



City of Dallas

Dallas Animal Services Director's Update

**Quality of Life, Arts, and Culture
February 20, 2024**

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Dallas Animal Services
City of Dallas

Overview








- **COD Values of Service & DAS Principles**
- **Measurable Goals**
- **Projects in the Pipeline**
- **Ongoing Programs**
- **Community & Outreach Events**
- **Media Highlights**





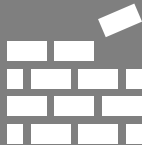
COD Values of Service & DAS Principles



City of Dallas

- **Empathy**
We demonstrate compassion by listening and understanding.
- **Ethics**
We believe in being transparent, open and honest.
- **Excellence**
We are committed to continuous improvement.
- **Engagement**
We seek intentional connection in our communities.
- **Equity**
We understand the diverse needs of the community we serve.



- **Public Safety**
To prioritize public safety in all actions and decisions.
- **Compassion**
To lead with compassion and empathy in all interactions and decisions regarding humans and animals.
- **No Shortcuts**
To always do what is right and best for Dallas pets and people, not what is easiest.

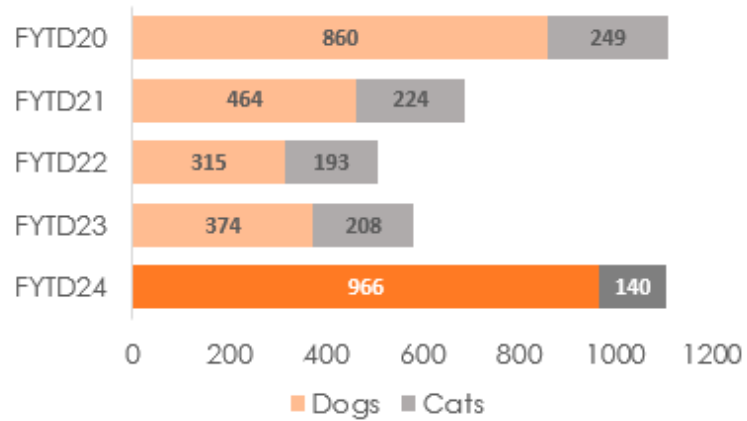


Measurable Goals



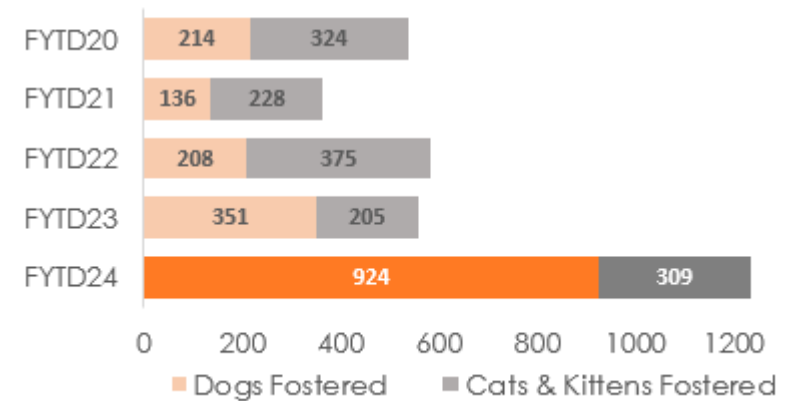
✓ Increase in Dogs and Cats Transferred to Rescues *

FYTD24 → **GOAL**
+90% → **5%**



✓ Increase in Dogs & Cats Fostered **

FYTD24 → **GOAL**
122% → **+2%**



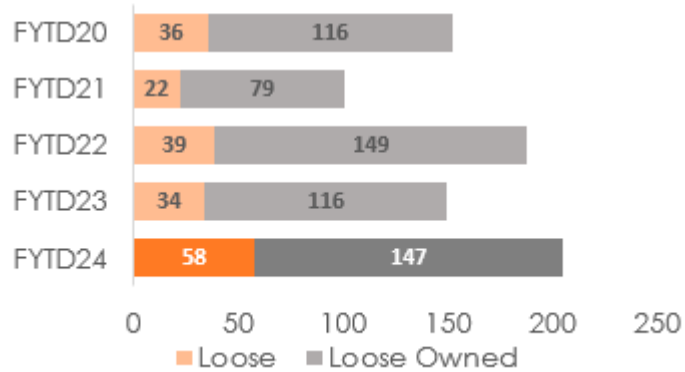
* Indicates FY24 Dallas Performance Measure, ** Indicates City Manager 365 Goal

