

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

**DEPARTMENT:** ANIMAL SERVICES  
**AGENDA DATE:** May 31, 2016

**CONTACT PERSON NAME AND PHONE NUMBER:** KURT FENSTERMACHER, INTERIM DIRECTOR, 842-1050

**DISTRICT(S) AFFECTED:** ALL

**SUBJECT:**

**APPROVE** a resolution / ordinance / lease to do what? **OR AUTHORIZE** the City Manager to do what? Be descriptive of what we want Council to approve. Include \$ amount if applicable.

Update on Animal Services progress.

**BACKGROUND / DISCUSSION:**

Discussion of the what, why, where, when, and how to enable Council to have reasonably complete description of the contemplated action. This should include attachment of bid tabulation, or ordinance or resolution if appropriate. What are the benefits to the City of this action? What are the citizen concerns?

N/A

**PRIOR COUNCIL ACTION:**

Has the Council previously considered this item or a closely related one?

January 12, 2016, the Task Force presented to City Council the benefits of a trap-neuter-return process City-wide  
January 26, 2016, the City Council approved the action plan presented by the Task Force.  
February 9, 2016, An update to City Council was given.

**AMOUNT AND SOURCE OF FUNDING:**

How will this item be funded? Has the item been budgeted? If so, identify funding source by account numbers and description of account. Does it require a budget transfer?

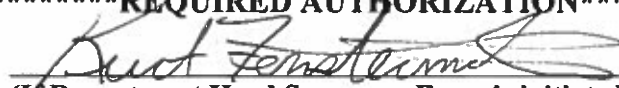
NO FUNDING

**BOARD / COMMISSION ACTION:**

Enter appropriate comments or N/A

\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**DEPARTMENT HEAD:**



(If Department Head Summary Form is initiated by Purchasing, client department should sign also)

*Information copy to appropriate Deputy City Manager*



# ANIMAL SERVICES UPDATE

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

**May 31, 2016**



***"Delivering Outstanding Services"***



# Community Cat & TNR Program

## Program Details:

- Effective March 1, 2016
- No more traps being issued by Animal Services Center, April 3
- No more personally owned traps picked up by ACOs, April 17
- Spay/Neuter community cats as surgical schedule allows



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# Community Cat & TNR Program

## Program Details:

Training with ACOs: Alley Cat Allies provides training.  
Alice Burton, former Arlington, VA animal control Director.



Training with ACO/Shelter:  
Separate training provided by Target Zero

Public Education: Develop the feral cat caregiver support group program is simple and not costly. Simple actions include:

- 1) Implement the feral cat caregiver support group; 2) Offer free spay/neuter to caregivers; 3) Lend out humane traps; 4) Inform the public of progress and post on the El Paso Animal Services website for additional public awareness.





# Community Cat & TNR Program

## Program Effectiveness:

Dec. 2015: 167	Jan. 2016: 188	Feb. 2016: 206
<b>Total TNRs Dec – Feb: 561</b>		

Cat release for month:

March TNR – 88; Community Cats – 178 (266 total)

April TNR – 90; Community Cats – 117 (207 total)

Sun City Cats: Regina Wagner works with volunteers for Sun City Cats and the shelter to assist in the program. In addition, Regina performs community training to educate the public on the *fully operational* TNR program.



# Animal Care Officers

## **Program Details:**

- Effective April 6, 2016
- ESD Code Compliance, Animal Control Division, moves to Department of Animal Services
- Better coordination/cooperation
- Integrated Training/Budget
- Leadership continuity





# Adoption Promotions

 **Animal Services**  
**Adoption Celebration**  
**Friday, February 12 - Sunday, February 14**

**\$45** Adoption Fees  
All Animals

 **Puppy Kissing Booth!**  
Friday & Sunday

 **Cupcake Party For Shelter Dogs**  
Friday at 11 a.m.

**Animal Services Shelter**  
5001 Fred Wilson Ave  
(915) 842-1000

The Animal Services Shelter is celebrating the creation of its in-house adoption program by having an adoption party all weekend long. The celebration, which begins Friday, February 12, and runs through Sunday, February 14, will feature reduced adoption fees of \$45. In addition to the reduced fees, the Animal Services Shelter will be having a cupcake party for all the dogs and puppies on Friday morning, and will also be hosting a puppy kissing booth Friday and Sunday.



