

Memorandum



CITY OF DALLAS

DATE October 29, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Animal Services FYE21 Performance Dashboard**

Dallas Animal Services (DAS) has updated its FYE21 Dashboard for Q4 to reflect the status of key programs and resident services compared to previous years and has attached it here for your consideration. The FYE21 Dashboard covers public safety and life-saving statistics and includes heat maps that highlight the areas with the greatest service needs within the city.

DAS has also attached its Q4 Report, which highlights successes and trends from the last quarter, such as its first international animal transport and the growth of its volunteer program. The report details the 161% increase in individual volunteers and 240% increase in volunteer hours compared to FY20 Q4 and also highlights the 78% decrease in dog and cat euthanasia DAS has achieved since FYE17.

Though DAS did not achieve its goal of a 90% live release rate, ending the year at 87.5% for combined dogs and cats - 90.6% for dogs and 78.1% for cats - the primary cause was not a decrease in lifesaving, but rather a decrease in animal intake overall. DAS reported a 9% decrease in dog and cat euthanasia (including owner requested euthanasia), dropping from 1,932 in FY20 to 1,761 in FY21, demonstrating its ongoing commitment to saving all placeable pets. Currently, DAS' most vulnerable population is neonatal kittens, despite the continued operation of its Kitten Nursery. Moving forward, DAS aims to increase kitten survival rates by growing its kitten foster program which will match fosters with older, more stable kittens and free up the nursery to focus its resources on the most unstable kittens.

As we move into FY22, the development of an international partnership with Canadian shelters is likely to continue helping DAS' Rescue Transport Program save more dogs; yet, DAS continues to struggle with capacity issues for dogs over 40lbs. October is historically a difficult time for animal shelters, including DAS, with drops in adoption and fostering rates as people settle into Fall. To address this issue, DAS has partnered with Best Friends Animal Society for their Bigger is Better large dog adoption promotion through the end of October and recently held an Empty the Shelters event with BISSELL Pet Foundation. Additionally, DAS has worked with both organizations to reach out to the English and Spanish-speaking media and spread the call to action on social media. As a result, DAS has been able to avoid euthanizing animals for space this month but continues to operate near its maximum capacity.

Staffing challenges continue to exacerbate capacity issues as DAS struggles to onboard new temporary staff through the City of Dallas' vendor All Temps to assist in animal care duties. As a result, DAS has begun increasing its reliance on volunteers to support staff in kennel cleaning, animal enrichment, and adoption customer service efforts. Over the past weekend, DAS hosted an onsite job fair and attended an external neighborhood job fair in hopes of filling both temp and permanent positions.

DAS plans to present an update to the Quality of Life, Arts and Culture committee at the December meeting later this year.

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.

DATE October 29, 2021

SUBJECT **Dallas Animal Services FYE21 Performance Dashboard**



Joey Zapata
Assistant City Manager

- c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera 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

