

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

DEPARTMENT: Environmental Services

AGENDA DATE: CCA 01/12/16

CONTACT PERSON NAME AND PHONE NUMBER: Ellen A. Smyth, 212-6050

DISTRICT(S) AFFECTED: All

STRATEGIC GOAL: Goal 8: Nurture and Promote a Healthy, Sustainable Community

SUBJECT:

Present findings from Animal Services Shelter Task Force

BACKGROUND / DISCUSSION:

Kurt Fenstermacher, Steve Marshall, Ellen Smyth and Robert Resendes have been researching best practices for Council consideration.

PRIOR COUNCIL ACTION:

n/a

AMOUNT AND SOURCE OF FUNDING:

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD: _____

Information copy to appropriate Deputy City Manager



PROPOSED RECOMMENDATIONS AND ACTIONS OF THE ANIMAL SHELTER REFORM TASK FORCE

***Strategic Goal 8.3 Enhance Animal Services to ensure
El Paso's Pets are provided a safe & healthy environment***





Presentation Overview

- Task Force Charge
- Best Practices Recommendations
- Implementation Plan



Task Force Charge

Increase Live Release Rate



Public Outreach

Public Meetings

(~120 total attendance)

- Municipal Service Center
- West Side Regional Command
- City Hall
- Sun Metro Transit Center



Out-of-town Shelter Site Visits

Texas

- Austin Pets Alive!
- City of Austin
- DFW/Irving
- Ft. Worth

Arizona

- Maricopa County
- Yavapai Humane Society



Independent 3rd-Party Consultant Reviews

- Target Zero
- County of San Diego
Department of Animal Services
- Alley Cat Allies



Special thanks to...

- Alley Cat Allies
- Animal Rescue League
- Animal Shelter Advisory Committee
- Austin Pets Alive!
- Ben's Pet Food Pantry
- Citizens who attended the community outreach meetings
- City of Austin Animal Center
- City of Fort Worth Code Compliance Department
- City of Irving Animal Care Campus



Gracias!

- County of San Diego
Department of Animal
Services
- Dames for Dogs
- DFW Humane Society
- Dr. Michiel Noe – Mayor
pro tem
- El Paso Animal Services
Employees
- El Paso Citizens for Shelter
Reform
- El Paso County Sheriff
- El Paso Pets Alive
- El Paso Veterinary Medical
Association
- Enchanted Pass
- From the Heart Rescue



Kudos!

- Golden Retriever Rescue
- Great Dane Rescue
- Huckleberry Hound
- Humane Society of El Paso
- Maricopa County Animal Care and Control
- No Kill Advocacy Center
- Pet Guardian Angel
- Pug Rescue
- Sun City Cats
- Target Zero
- Tommy Gonzalez, City Mgr.
- Waco
- Yavapai Humane Society