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# Adoption Promotions

 **City of El Paso Animal Services**  
Published by elpasoesdanimal@yahoo.com [?] · March 9 at 3:24pm · 🌐

Animal Services is gearing up for a weeklong "Fast & Furriest" adoption special, \$30 pet adoptions from Sat. March 12 - Sun. March 20  
El Paso Animal Services Shelter - 5001 Fred Wilson Ave.  
#EPAnimalServices #Adopt #FastnFurriest



9,101 people reached Boost Unavailable

👍 Like    💬 Comment    ➦ Share

👤 Rox N Haidee, Kristi Buelow and 100 others

190 shares



**Animal Services**  
CITY OF EL PASO

# FAST & FURRIEST

Adoption Special

**\$30**  
Pet Adoptions

**MARCH 12<sup>th</sup>**  
thru  
**MARCH 20<sup>th</sup>**

Animal Services Shelter  
5001 Fred Wilson Ave.



**Animal Services**  
CITY OF EL PASO

# FAST & FURRIEST

Adoption Event

**SATURDAY**  
**MARCH 19<sup>th</sup>**

**\$30** Pet Adoptions

**Andress High School**  
(School Parking Lot)  
**5400 Sun Valley**  
**Noon to 5 p.m.**

El Paso Animal Services has been invited to the Andress High School Marching Band's 2<sup>nd</sup> Annual Car & Bike Show.  
Our mobile adoption team will be on site as we try to find forever homes for dozens of great pets.

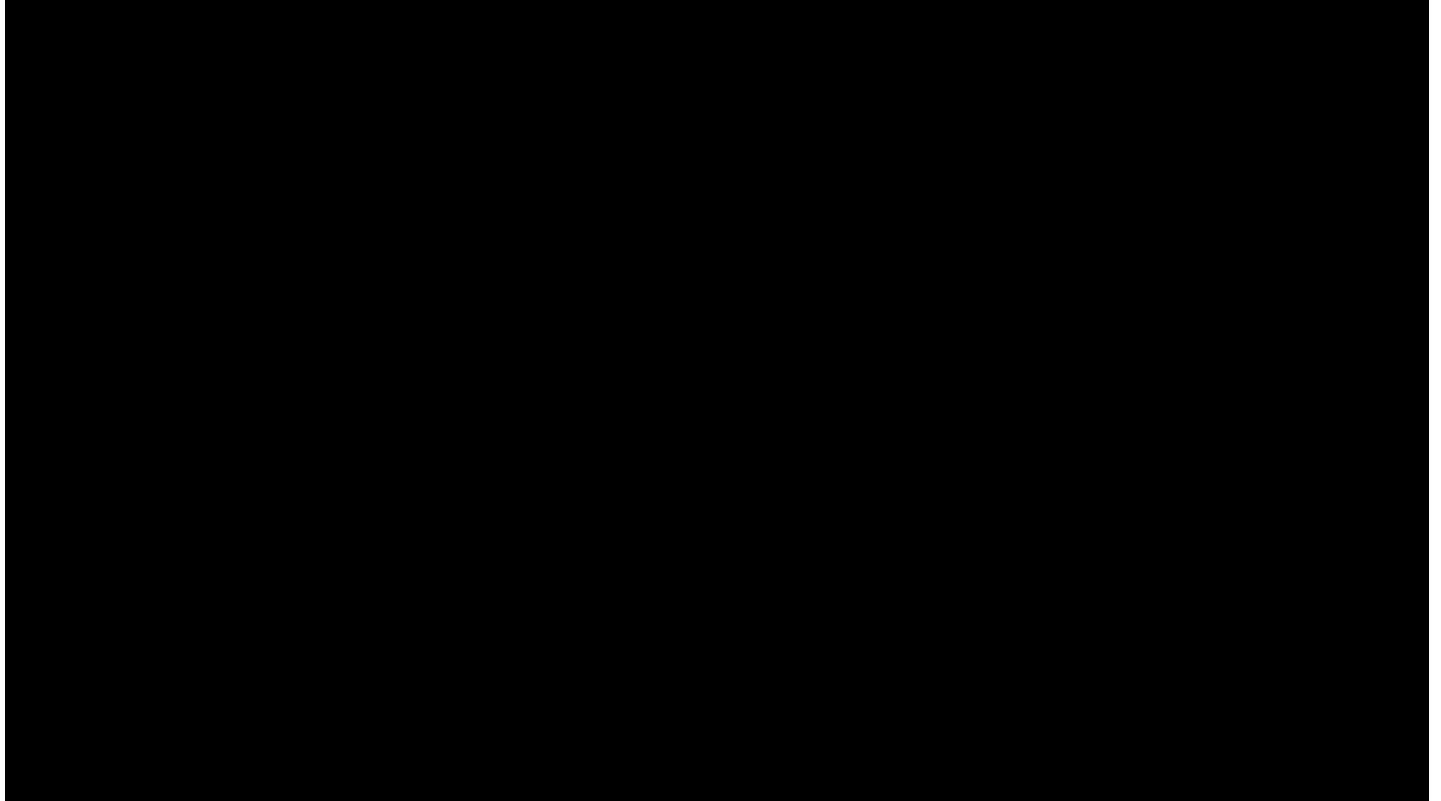
**Admission to the Car & Bike Show is free!**

