

**CITY OF EL PASO, TEXAS
AGENDA ITEM
AGENDA SUMMARY FORM**

DEPARTMENT: Fire

AGENDA DATE: August 8, 2017

CONTACT PERSON/PHONE NUMBER: Mario D'Agostino, Fire Chief, 915-485-5605

DISTRICT(S) AFFECTED: All

STRATEGIC GOAL: No. 2 Set the Standard for a Safe and Secure City

SUBJECT:

Operations Management Update:

- Fire Department Accreditation
- Animal Services Taskforce Update

BACKGROUND / DISCUSSION:

Presentations on Fire Department Accreditation and an Update on the Animal Services Taskforce

PRIOR COUNCIL ACTION:

None

AMOUNT AND SOURCE OF FUNDING:

N/A

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



Animal Services

Task Force Report





Goals

We will be:

A No Kill Shelter by 2020

We will:

- Continue the Animal Shelter Reform Plan
- Increase active partnerships with adoption agencies from 6 – 25
- Create a transport program





Initial Observations

- Safety/Capacity
- Cleanliness
- Medical Supplies





Additional Observations

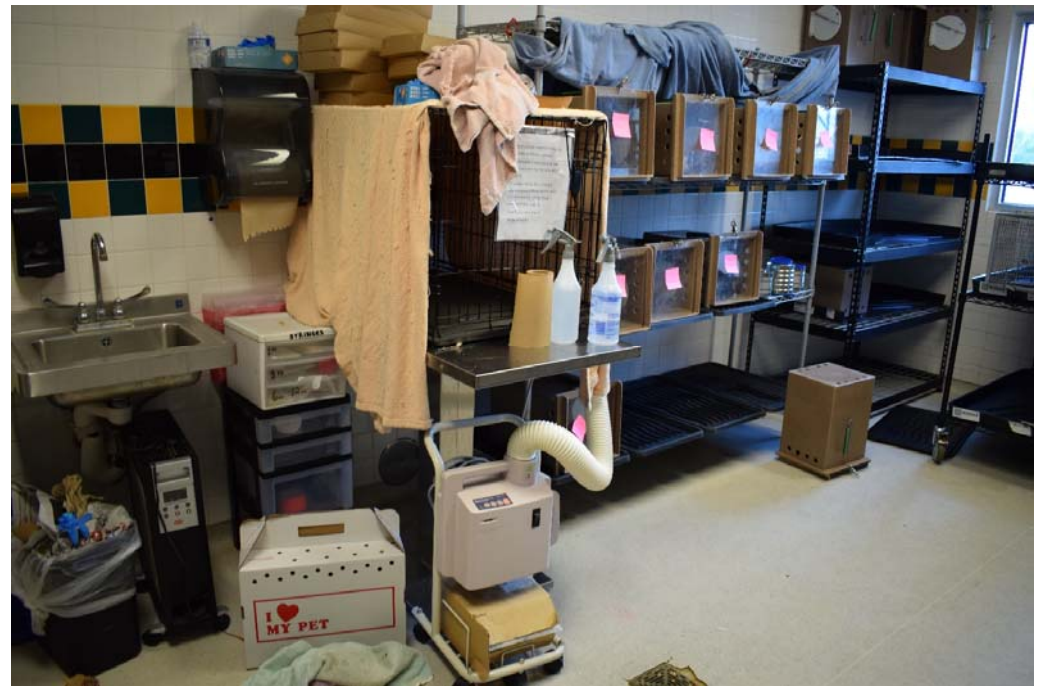
- **Employee Support**
- **Additional Adoption Opportunities**
- **Needed Facility Improvements**





Safety/Capacity

- **Safety**
 - Disorganization
 - Limited Space





Capacity

- Originally designed for approximately 250 pets
- With modifications throughout the years the center can still function comfortably at 400-450 pets
- Safety issues for staff and pets reaches a critical point at 500-550 pets





Cleanliness

- **Lack Cleanliness**
 - Creates Safety hazards
 - Storage of equipment
 - Workspace and common areas full of clutter