Measurable Goals

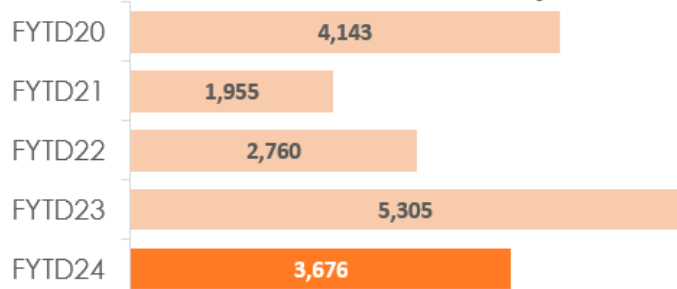


✘ Maintain Loose & Loose Owned Dog Bites *

FYTD24 **37%** → **GOAL -2%**

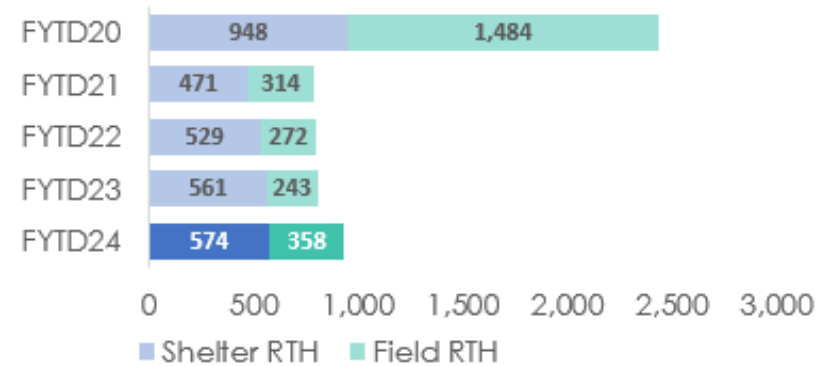


Loose & Loose Owned Service Requests



✘ Achieve Dog 40% Return-to-Home Rate *

FYTD24 **21%** → **GOAL 40%**



FY24 Q1 Response

- Service Requests (SRs)
 - ❑ Proactive: 1,539
 - ❑ External: 12,356
- Notices & Citations
 - ❑ Notices of Violation: 4,450
 - ❑ Citations: 3,507
- Current staffing allows for a five (5) vehicle deployment citywide, from 7:30 AM to 10:00 PM, six (6) days a week.
- Response capacity is doubled on Wednesdays, when weekly schedules intersect.
- Two (2) vehicles are used for overnight shifts.