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# Promotional PSA





# Adoption Promotions

## Program Results:

	ADOPTION			
	DOGS	CATS	OTHER	<b>TOTAL</b>
January	327	121	8	456
February	360	65	7	432
March	350	63	3	416
April	411	88	11	510

- Earth Day Celebration/Event (April 20–24)  
\$22/pet - 118 adoptions
- Cinco de Mayo Celebration (May 4-8)  
\$5/pet – 291 adoptions





# Promotions

- Partnered with Sun Metro
- Adoption Pictures:





# Sun Metro In-Bus Ads



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# Museum and Cultural Affairs Department

- Partnership with MCAD –
  - “New Day Dawning”
  - Mosaic artists Katie Gelinas and Terry Wright
- Saturday, May 28<sup>th</sup>
  - Tile painting
- Late June –
  - Mosaic Installation







# Social Media Ad Signs



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# Social Media Ad Signs (In-Use)



**City of El Paso Animal Services**

Published by elpasoanimal@yahoo.com [?] · 17 hrs · 🌐

This pup was eager to get to his new forever home that we could not take a clear photo of him haha! #PupProblems #ExcitedShelterDog #Adopt  
Adopt a pup of your own by visiting us at 5001 Fred Wilson Ave.



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# Volunteer Program

- Active Volunteers:
  - ✓ 70 VIP Volunteers
  - ✓ 12 Silva Magnet Community Service Volunteers
  - ✓ 8 Adult Probation Program
  - ✓ 10 Texas Tech Medical Students



	January	February	March	April
Volunteer hours	803	1067	1157	818



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# Staffing

- 3<sup>rd</sup> Veterinarian started April 6, 2016
- 2 new Animal Service Attendants started in March 13, 2016.
- New licensing/registration clerk began March 28, 2016
- Animal Services Shift Supervisors
  - Adoption Coordinator – Started April 11
  - Surrender Prevention Manager – Started April 18
- 4<sup>th</sup> Veterinarian started May 4, 2016
- Community Programs Division Manager – Started May 9th
- Community Cats (TNR) Coordinator
  - In final recruitment review



# Staffing

Restructuring includes the hiring of 27 additional personnel.

PetCo Foundation Grant



Position	Year 1	Year 2	Year 3	Total FTE
Marketing Division Manager	1			1
Community Cats & TNR Coordinator	1			1
Surrender Prevention Manager	1			1
Veterinarian	1			1
Adoption Coordinator	1			1
Surrender Prevention Clerk	1	1		2
Animal Services Attendant	1	1		2
Licensing/Registration Clerk	1			1
Adoption Counselors	1	1		2
Veterinary Technician	2	2		4
Rescue/Transfer Coordinator		1		1
Assistant Director			1	1
Website/Social Media Coordinator		1		1
Training and Enrichment Coordinator			1	1
Educator		1	1	2
Volunteer Coordinator			1	1
Off-Site Adoption Supervisor			1	1
Off-Site Adoption Counselor			3	3
<b>Total</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>27</b>