FY21 - Dallas Animal Services Performance Dashboard

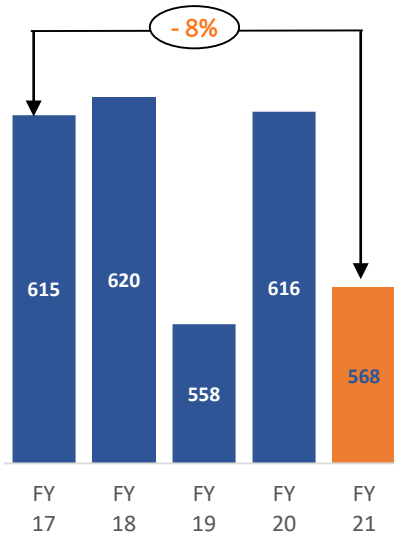


DAS' FY21 Dashboard - As of 9/30/2021

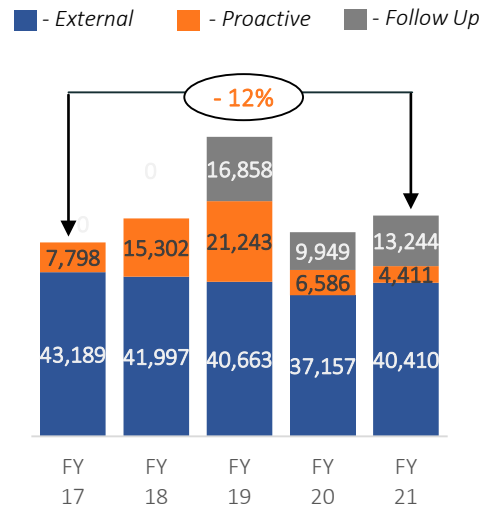
*DAS started to track and report Follow Up calls in FY19. They are not included in the % change calculation. DAS transitioned to Salesforce in FY19. DAS started to report Proactive SRs in FY17.

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

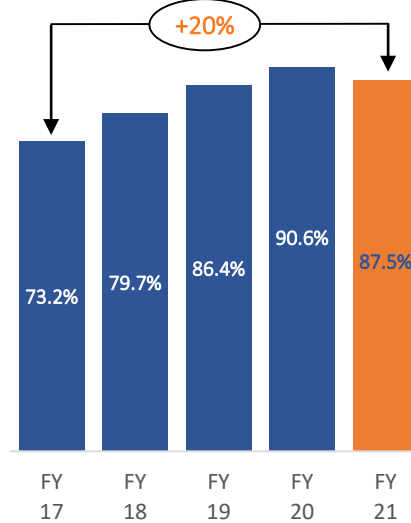
Loose and Loose Owned Dog Bites



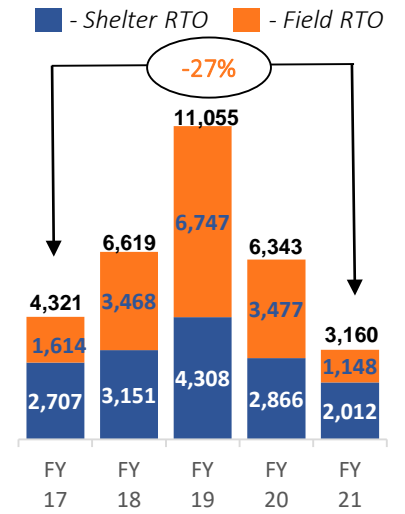
Service Requests



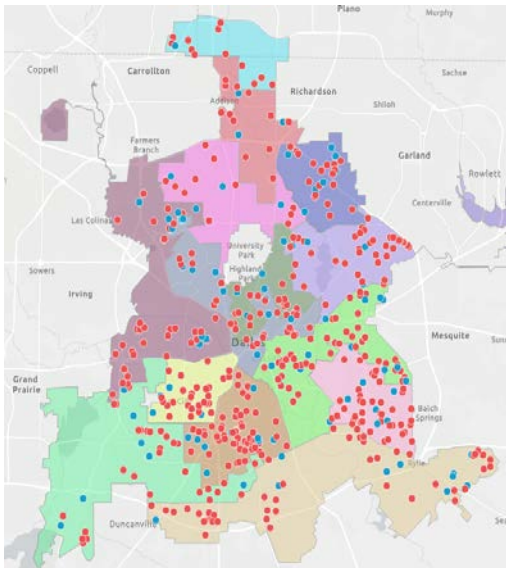
Live Release Rate (Dogs & Cats)



