

Memorandum



CITY OF DALLAS

DATE August 20, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Animal Services FY21 Q3 Performance Dashboard**

With the third quarter of FY21 behind us, Dallas Animal Services (DAS) has updated its performance dashboard to reflect the status of key programs and resident services compared to previous years-to-date. The FY21 Q3 Dashboard covers public safety and life-saving statistics as well as heat maps to highlight areas with the greatest service needs within the city. Moving forward, DAS will provide this dashboard to the Quality of Life, Arts & Culture Committee on a quarterly basis to keep councilmembers better apprised of its operations.

In the attached DAS Q3 Report, DAS highlights successes and trends from the last quarter, such as the changes in human behavior and community needs caused by the pandemic. To address these needs, DAS has increased its emphasis on the creation of social services-inspired pet owner support programs. Subsequently, DAS has seen a 40% decrease in the number of owners forced to surrender their dogs or cats - a significant victory in keeping families together during this difficult time!

While decreased owner surrender rates have led to a lower overall animal intake rate, it has not resolved capacity challenges as these animals were historically highly adoptable pets. Instead, a higher percentage of DAS' population is made up of lost or stray pets with special needs (sick, injured, aggressive pets, and orphaned neonatal kittens). These special needs pets require more resources and time to find a positive outcome, which has led to an increased length of stay in the shelter and a strain on capacity. These pets are also the most likely to need humane euthanasia due to medical or behavioral challenges.

The change in DAS' population has reduced the percentage of pets considered placeable and, as a result, has impacted DAS' live release rate. Yet, DAS' number of dogs and cats euthanized compared to last year has actually decreased by 23% (from 1,570 to 1,202), confirming DAS' ongoing commitment to increased lifesaving.

DAS is not the only shelter struggling with capacity issues as we enter the Fall; shelters across the country are facing a capacity crisis due to increased intake levels, lengths of stay, and decreased transfer, adoption and fostering rates. DAS' team is working hard to overcome these challenges by partnering with BISSELL Pet Foundation for an emergency Empty the Shelters event this weekend and NBC for Clear the Shelter's national adoption event from August 23 to September 19.

DAS has also prepared the attached informative flyer to guide your teams and constituents when they need animal-related services. In most situations, a 3-1-1 service request is

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required for DAS to respond to an incident; however, an emergency such as active animal cruelty should be reported directly to Dallas Police Department via 9-1-1.

DAS continues to be committed to its guiding principles: Public Safety, Compassion, No Shortcuts. For any additional information, please contact me or MeLissa Webber, Interim Director of Dallas Animal Services, at MeLissa.Webber@dallascityhall.com or 214-671-1589.



Joey Zapata
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

Common Reasons to Make Service Requests About Animals

**Call
3-1-1**

Dallas Animal Services (DAS) dispatches Animal Services Officers to service requests which can be made by **calling 3-1-1**, visiting **BeDallas90.org**, or using the **OurDallas mobile app**.

✓ Sick or injured animals (including loose pets or wildlife)

✓ Welfare checks

If you see an active case of animal cruelty, call 9-1-1. If you suspect neglect or would like a temperature, weather, or nuisance-related welfare check, make a service request to dispatch Animal Services Officers.

✓ Confined strays

If you are able to safely secure the animal in your fenced yard or home, please alert the call taker and an Animal Services Officer can be dispatched to pick up the animal.

✓ Threats to public safety

If you see a loose dog that is a threat to public safety, make a service request to report it to DAS.

✓ Dog bites

A person bitten by a dog MUST report the incident by making a service request. Doctors and medical facilities must also report dog bites. We will investigate the incident after it is reported.

✓ Animal remains collection

The DAS Animal Remains Collection Team will come and remove the remains of deceased animals free of charge for animals up to 100 lbs. For more information, visit BeDallas90.org.

✓ Urban wildlife

Create a service request if you are concerned about a potentially dangerous animal or see sick or injured wildlife. Please do not interact with exotic animals or wildlife at any time.