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# Staff Training

- PetPoint Training and Sanitation, Adoptions, Animal Welfare, Safety, Euthanasia, Vet Care, Volunteer/TNR Program, Customer Service, and the Intake Process
  - PetPoint (user friendly) started February 9, 2016
  - Seven training sessions conducted per week
  - Trainers: Project Manager and two trainers, and supervisors
- 1250 total hours (includes classroom and student homework)



**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 »](#)

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# Staff Training/Customer Service

- Customer Service Training
  - On-site, City of El Paso, "Great Customer Service"
  - On-line, HSUS Customer Service Training
  - On-site, animal care specific customer service training
- Conferences:
  - Texas Unites
  - United States Humane Society
  - Best Friends Animal Society
- Job Shadowing:
  - Austin Animal Care & Control
  - Ft. Worth Code Compliance - Animal Care Shelter
  - County of San Diego Animal Care and Control



# Customer Service

- Secret Shopper program implemented early May:
  - 24 shops/year or approximately 2/month
  - Feedback reports to supervisory staff on specific areas of concern:
    - Facility
    - Restrooms
    - Staff/Volunteer
    - Animals
    - Proficiency of Services

**Amusement Advantage**  
Mystery Shopper Evaluation

Visit#: 193512pas051116  
Shopper: 193512  
Visit Date: Wednesday, May 11, 2016  
Weather Conditions: Clear, 90 Degrees  
Shopper's Gender / Age: Male / 55  
Shopper's Occupation: Shopper's Home  
Shopper's Home: El Paso, TX  
Other Guests' Ages: N/A  
Time Arrived: 04:19 PM  
Time Departed: 05:10 PM  
Customer Service: N/A  
Scoring Key:  
Yes / No = 1 point  
0-4 = 4 pts (0-Low / 4-High)  
N/A = 0 pts

Total Score: 87%

**Facility** 88% 14 of 16

Was the parking lot clean  
Yes  
Were there animal waste bags in the container(s)  
Yes  
Were the sidewalks clear of debris/animal waste/rocks  
Yes  
Were the front entrance windows clean  
Yes  
Were the kennel windows clean  
Yes  
Were kennel cards placed visibly on the window  
Yes  
Were the majority of the kennels clear of animal waste  
Yes  
Were kennel walkways clear of debris/animal waste/rocks  
Yes  
Were there trashcans present  
Yes  
Are the cans usable/not over flowing  
Yes  
Is all signage and flyers up to date and not outdated  
No  
Was the lobby area clean  
Yes  
Did signage make sense (directional & instructional)  
No  
Did the facility have a pleasant smell  
Yes  
Was the play area (turf/kennel) well kept  
Yes

Facility Narrative:  
Summary Narrative: The parking lot looked clean, and I didn't see any trash, waste or debris. The lobby area looked clean, but I didn't observe anyone cleaning during my visit there, even though many people and animals passed through the area. I also didn't see or smell any cleaning supplies, although the facility didn't smell unpleasant. The play area appeared well maintained and the turf was in good shape. The kennel areas didn't have any waste or trash on them. I saw Mutt Mitts available in a dispenser. The kennel windows looked clean and had kennel cards placed in them.

**Restrooms** 100% 3 of 3

Was the restroom clean  
Yes  
Was there toilet paper in the bathroom(s)  
Yes  
Was there soap in the bathroom(s)  
Yes

Restrooms Narrative:  
Summary Narrative: Overall, the men's restroom was clean, although the floor looked a little dirty. I also saw a small water leak by the urinal. The bathroom was stocked with soap and toilet paper.



# Standard Operating Procedure (SOP)

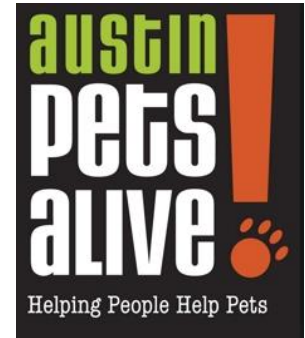
- The Animal Services SOP baseline first draft is 75% complete.
- All ASD employees will be issued a hard copy.
- Final version projected date of completion June 2016.