Dog Return to Owner Success Rate

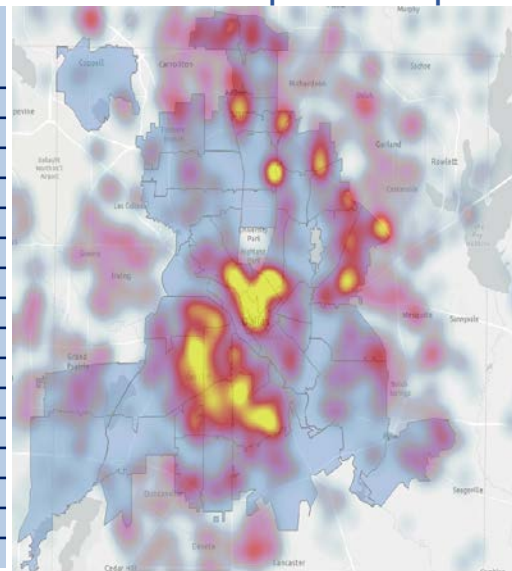


Loose & Loose Owned Dog Bites by District

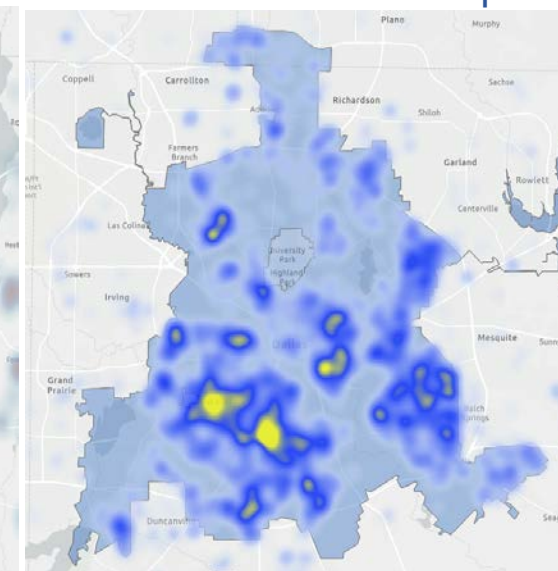


Council District	Loose Dog Bite Count FYTD20	Loose Dog Bite Count FYTD21	% of Change	% of FYTD21 Total
1	28	34	21%	6%
2	48	46	-4%	8%
3	45	44	-2%	8%
4	71	76	-7%	13%
5	63	60	-5%	11%
6	58	44	-24%	8%
7	61	64	5%	11%
8	57	60	5%	11%
9	53	41	-23%	7%
10	33	28	-15%	5%
11	19	20	5%	4%
12	18	13	-28%	2%
13	20	16	-20%	3%
14	30	22	-27%	4%
UNKNOWN	12**	0	-100%	0%
TOTAL	616	568	-8%	100%

Pet Adoption Map



Return-to-Owner Map



Key:

- = OWNED Dogs
- = UNOWNED Dogs

97 bites occurred at intersections that could not be mapped.

FY 21 Q4

QUARTERLY REPORT



July – September 2021

FY 21: October 2020 – September 2021

DAS Dogs Traveled to Canada!



On September 30, DAS sent twenty dogs on our first-ever international transport to Canada! While DAS works regularly with rescue partners locally and throughout the country, we are thrilled to be partnering with groups outside of the United States to increase our lifesaving bandwidth.

To prep for their long journey, each dog spent 2-4 weeks in a foster home through our Ticket to Ride program prior to their road trip. The Ticket to Ride

program allows fosters to take home a dog that is eligible for an upcoming transport with a rescue partner, giving the dogs a chance to decompress before their trip. The program also frees up kennel space for incoming dogs, limits the dog's exposure to illness, and allows us to give our rescue partners additional information about the pet in a home. Thanks to this insight, many of the dogs who traveled to Canada already had adopters lined up through our rescue partner! We have another Canada transport coming up October 28th and need fosters to support it. If you'd like to be a short-term foster through our Ticket to Ride program, learn more at BeDallas90.org/foster.