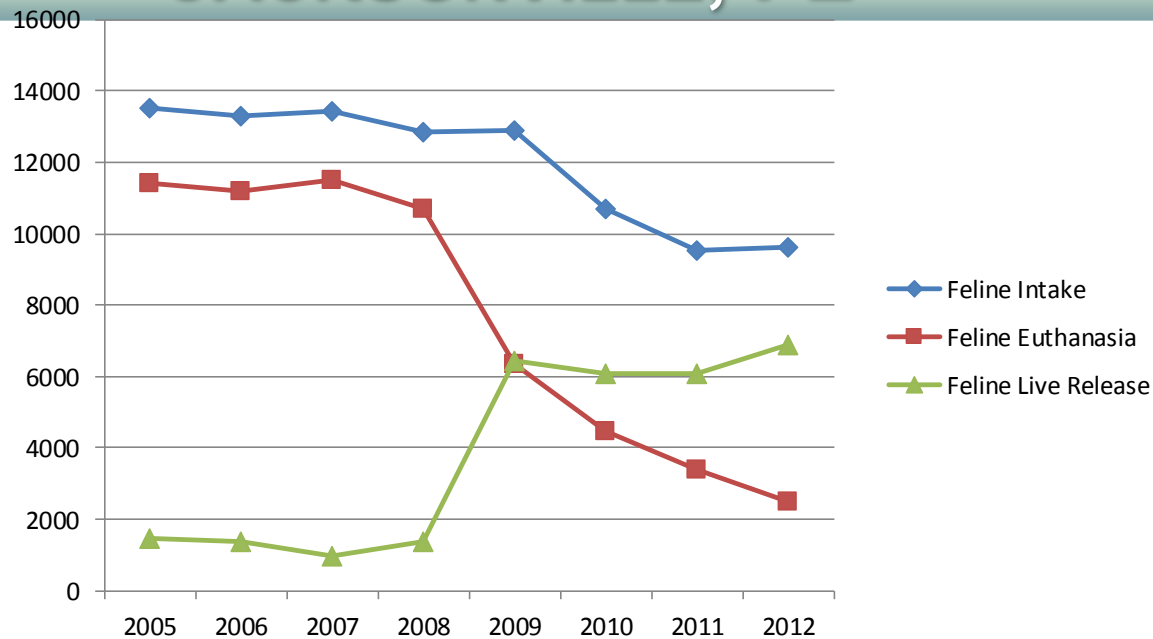


11 Best Practices

1. Community Cats/Feral Cats
TNR Program
2. High Volume, No-Cost/Low-
Cost Spay/Neuter



• JACKSONVILLE, FL





Animal Services Best Practices (cont.)

3. Rescue Groups
4. Foster Care
5. Pet Adoptions
6. Pet Retention
7. Medical and Behavior Rehabilitation



Animal Services Best Practices (cont.)

- 8. Public Relations/Community Involvement
- 9. Volunteers
- 10. Proactive Redemptions
- 11. Dynamic Leadership



History of the El Paso Shelter

- < 2007 – City/County Health District
- 2008-2011 – Health Department
- 2012-Present – Environmental Services Department

Continues to serve all of the greater El Paso region



Top Ten Task Force Actions To-Date



Professional Affiliations



MEMBERSHIP



Expanding of Networks

- Society of Animal Welfare Administrators (SAWA)
- National Animal Care & Control Association (NACA)
- Humane Society of the United States (HSUS)
- Million Cat Challenge
- Association of Shelter Veterinarians
- Maddie's Fund
- Best Friends



Beds/Blankets





Soothing Kennel Music



"Delivering Outstanding Services"



Easier Website Access

OLD:

www.elpasotexas.gov/environmental-services/animal-shelter

NEW:

www.EPAnimalServices.com

www.EPDogs.com

www.EPCats.com



Direct Phone Line for EPVMA Veterinarians



"Delivering Outstanding Services"