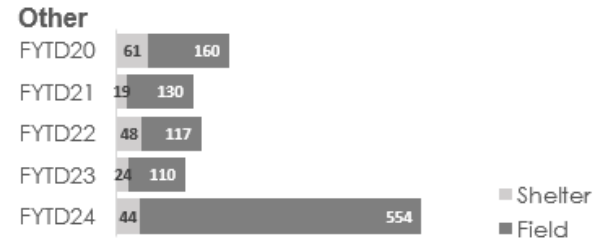
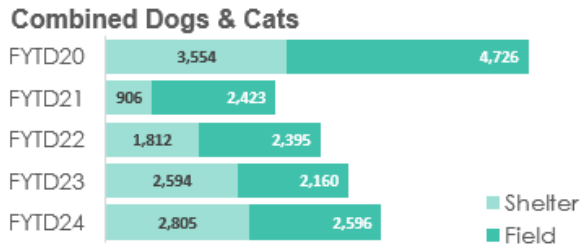
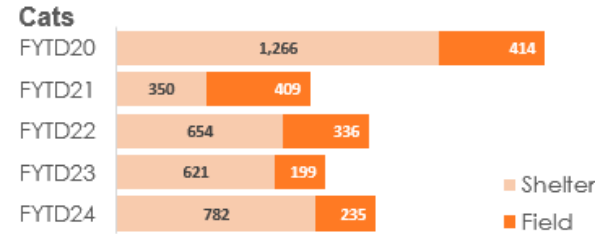
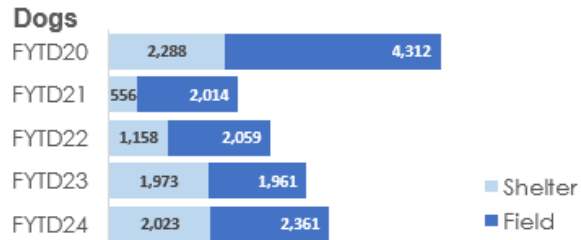


* Indicates FY24 Dallas Performance Measure

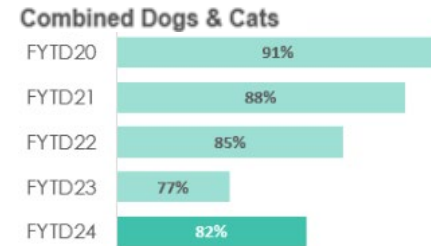
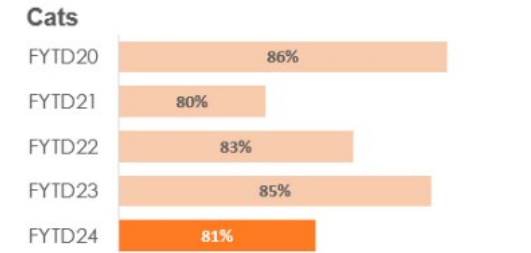
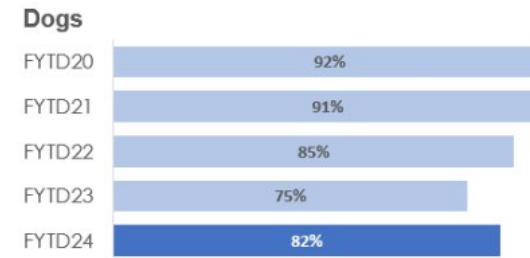
Measurable Goals