Medical Supplies

- **Medical Supplies**
 - Inventory management
 - Storage
 - Procedures





Taskforce

- **Continue with Shelter Reform Plan - No Kill by 2020**
- **100% Commitment**
- **Lean Six Sigma – 2 Greenbelts**
- **Certified Baldrige Organizational Assessment Evaluation Examiners 2**
- **Nearly 70 years of governmental experience**





Customer Service Focus

- **Internal Customer**
 - Peer Support Program
 - Continuing education
 - Cross-training
- **External Customer**
 - Healthy pets
 - Reduce wait times
 - Education outreach/PSA
 - Presentations at Rec Centers and other community facilities



Deliver Outstanding Services



What's Next

- **Process Mapping**
 - Internal Processes
 - Inventory Management
 - Organizational Structure
 - Peak Seasons
 - High Call Volume
- **Capital Needs Assessment**
 - Additional Equipment for Dog Play Yard
 - Modernize IT infrastructure
 - Mobile working stations (tablets)
 - Transportation Program
 - Building Maintenance





Interaction/Adoption Areas





What's Next





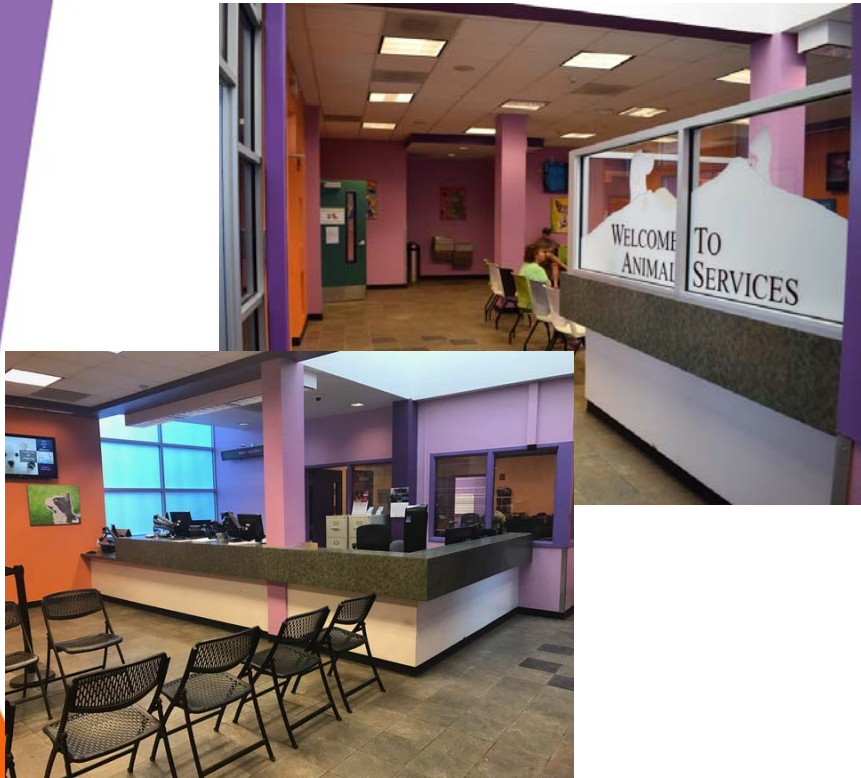
What's Next





Customer First

- Staff
- Volunteers
- Pets
- Adopters





Customer First

- **No Kill by 2020**
- **Focus on operations & processes**
- **Adoption Event**
 - **July 28 – 216 Adopted**
 - **Vouchers**





Fire Department – Best Practices & Accreditation

- **Organization & Standardization**
 - SOPs and Medical Protocols
 - Inventory Management – Medical and General Supplies
- **Processes & Equipment**
- **Health & Safety Program**
- **Employee Development**
- **Continued Administrative Support**
 - Finance
 - Human Resources



Best Practices

Public Safety Alignment

- **Other Cities in Texas**
 - City of Irving
 - City of Dallas
 - City of Orange
 - City of Odessa
- **Other Cities**
 - Charlotte-Mecklenburg, North Carolina
 - City of Irvine, California
 - City of Stockton, California





Thank You