# Grants/Foundation Support

- Grants: Pursuing grant opportunities with the following organizations to improve overall operations:
  - Target Zero
  - PetCo Foundation
  - Petsmart Charities
  - Best Friends
  - Austin Pets Alive
  - Alley Cat Allies
  - Meadows Foundation



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# Additional Partnerships

- Clint ISD – Veterinary Science Certificate Program  
Launching this summer
- EPISD – partner site for middle school New Tech program
- Department of Assistance and Rehabilitative Services (DARS) – Job skill development program
- County of El Paso Sheriff's Office
  - Interlocal service agreements
  - Possible registration program
  - Inmate training program
- Ruff Tail Runners – off-site running, adoption program (early summer), will be our first class of Adoption Ambassadors (ASPCA grant program)



# Capital Improvements

- Shelter Capital Improvements:
  - Sally Port/Adoption Area/Front Entrance Remodel – contract to Council May 17; Mid-June start date
    - New kennel system install – June 6-8
  - Appliances (2): Second industrial washer installation complete
  - Industrial dishwasher: finalizing electrical specs
  - Phone System – VOIP: June 9th
  - Additional Internal CCTV Cameras – require remote live streaming for public viewing: complete
  - Outdoor Dog Play Area: complete



# Capital Improvements Report

Green arrow  
Indicates that  
Project is in  
progress

Animal Services	improvements	22-Mar-16						
Project	status	issues	Supplier with more comments	Cost	start	implementation	end	PO number
Play yard fence	PO issued 3/17	systems are GO	City Fence	\$ 1,399.00	28-Mar	4 days	1-Apr	CEP01-2016001
Turf yard	PO issued - 3/16	need confirmed start date/fence removal	Martinez Brother (artificial grass and irrigation)	\$ 36,531.00	28-Mar	14 days		CEP01-2016001
dog toy - amenities	requisition written 3/1	need approval signature	Exerplay (dog hydrant, tunnel, tunnel )	\$ 9,048.00	tbd	on hold	tbd	tbd
kennel	PO issued 3/21	10 week lead time	Shor-line kennels	\$ 49,450.00	30-May	4 days	6-Jun	CEP01-2016001
clothes washer	PO issued 3/15	In Stock ;NEED electrical = 3 or 1 phase	KS Commercial appliance	\$ 7,025.00		2 days		CEP01-2016001
Canopy	PO issued - 2/23;sent-3	waiting on fabric material	IQP Canopies	\$ 2,800.00	4-Apr	5 days	8-Apr	CEP01-2016001
noise baffle	received baffles 3/8	prototype installation	The Foam Factory - acoustic tile	\$ 695.94	tbd	installation	tbd	Pcard
Neg. pressure ventilation	requested 3/15	Facility to quote duct cleaning and seal	City of El Paso Facilities -					
morgan building	PO issued - 2/23	systems are GO	Morgan Building & Spas	\$ 2,975.00	4-Apr	2 days	6-Apr	CEP01-2016001
Front Entrance	CIP service request 3/17; Mirador waiting for PO ; last meeting 3/16	Bid Packet via purchasing (contract, insurance, P & P bond, wage requirements, Notice to Proceed) (MINIMUM OF A TWO WEEK PROCESS )	Mirador ; project may have to be presented to City Council requesting more money for the Region 19 contract to get the amount approved. City has a \$500,000 limit on a contractor per year; we need \$111,524.00 and there is only \$43,535.47 left for the remained of the	\$ 111,524.00	tbd	3 month	tbd	tbd
sallyport	CIP service request 3/17; Mirador waiting for PO ; last meeting 3/16	Bid Packet via purchasing (contract, insurance, P & P bond, wage requirements, Notice to Proceed) (MINIMUM OF A TWO WEEK PROCESS )	Mirador ; project may have to be presented to City Council requesting more money for the Region 19 contract to get the amount approved. City has a \$500,000 limit on a contractor per year; we need \$111,524.00 and there is only \$43,535.47 left for the remained of the	na		3 month	tbd	tbd
adoption area	CIP service request 3/17; Mirador waiting for PO ; last meeting 3/16	Bid Packet via purchasing (contract, insurance, P & P bond, wage requirements, Notice to Proceed) (MINIMUM OF A TWO WEEK PROCESS )	Mirador ; project may have to be presented to City Council requesting more money for the Region 19 contract to get the amount approved. City has a \$500,000 limit on a contractor per year; we need \$111,524.00 and there is only \$43,535.47 left for the remained of the	na		3 month	tbd	tbd
dishwasher & 2x tables	spec finished	need MORE quotes ; HUB	tbd	tbd	tbd	5 days	tbd	tbd
Swips DQA & B	Wiring 3/22/16		Intergrated Techs	\$ 4,090.51	22-Mar	2 days	tbd	CEP01-2016001
Cameras	Wiring 3/22/16		Intergrated Techs have supplies on order. Robert will be submitting a quote for the camera in surgery to be added. Will wait for wall to put camera in Sally Port	\$ 17,105.93	22-Mar	5 days	tbd	CEP01-2016001
VoIP	Pending	Waiting for funding and account info	SIGMA (City IT) - Pending PO but IT is waiting for us to find funds and create the	\$ 36,109.25	tbd	1 day	tbd	TBD
		grand total to date		\$ 278,753.63				