Total Intake by Species



Live Release Rate by Species



Projects in the Pipeline

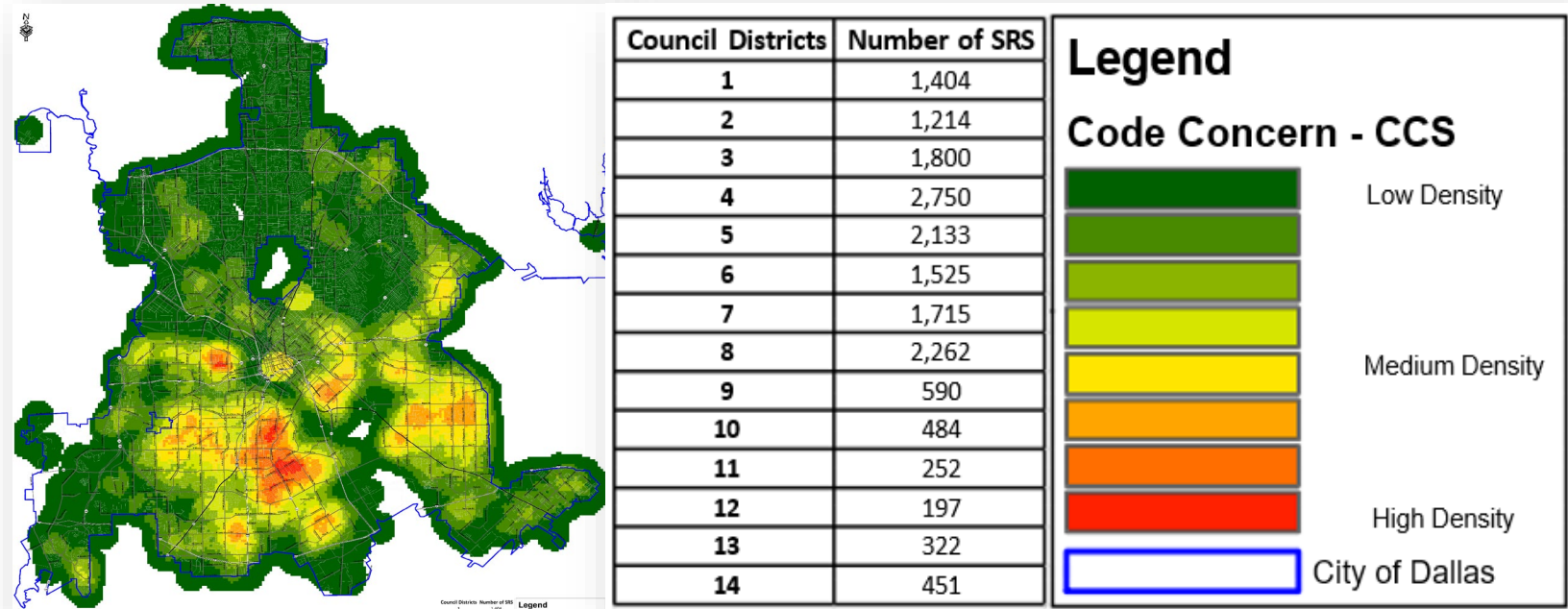


Leash 101

- Dallas Animal Services (DAS) is partnering with JVR Shelter Strategies to engage communities within Dallas to identify the root causes of unconfined dogs and identify intentional solutions for each community.
- Grassroots approach with community stakeholders and influencers to address the loose dogs equitably and holistically is in the works.
- Goals:
 - Use project findings to advise on a multi-year project.
 - Decrease loose dog population.

Animal Loose Citywide Overview

FY23 (10/01/2022 to 09/30/23) Encompassing All Districts



* The accuracy of this data within this map is not to be taken / used as data produced by a Registered Professional Land Surveyor for the State of Texas.* "This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries." The City of Dallas makes no representation of any kind, including, but not limited to, warranties of merchantability or fitness for a particular purpose or use, nor are any such warranties to be implied with respect to the accuracy information/data presented on this map. Transfer, copies and/or use of information in this map without the presentation of this disclaimer is prohibited. City of Dallas GIS * State of Texas: H.B. 1147 on 09/01/2011



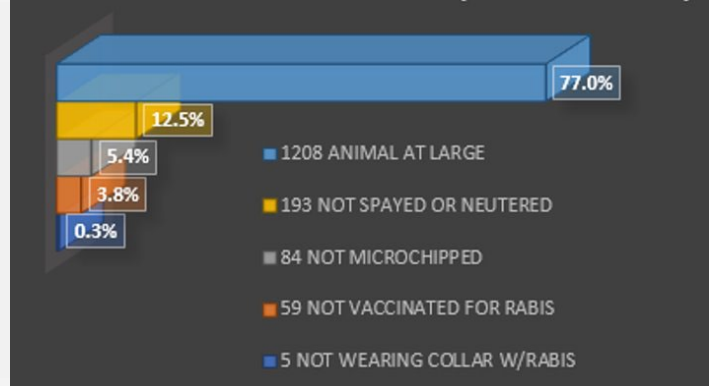
Projects in the Pipeline



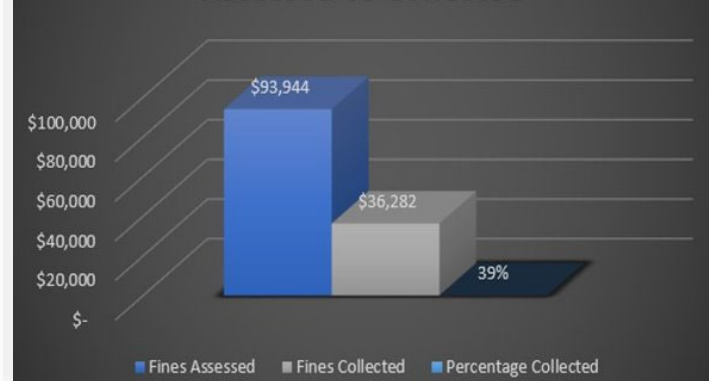
Cities Addressing Fines and Fees Equitably (CAFFE)