✓ Livestock

Roosters are prohibited. If you see roosters, submit a service request.

If you have made a service request and wish to follow up, please note the Service Request (SR) Number. You can follow up by calling 3-1-1. SR#: _____

Inquiries not related to field service requests should be directed to DAS through email:

DASadopt@dallascityhall.com
Adoption Inquiries

DASfoster@dallascityhall.com
Foster Inquiries

DASpio@dallascityhall.com
Media Inquiries

DASpetsupport@dallascityhall.com
Lost Pets & Pet Support

DASvolunteer@dallascityhall.com
Volunteer Inquiries

www.BeDallas90.org



FY 21 Q3

QUARTERLY REPORT



April – June 2021

FY 21: October 2020 – September 2021

In-Person Adoptions are BACK at DAS!



On May 26, DAS began allowing adopters inside of the main shelter to meet adoptable pets in-person for the first time since the COVID-19 pandemic began. That first week of in-person adoptions alone saw 433 dogs and cats go home to new families; that's a 158% increase in adoptions when compared to the week before.

That success could not have come at a better time, as DAS was facing its highest capacity since the pandemic began. Now, with just one quarter left in Fiscal Year 2021, DAS needs the support of the Dallas community more than ever to help keep that momentum going and save the lives of as many pets as possible this year. As the pandemic continues, DAS is offering both online and in-person adoptions to ensure that all residents feel safe and have access to pet adoption.

For additional information about adopting in-person and other ways to help DAS #BeDallas90 in FY 2021, visit BeDallas90.org.



3,868 LIVES SAVED THIS QUARTER.*
including
2,145 DOG & CAT ADOPTIONS



April 2021

May 2021

June 2021

88.8%
Live Release Rate

87.2%
Live Release Rate

81.7%
Live Release Rate

"Pandemic Pets" are Staying with their Families

Searching for companionship and connection over the last year, many decided to open their hearts and homes to a four-legged friend. Now, shelters across the country, including DAS, are facing ongoing capacity challenges. The fact that this rise in capacity comes alongside the reopening of businesses has led many to ask if there is a correlation between pet owners returning to work and increased pet intake. The answer, at least here at DAS, is no.

In fact, DAS has seen the adoption return rate go down this year compared to last year and only 1% of "pandemic pets" have been returned since the world began re-opening. What is driving capacity numbers? The same thing DAS sees every spring and summer: an increase in lost dogs and orphaned neonatal kittens. Learn more about how you can help us lower capacity at BeDallas90.org.

THE THIRD QUARTER OF FY 21 (APRIL– JUNE) ALSO SAW:

11,743
ASO External
Service Requests
Completed



84
Heartworm
Treatments
Completed



29
Other Domestic
Animals Adopted**



160
Specialty
Surgeries
Completed

*Includes positive outcomes for cats and dogs. **Other Domestic Animals are not included in other reported numbers or LRR. ***Pets adopted through Home To Home™ are not included in adoption, intake, outcome, or LRR numbers.

YEAR OVER YEAR COMPARISONS*

(Fiscal Year to Date for the Past 5 Years)

72.9%
Live Release Rate
FOR FYTD 17

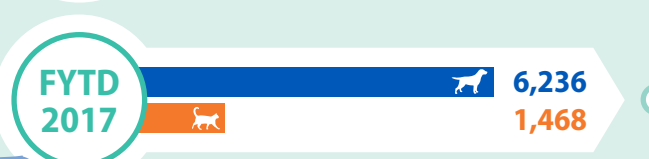
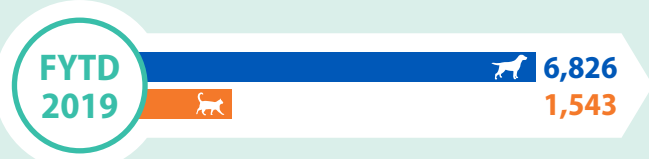
87.8%
Live Release Rate
FOR FYTD 21

