - 52 Dogs
 - 8 Cats
 - 6 Pocket Pets

Transfers of Adoptable Dogs

- 25 Dogs from Pen Pals Animal Shelter in Louisiana.
- 17 dogs from SPCA of Brazoria County near Texas Coast.

Budget – We ended up losing \$465,000 of our everyday operating expenses.

- FY21 Budget
 - \$15,314,969
- FY22 Proposed Budget
 - \$15,588,499
- DAS FY21 Cuts
- Staff Compensation Changes
 - Minimum wage increased to \$14/hour for Temporary Employees
 - No merit increases for the next 2 years.

Grant & Awards FY20

- Best Friends Animal Society
 - Positive Outcome Lifesaving Award
 - Rachael Ray Save Them All Grant - \$49,058
- PetSmart Charities
 - COVID-19 Emergency Relief Grant - \$20,000
 - COVID-19 Partner Grant - \$9,630
- Humane Society of the United States and Mars
 - PetCare COVID-19 Relief Grant - \$10,000
- Maddie's Fund
 - COVID-19 Foster Stimulus Grant - \$20,000
- Mars
 - Better Cities for Pets Certification (renewed)
- Petco Foundation
 - Lifesaving Award Grant - \$150,000
 - Innovation Award

4. **Public Comment** – No comments

5. Adjourn

- The meeting adjourned at 2:56

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Stephen Edison

Animal Advisory Commission Chair

Cindy Hall

Board Coordinator