- **Collaborative effort of key stakeholders to understand how fines and fees impact communities and compliance:**
 - Dallas Animal Services (DAS)
 - The Office of Equity & Inclusion (OEI)
 - Community Care (CCO)
 - The National League of Cities (NLC) [CAFFE Cohort]
- **In 2020, Cities and Counties for Fine and Fee Justice (CCFFJ) identified Animal Pet Related Fees among the top citations. DAS is creating processes to ease residential burden and enhance compliance with Dallas City Code, Ch. 7, fines and fees:**
 - At Large (Loose) Owned Animals (Sec. 7-3.1.)
 - Vaccinations (Sec. 7-4.1.)
 - Microchipping (Sec. 7-4.2.)
 - Spay or Neuter (Sec. 7-4.10.)
- **DAS collaborates with Community Courts and the CAFFE Cohort to create a restorative justice process:**
 - Community Court Citations (V-ticket) issued by DAS officers
 - Citations processed through Community Court rather than Municipal Court
 - DAS to offer Chapter 7 Requirements pet training for residents who receive citations (compliance requirement)
 - Remaining citation balances considered for dismissal in court agreements (compliance requirement)
 - Fix-it-ticket process and fees subsidized by DAS, offered through Spay Neuter Network (SNN)
 - Grant funds will be used to subsidize any remaining funds needed for compliance
 - Citizens will be offered:
 - Community Courts Services
 - Community Care Financial Empowerment Sessions

FY 2022 CIVIL CITATIONS (DOG OR CAT)



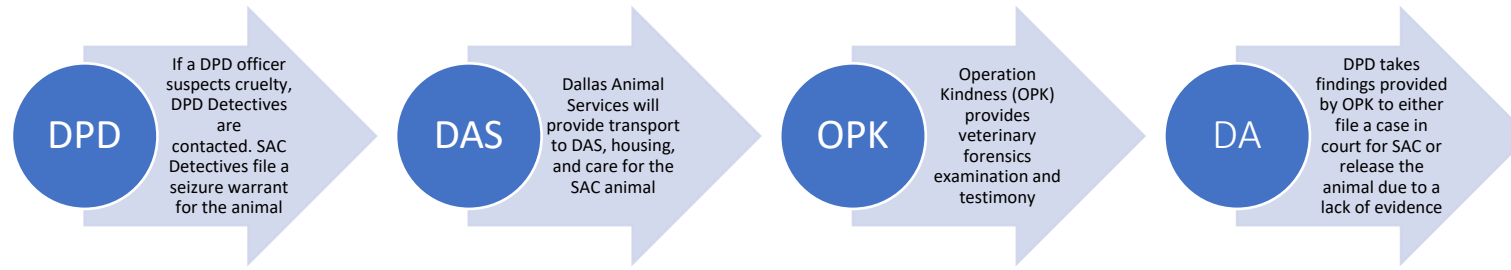
FY 2022 Animal At Large Civil Citations: Assessed vs Collected



Ongoing Programs



Suspected Animal Cruelty (SAC) Process



SAC Case: Team of Six Horses

- **Seizure**
 - On 9/8/23, DPD seized six (6) horses due to suspected animal cruelty.
 - Horses were severely malnourished, without proper grooming or veterinary care for months.
- **Housing**
 - DAS staff rapidly pivots to determine where to house horses.
 - The horses' poor condition required protection from the elements, prompting the retrofitting of play yards as DAS approached full capacity.
 - DAS Field Staff worked overnight to build housing and receive the horses and ensure that they were well situated.
- **Veterinary Forensics and Care**
 - Operation Kindness Forensic team conducts forensic exams and treatment plans for each horse, with continual vet checks and treatment plan performed by the DAS veterinarian team throughout their three week stay.
 - In addition to housing, DAS provided daily care and ongoing medical treatment.
- **Placement**
 - DAS secured rescue placement for all six (6) horses.