Nutrition





Owner Surrender Policy



Surrender Policy



Adoptions Then and now





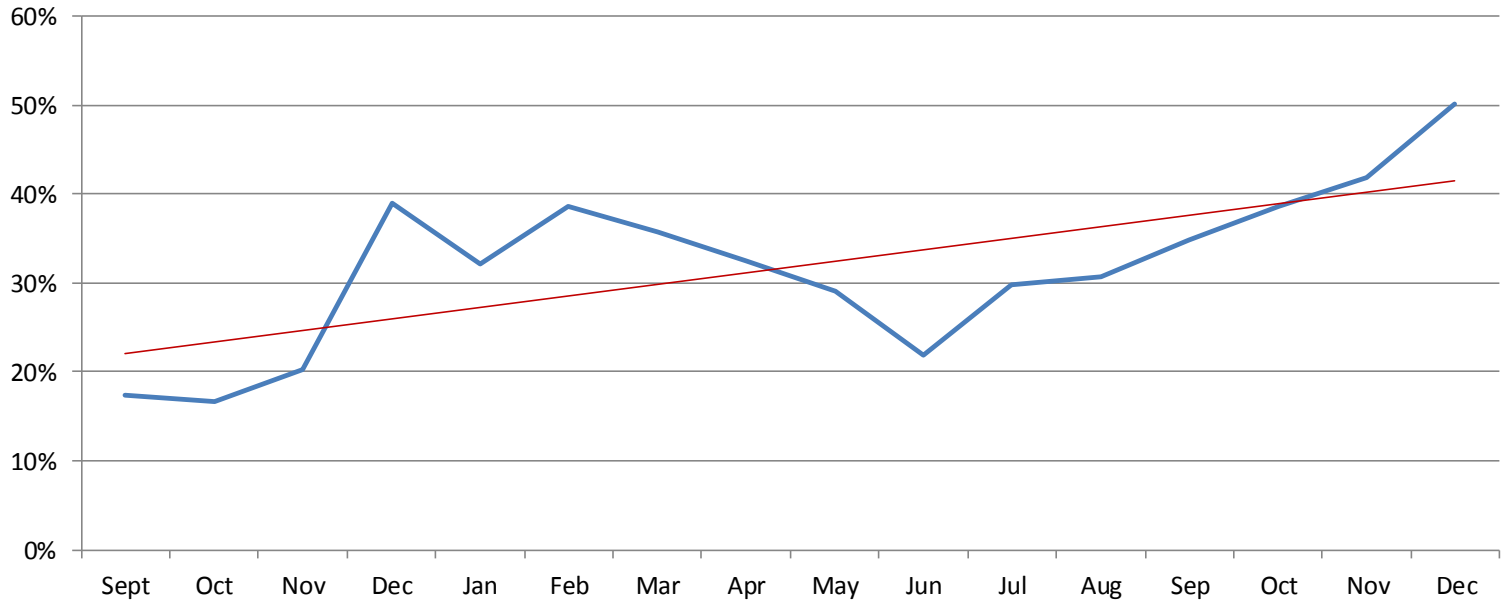
Species Separation





Live Release – Early Progress

Live Release Rate Rolling 16 Months 2014-2015





Task Force Recommendations

NO





Appoint Permanent Animal Services Director





Elevate Division to Department Level Status



"Delivering Outstanding Services"



Hire Sufficient Veterinarians



"Delivering Outstanding Services"



Additional Veterinarian Position 4 Total





Low-Cost/No-Cost Spay and Neuter Socorro Road Clinic



"Delivering Outstanding Services"



Proposed Facility Modifications



"Delivering Outstanding Services"





Equipment Upgrades



"Delivering Outstanding Services"



Increase Runs and Play Areas Before and After!!





501 (c) 3 – Non-profit Corp.





Live Release Goals

- FY 2016 = 50%
- FY 2017 = 60%
- FY 2018 = 70%
- FY 2019 = 80%
- FY 2020 = 90%



Amend and Update Title 7

Title 7 - ANIMALS*
Chapters:
Chapter 7.04 - DEFINITIONS AND AD
Sections:



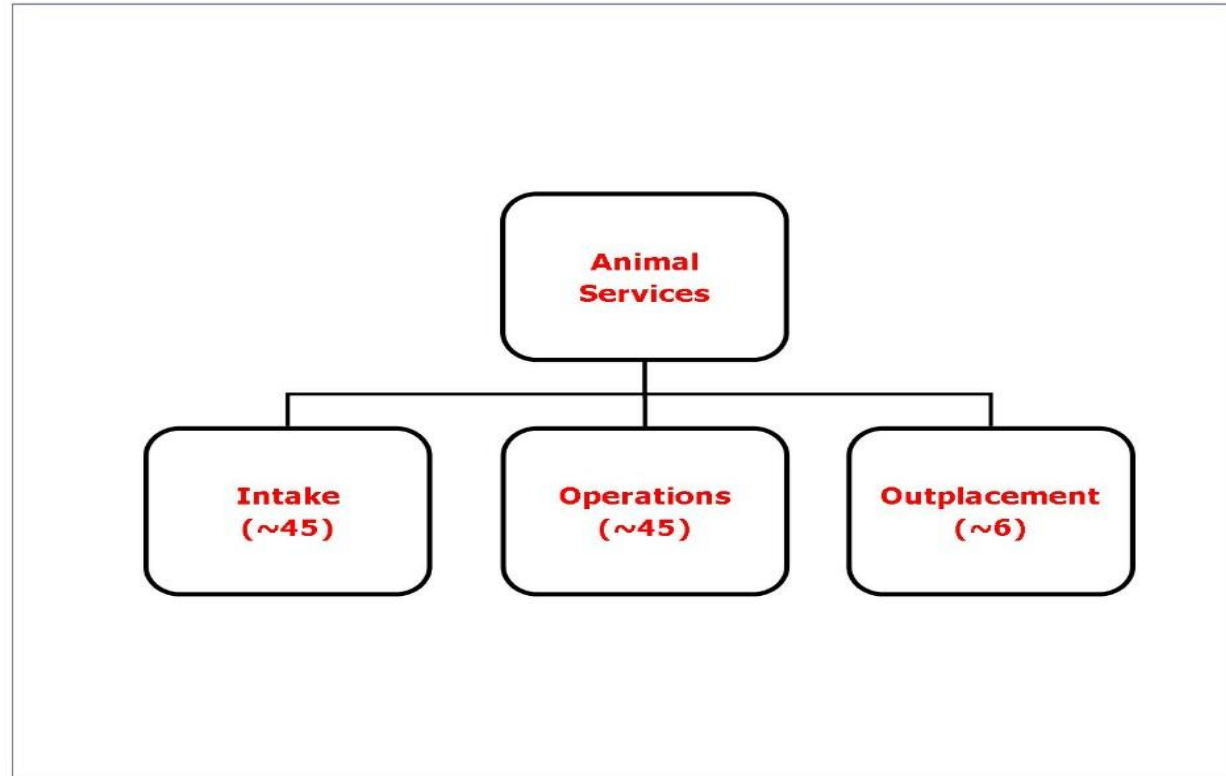


Policy Change – Differential Licensing



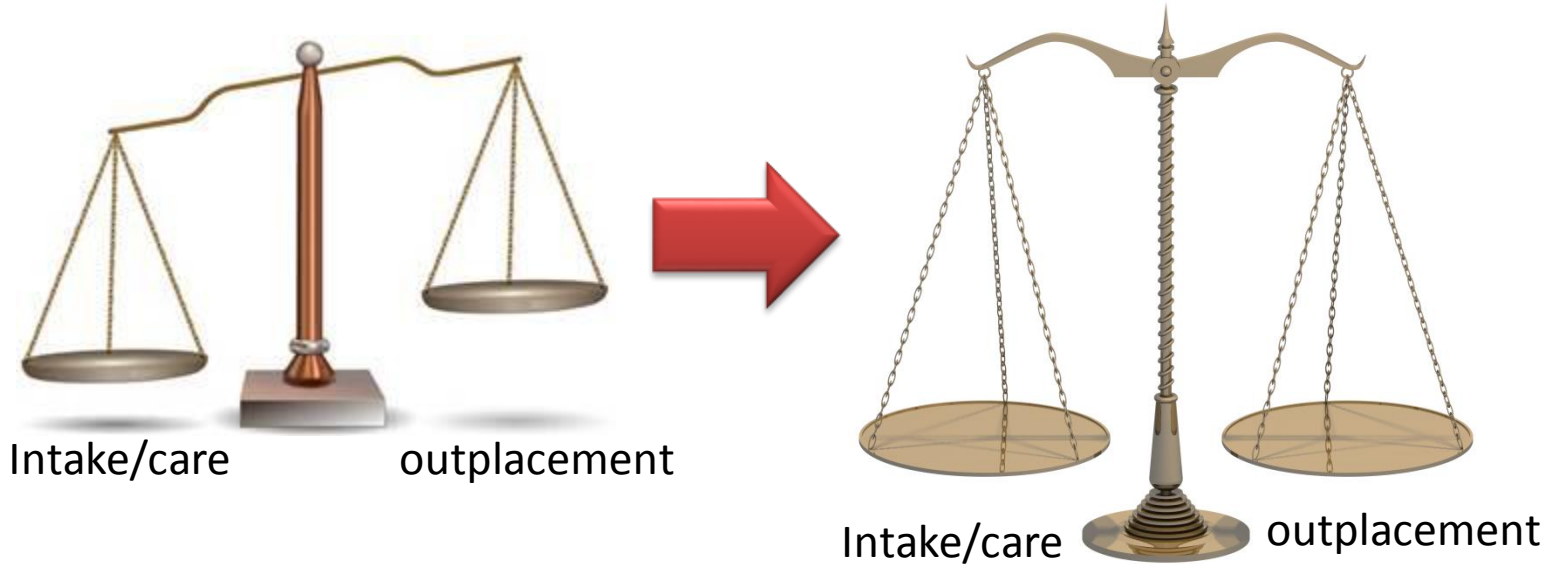


Organizational Structure





Organizational Structure (cont.)





Organizational Structure (cont.)