14,058

LIVES SAVED THIS FISCAL YEAR.*

including

7,754 DOG & CAT ADOPTIONS



July 2021

Aug. 2021

Sept. 2021

85.8%
Live Release Rate

87.6%
Live Release Rate

87.2%
Live Release Rate

Emergency Preparedness: DAS is Thinking Ahead

After Winter Storm Uri devastated Texas in February 2021, DAS recognized the increased need for back-up operational plans. Though DAS did not lose water or power during the storm and the City of Dallas has pre-established back-up measures in place to ensure power for the shelter, the widespread impact of Uri made it clear that the potential exists for a future emergency in which DAS' operations are compromised. To ensure we are prepared for all possibilities, DAS procured two gasoline generators: one to power the auxiliary trailers behind the shelter to create an operational headquarters should our primary infrastructure go off line, and one to secure the integrity of temperature-controlled pharmaceuticals and vaccines in our medical storage areas. DAS also procured a 2,100 gallon potable water storage tank that will store enough water for each animal in our care to have two bowls daily for 48 hours and recently installed two emergency push-lever exits in our back parking lot to ease emergency evacuations. While we hope we never have to resort to using these emergency measures, we feel it is our responsibility to over prepare so that we do not compromise the quality of care received by pets in our facility, no matter the circumstances.

THE FOURTH QUARTER OF FY 21 (JULY – SEPT) ALSO SAW:

10,486

ASO External Service Requests Completed



74

Heartworm Treatments Completed



38

Other Domestic Animals Adopted**



139

Specialty Surgeries Completed

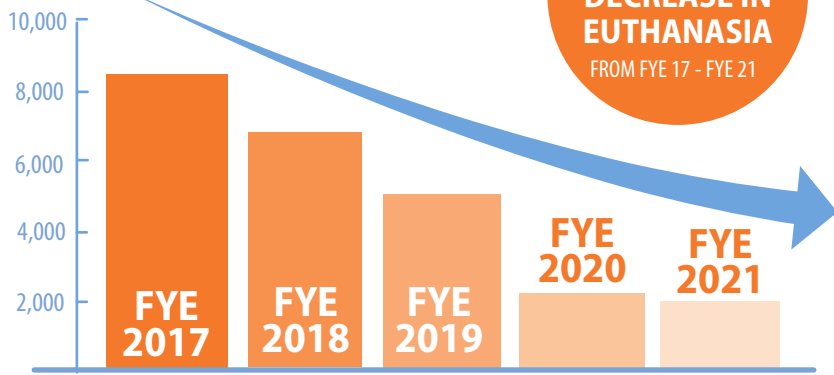
*Includes positive outcomes for cats and dogs. **Other Domestic Animals are not included in other reported numbers or LRR. ***Pets adopted through Home To Home™ are not included in adoption, intake, outcome, or LRR numbers.

YEAR OVER YEAR COMPARISONS*

(Fiscal Year End for the Past 5 Years)

EUTHANASIA***

78%
DECREASE IN
EUTHANASIA
FROM FYE 17 - FYE 21



ADOPTIONS



FYE 2021
5,822 DOGS
1,932 CATS



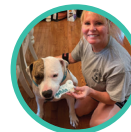
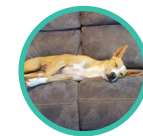
FYE 2020
7,554 DOGS
2,680 CATS



FYE 2019
11,203 DOGS
3,703 CATS



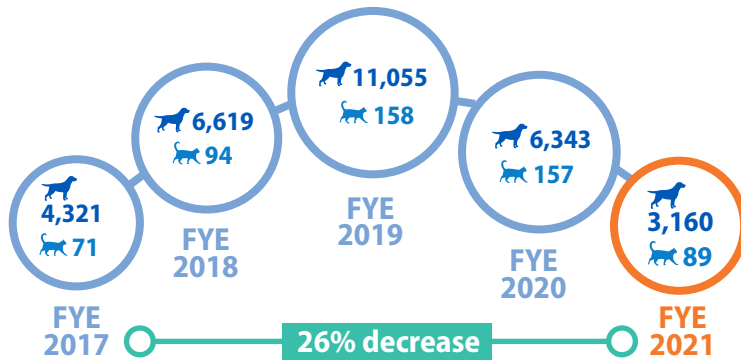
FYE 2018
9,960 DOGS
2,801 CATS



FYE 2017
8,479 DOGS
2,110 CATS

RETURN TO OWNER

(Shelter & Field Combined)