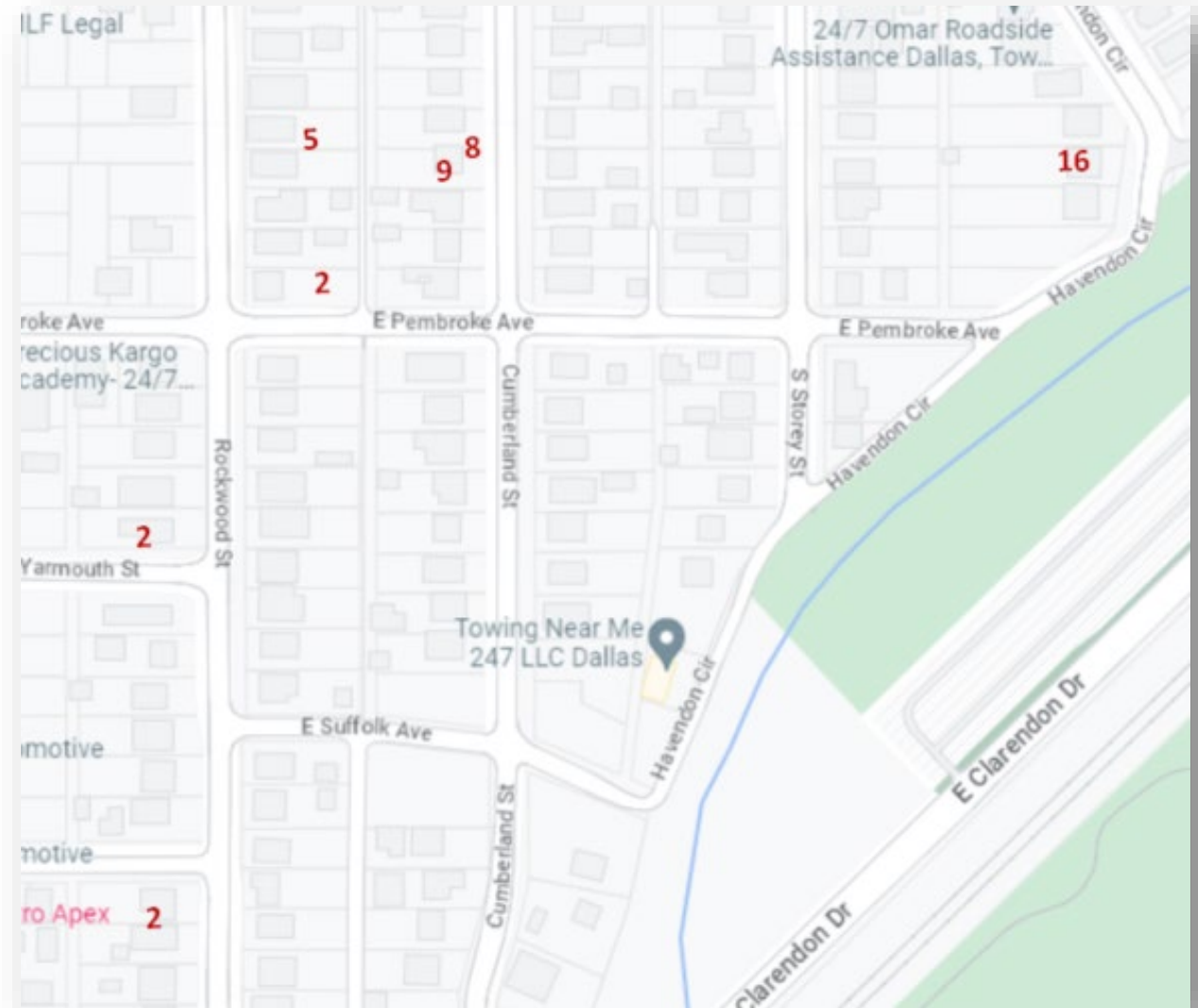


Ongoing Programs



Community Cats

- Consists of two (2) dedicated team members, who:
 - Respond to Service Requests (SRs).
 - Assist with targeted Trap-Neuter-Return (TNR).
 - Mediate nuisance/neighborhood complaints.
 - Share best practices with the Dallas community.
- DAS and Spay Neuter Network (SNN) subsidizes spay/neuter surgeries by obtaining a Service Request (SR) number. Each SR# covers up to four (4). Capacity has doubled this FY.
- DAS continues to reassess target areas based on kitten intake.



	Intake Subtype	INTAKE	SNN	SURGERY
Month	179	73	56	50
10/2023	35	12	16	7
11/2023	66	15	24	27
12/2023	78	46	16	16



Community & Outreach Events



FY23 Q4 Events

 **Hold 2 Additional Free Vaccine Clinic in Southern Dallas ***

FYTD24

1

GOAL

2

- **Events Held:**

- December: Hosted at DAS, free vaccines in partnership with Operation Kindness (OPK) and Spay Neuter Network (SNN)
- FYTD: Seven (7) vaccine clinics and eight (8) pet food pantry events

- **Ongoing:**

- Free spay/neuter once a month and free vaccines twice a month in partnership with SNN
- Free vaccine in partnership with Texas Coalition for Animal Protection (TCAP) once a month

- **Neighborhood Services/Events**

- Recurring Spay/Neuter Clinics
 - TCAP Vaccine Clinic
 - SNN Vaccine Clinic
- Recurring Pet Food Events
 - Dallas Pets Are Family
 - Dallas
 - Fort Worth

- **Education/Hiring Events**

- Loose Dog Dallas Community Project

- **Neighborhood Meetings**

- Kleberg Rylie Neighborhood Association Meeting
- Queen City Neighborhood Association Meeting
- District 2 Senior Brunch