OWNER SURRENDER DECREASE



Increase in Pet Owner Support

Even before the onset of the pandemic, DAS recognized the need in the community for increased pet owner support and resources and laid the groundwork for several pet support programs. DAS now offers struggling pet owners more options to help them keep their pet or keep the pet out of the shelter, including the Pet Support Call Center in partnership with Spay Neuter Network and Dallas Pets Alive!, direct re-homing assistance through Home to Home™, the Pet Food Pantry, and more. DAS is continuing to develop additional programs to address community needs in conjunction with other shelters participating in the Human Animal Support Services program. Learn more about DAS pet owner support at BeDallas90.org.

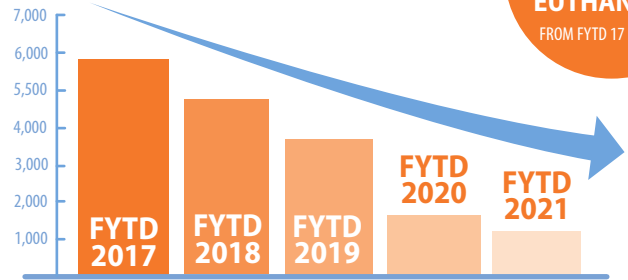


63% decrease from FY 17

In March of 2020, DAS adjusted field and shelter operations in an effort to slow the spread of the COVID-19 pandemic in our community.

EUTHANASIA***

80%
DECREASE IN
EUTHANASIA
FROM FYTD 17 - FYTD 21



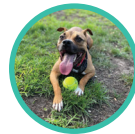
ADOPTIONS



FYTD 2020
6,384 DOGS
2,192 CATS

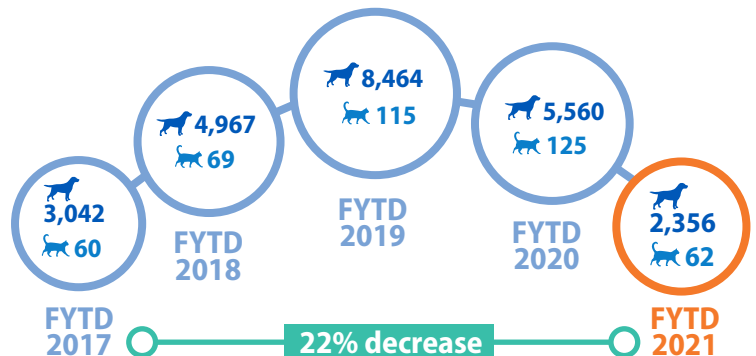


FYTD 2018
7,244 DOGS
1,802 CATS



RETURN TO OWNER

(Shelter & Field Combined)



34% decrease from FY 17 - FY 21

22% decrease

*All numbers are based on DAS' Shelter and Field Fact Sheets and only include dogs and cats **LRR for months prior to March 2019 have been updated to reflect the new DAS LRR calculation which includes Died in Care and Owner Requested Euthanasia. ***Numbers in this graph include owner requested euthanasia (ORE) for dogs and cats.

We couldn't do this lifesaving work without YOU.



You chose to #BeDallas90 in FY 21 Q3!

BE
an Adopter.

5,033
PETS ADOPTED
FYTD



DAS HAPPY TAIL Grace's Story

In April, DAS Animal Services Officers and Dallas Fire-Rescue responded to a 911 call about an animal trapped inside of an SUV. Together, DAS and DFR worked for hours, even removing one of the tires of the vehicle, to get better access to the small puppy who had crawled up beneath the engine. The best part of this story? Once the puppy was free and safe, one of the firefighters who helped free her decided to adopt her and named her Grace! She's living out her #DASHappyTail on a big farm complete with lots of farm siblings!



BE
A Foster.

1,301
PETS IN FOSTER
FYTD



Fiscal Year to Date, our Dallas90 volunteers have helped with...

5,811
VOLUNTEER
HOURS

1,137
DOGS GETTING OUT
FOR A D90 RUN**

738
CATS BEING
CUDDLED**

BE
A Volunteer.