Essential Life-saving Positions

- Rescue Partner Coordinator**
- Surrender Prevention Coordinator**
- Adoption Coordinator**
- Off-Site Event Coordinator**
- Marketing and Messaging Coordinator**
- Community Cats/TNR Coordinator**



Organizational Structure (cont.)

Title changes:

Animal Control Officer → Animal Care Officer

Kennel Attendant → Animal Care Attendant

Animal Services Attendant → Adoption Counselor



Improved Website





Marketing



"Delivering Outstanding Services"



Community Cats





TV Pet Adoption Spots



"Delivering Outstanding Services"



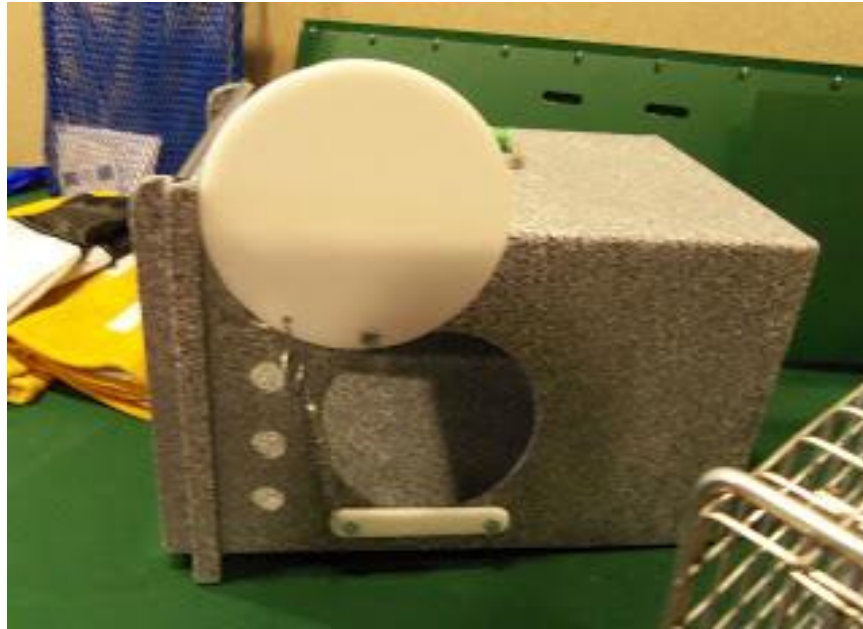
Increase Offsite Adoptions



"Delivering Outstanding Services"



Implementation of Feral Cat Boxes





New Software Selection



PetPoint
DATA MANAGEMENT SYSTEM

PetPoint is a comprehensive, easy-to-use, web-based data management system that can save your shelter or rescue group valuable time and money.

[Click Here »](#)