- D5 Pleasant Grove Unidos Neighborhood Meeting
- District 8 National Night Out

- **Adoption Events**

- Hillside Vet Clinic Adoption Event
- Petco In-Store Event
- Paw Patrol Live
- Katy Trail Adoption Event
- Hollywood Feed In-Store Adoption Event
- 1900 Pacific Apartments Adoption Event
- Trick or Treat at Exall Recreation Center
- Barktober Fest
- Dallas Fan Fest
- Dots Hop House Adoption Event
- Light Up Lakewood
- University Park Tree Lighting
- Dog Dayz of Dallas
- Be Thankful for Fur
- Cuddle Up and Read
- Clear The Shelters
- Jubilee Park and Community Center



Media Highlights



DAS in the Headlines

DAS has received a lot of media attention in FY24 Q1, covering everything from:

- Adoption Events
- Appeals for Fosters & Adopters
- Overcrowding and Capacity
- Reunification and Lifesaving Efforts
- Increase in Strays
- Shelter Donations
- National Employee Recognition
- Volunteer Work Recognition



FOX 4 fox4news.com

Royse City Boy Scout builds doghouses for Dallas Animal Services



NBC 5 Dallas-Fort Worth

Dallas Animal Services officer who fosters wildlife in her home gets spotlight on 'The Kelly Clarkson Show'



The Dallas Morning News

Dallas Animal Services had a great year for volunteer work in 2023



WFAA.com

Dallas Animal Services shelter in desperate need of pet adoptions | wfaa.com



CBS News



NEW AT 5:30
CBS NEWS TEXAS

MARY MARTIN
DALLAS ANIMAL SERVICES ASSISTANT DIRECTOR

Dogs at the Dallas Animal Services shelter need a forever home



Lake Highlands

Dallas Animal Services warns of increase in strays following New Year's fireworks





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