A special **THANK YOU** to Friends of Dallas Animal Services for their continued financial support this quarter! Learn more and donate at www.FriendsOfDAS.org.



BE DALLAS90.



www.BeDallas90.org

*Numbers reflected only include dogs and cats.
**Numbers of dogs getting out for a D90 run and cats being cuddled includes duplicates of the same animal getting out or being cuddled more than once on separate volunteer shifts.

FY21 - Dallas Animal Services Performance Dashboard

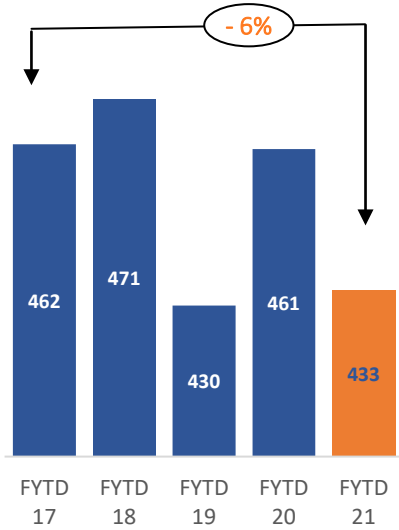


DAS' FY21 Dashboard – As of 6/30/2021

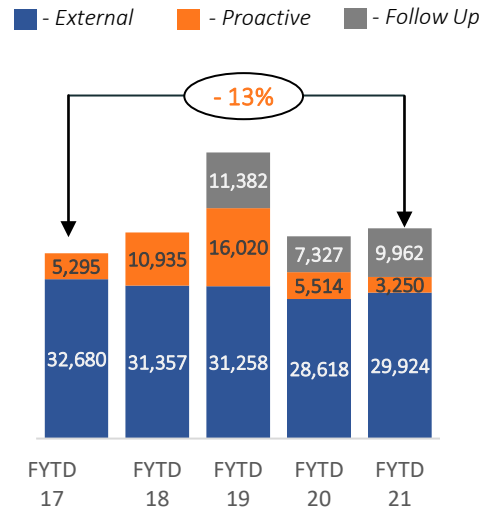
*DAS started to track and report Follow Up calls in FY19. They are not included in the % change calculation. DAS transitioned to Salesforce in FY19. DAS started to report Proactive SRs in FY17.

** These bites occurred either at an unspecified location or a general area that couldn't be assigned to a specific district with certainty.