Improved Signage/Image





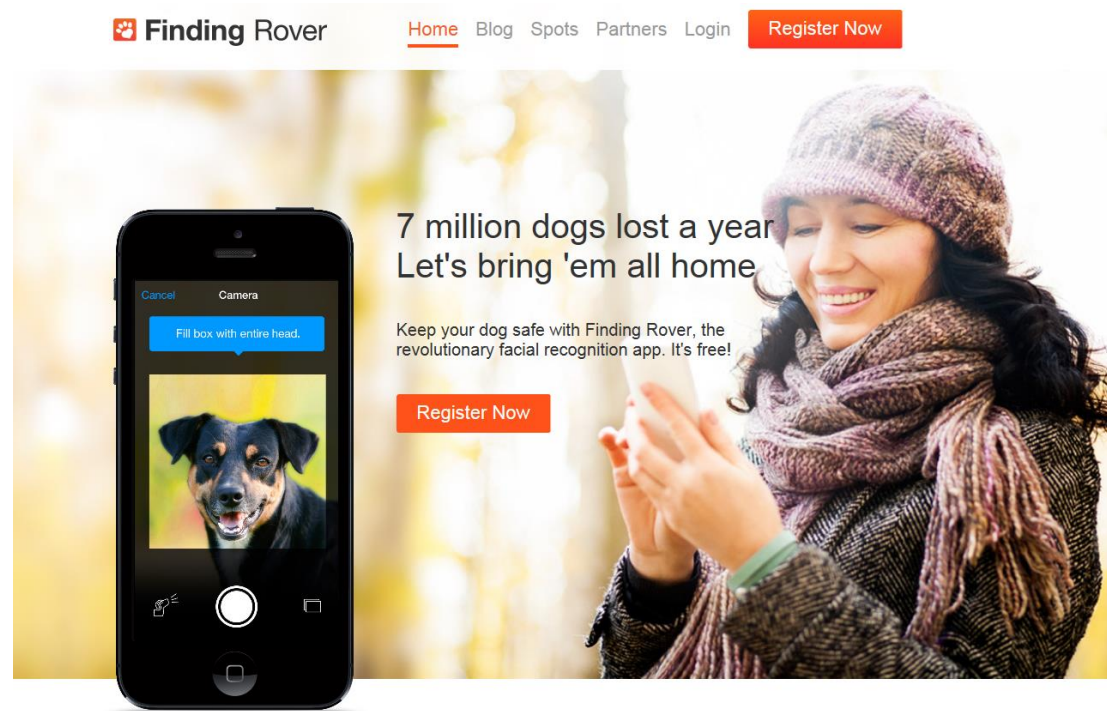
Return to Owner in the Field



"Delivering Outstanding Services"



Implement lost-dog App link to website



"Delivering Outstanding Services"





Culture Change



OLD



NEW

"Delivering Outstanding Services"



Create Surrender Support Team



"Delivering Outstanding Services"



Streamline Volunteer Process





Implementation Team



"Delivering Outstanding Services"





Bottom Line For Life-saving Success

- Elevate Division to Department
 - Year One
- 27 new positions @ \$1.3M
 - phased in over 3 years

Positions	Year 1	Year 2	Year 3	Total FTE requested
Marketing Div. Manager	1			1
Community Cats Coordinator	1			1
Surrender Prevention Manager	1			1
Veterinarian	1			1
Adoption Coordinator	1			1
Surrender Prevention Clerk	1	1		2
Kennel Attendant	1	1		2
Licensing/Registration Clerk	1			1
Adoption Counselors	1	1		2
Vet Tech	2	2		4
Rescue/Transfer Coordinator		1		1
Asst. Director			1	1
Web/Social Media Coordinator		1		1
Training and Enrichment Coordinator			1	1
Educator		1	1	2
Volunteer Coordinator			1	1
Off Site Adoption Super			1	1
Off Site Adoption Counselors			3	3
Total FTE's	11	8	8	27
Personnel Costs	\$538,245	\$328,845	\$397,755	\$1,264,845



Bottom Line For Life-saving Success (cont.)

- O&M @ up to \$550,000 annually
 - With a phased approach
- Capital Improvement of ~\$1,000,000
 - Years one and two
- Approve **ALL** Best Practice recommendations presented today



Operations and Maintenance

	Year 1	Year 2	Year 3
O&M	\$224,000	\$387,000	\$550,000

	Animal Services Facility Improvements		
Budgeted Year	Project Location	Description	Est. Cost
1	Play Area	Artificial grass - 6000 sq. ft. with 800 sq. ft. cobbles, & amenities	\$49,000
1	Adoption Area	Modify area next to the A-B-C kennels for adoption room	\$44,600
1	Sally Port	Install dry wall to separate garage doors from kennel area	\$43,800
1	Main Entrance	Split lobby to include two entrances: adoption on one side and surrender on the other	\$95,300
1	Appliances	dishwasher and washer/dryer	\$18,800
1	Quarantine Room (s)	Install Negative Pressure Ventilation	\$4,000
	Total – Year One		\$255,500

	Animal Services Facility Improvements		
Budgeted Year	Project Location	Description	Est. Cost
2	Roof drains on Kennel "C"	Fix exterior drains not to run onto concrete walkway	\$1,400
2	Adoption Van	Adoption and/or Spay and Neuter Van	\$220,000
2	Atrium	Convert open patio to enclosed area with a large skylight	\$82,000
	Total -- Year 2		\$303,400
3	Add'l Off Space	New 2300 square feet wing	\$345,000
		Total Year 1	\$255,500
		Total Year 2	\$303,400
		Total Year 3	\$345,000
	PROJECT TOTAL		\$903,900
		Contingence Plus 20 %	\$180,780
	GRAND TOTAL		\$1,084,680



QUESTIONS