73.2%
Live Release Rate
FOR FYE 17

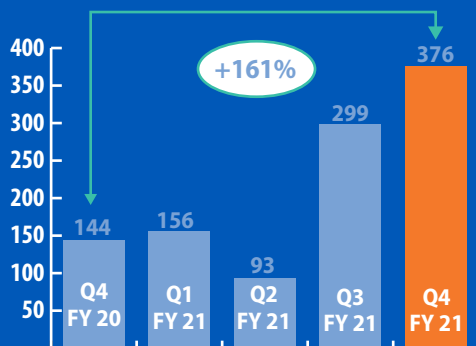
87.5%
Live Release Rate
FOR FYE 21

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.

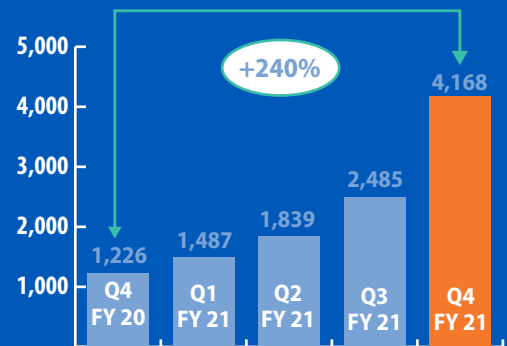
GROWTH IN THE DAS VOLUNTEER PROGRAM

After being heavily impacted by the COVID-19 pandemic, the DAS Volunteer Program has seen tremendous growth, even within the last two quarters of this Fiscal Year. Our volunteers are a huge part of the #Dallas90 family and we couldn't do our lifesaving work without them. To join the team, visit BeDallas90.org/volunteer.

INDIVIDUAL VOLUNTEERS



VOLUNTEER HOURS



*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 Q4!

2,721
PETS ADOPTED
IN Q4



BE an Adopter.

DAS HAPPY TAIL Houdini

Houdini is a very special dog that required a special home. This handsome Catahoola mix earned his name because of his penchant for climbing fences, breaking out of crates, and escaping from our kennels. To prepare him for success in an adoptive home, we worked Friends of DAS to purchase an indestructible crate and openly marketed him as a "known escape artist." Luckily, we found a daredevil adopter who fell in love with Houdini's smile and was up for the challenge! Houdini was adopted in August and has been performing tricks for his new dad ever since.



BE A Foster.

587
PETS IN FOSTER
IN Q4



In Fiscal Year 2021, our Dallas90 volunteers have helped with...

9,979
VOLUNTEER
HOURS

1,638
DOGS GETTING OUT
FOR A D90 RUN**

1,084
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.

Fiscal Year 2021

at a glance



2,855

PETS TRANSFERRED
RESCUE AFFILIATES



7,754

PETS ADOPTED

3,249

PETS RETURNED
TO THEIR OWNERS

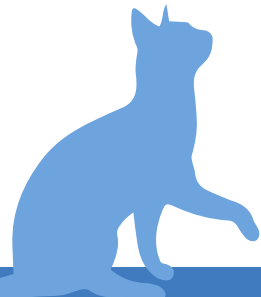
Live Release Rate
87.5%

200

SHELTER-NEUTER-
RETURN CATS

16,433

DOG & CAT INTAKE



9,979

VOLUNTEER
HOURS



1,888

PETS FOSTERED



40,410*

EXTERNAL SERVICE REQUESTS



8,038

IN-HOUSE SPAY/NEUTER
SURGERIES



322

HEARTWORM
TREATMENTS COMPLETED



*External Service Request data includes all animals. All other numbers are only for dogs and cats.