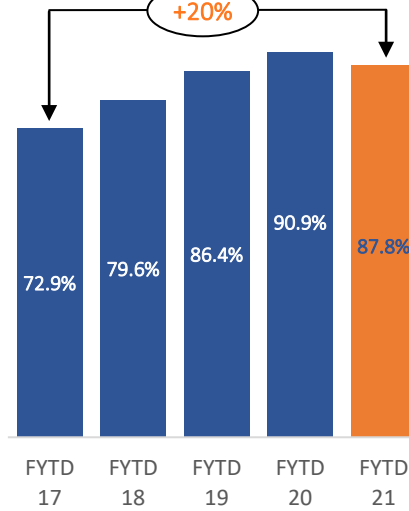
Loose and Loose Owned Dog Bites



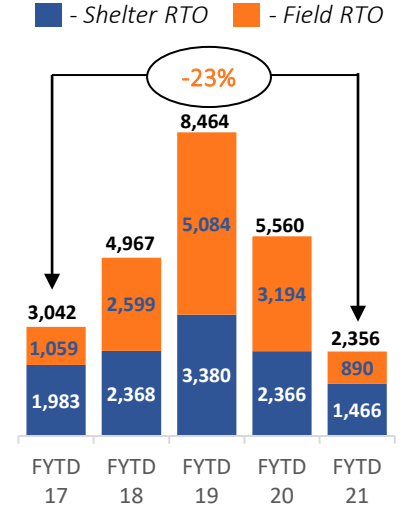
Service Requests



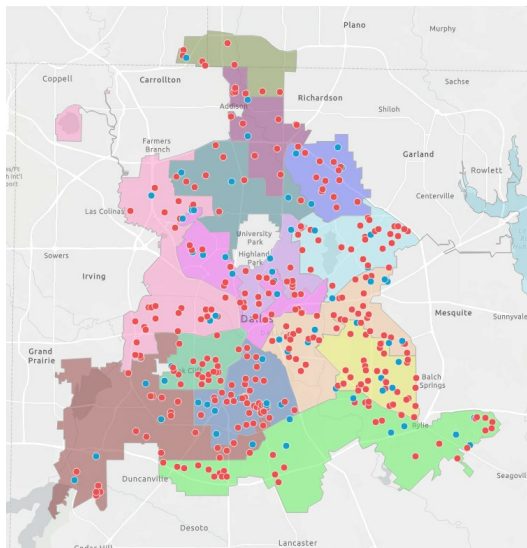
Live Release Rate (Dogs & Cats)



Dog Return to Owner Success Rate

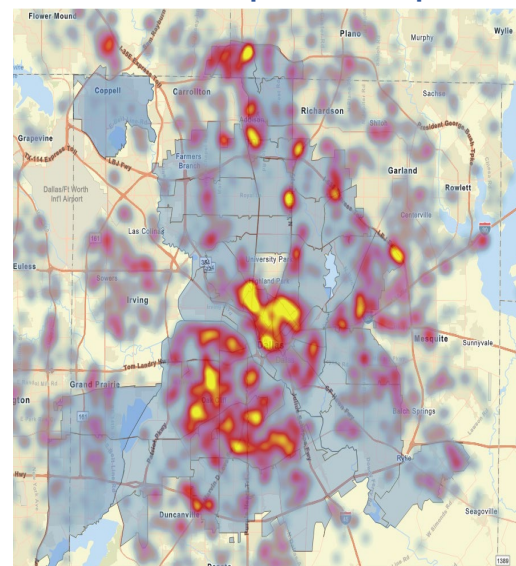


Loose & Loose Owned Dog Bites by District

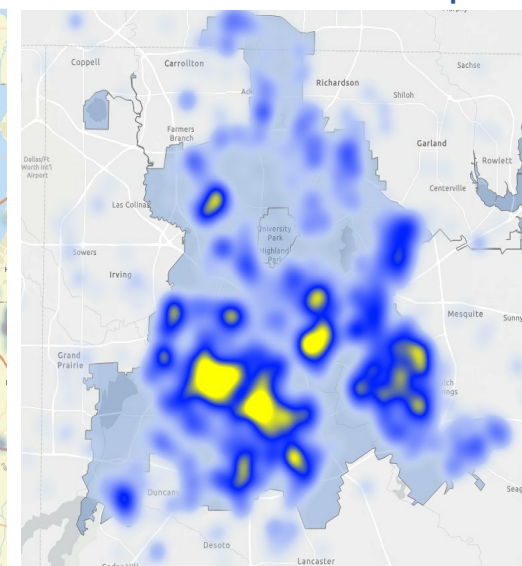


Council District	Loose Dog Bite Count FYTD20	Loose Dog Bite Count FYTD21	% of Change	% of FYTD21 Total
1	20	25	25%	6%
2	37	35	-5%	9%
3	30	32	7%	7%
4	57	55	-4%	13%
5	49	50	2%	11%
6	41	32	-22%	9%
7	42	53	26%	10%
8	44	44	0%	10%
9	39	30	-23%	9%
10	27	21	-22%	6%
11	14	17	21%	3%
12	13	9	-31%	3%
13	11	14	27%	3%
14	28	16	-43%	6%
UNKNOWN	9	0	-100%	2%
TOTAL	461	433	-6%	100%

Pet Adoption Map



Return-to-Owner Map



Key:

- = OWNED Dogs
- = UNOWNED Dogs

*40 bites occurred at intersections that could not be mapped.