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# Capital Improvements Play Yard





# Capital Improvements Play Yard







# Capital Improvements Play Yard





# Capital Improvements

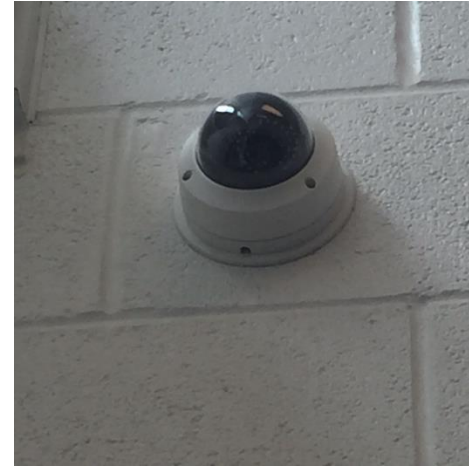
## Washing Machine





# Capital Improvements

## Video Enhancement







# Capital Improvements

## Sallyport Kennels





# Vaccination, Registration, Microchip Servicing (at the Socorro Clinic and AS Shelter)

- Vaccination, Registration, Microchip Servicing Initiative from September 2015 through April 2016:

## Collective Results:

1. 831 animals vaccinated, registered, and microchipped.
2. Cost to customers: \$24/animal.
3. Customers begin lining up at 4:00 a.m. and stop intake at 7:00 a.m.
4. Primary learning point: a community-wide need for vaccines, registration, and micro chips is clearly evident.



# Vaccination, Registration, Microchip Clinic In Action



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# Ordinance Changes

Title 7 – Creation of Animal Services Department – Ordinance No. 018471

Title 7 – Trap Neuter Return Ordinance – Ordinance No. 018472

Title 7 – Animal Welfare Organization Permit/no unrestrained animals in back of pick-up truck/change department assigned to ASAC from DPH to Animal Services/add animals attacking other animals as a criteria in dangerous dog determination – in progress (Summer)

Title 20 - Animal Facilities – Definitions, permitted uses and requirements



# Ordinance Changes

Title 3 – Revenue and Finance - Disposition of Animals – Change responsible department from Health Department to Animal Services Department – ready for Council consideration

Title 10 – Public Peace, Morals and Welfare - Firearms – Discharge Prohibited – Change responsible department from Health Department to Animal Services Department – ready for Council consideration

Title 6 – Vehicles for Hire – horses – Change responsible department from Health Department to Animal Services Department – ready for Council consideration



# Near-term Milestones

- June 1<sup>st</sup> and 2<sup>nd</sup> - PetPoint Onsite evaluation
  - Go-live schedule for June 15<sup>th</sup> (+/-)
- June 3<sup>rd</sup>-5<sup>th</sup> – Adoption Special (\$20 – “Construction Sale”)
- June 6<sup>th</sup>-8<sup>th</sup> – Installation of 24, self-draining, above ground sallyport kennels
- June 9<sup>th</sup> – VOIP telephone system upgrade – call center capability
- June 15<sup>th</sup> (+/-) – PetPoint go-live date
- June 22 – Socorro Road Low/Cost Spay/Neuter Clinic opening



# Program Results

- Live Release Rate

	January	February	March	April
<u>Total</u>	<b>59%</b>	<b>56%</b>	<b>53%</b>	<b>56%</b>
Dog	61%	56%	51%	56%
Cat	56%	57%	65%	53%

LRR Goal 2016 – 50%  
2017 – 60%  
2018 – 70%  
2019 – 80%  
2020 – 90%

