

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

DEPARTMENT: ANIMAL SERVICES
AGENDA DATE: October 18, 2016

CONTACT PERSON NAME AND PHONE NUMBER: KURT FENSTERMACHER, INTERIM DIRECTOR, 212-8703

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, Update to City Council was given.
February 23, 2016, Update to City Council was given.
May 31, 2016, 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



City of El Paso Animal Services Update



November 1, 2016

"Delivering Outstanding Services"



Strategic Goal

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



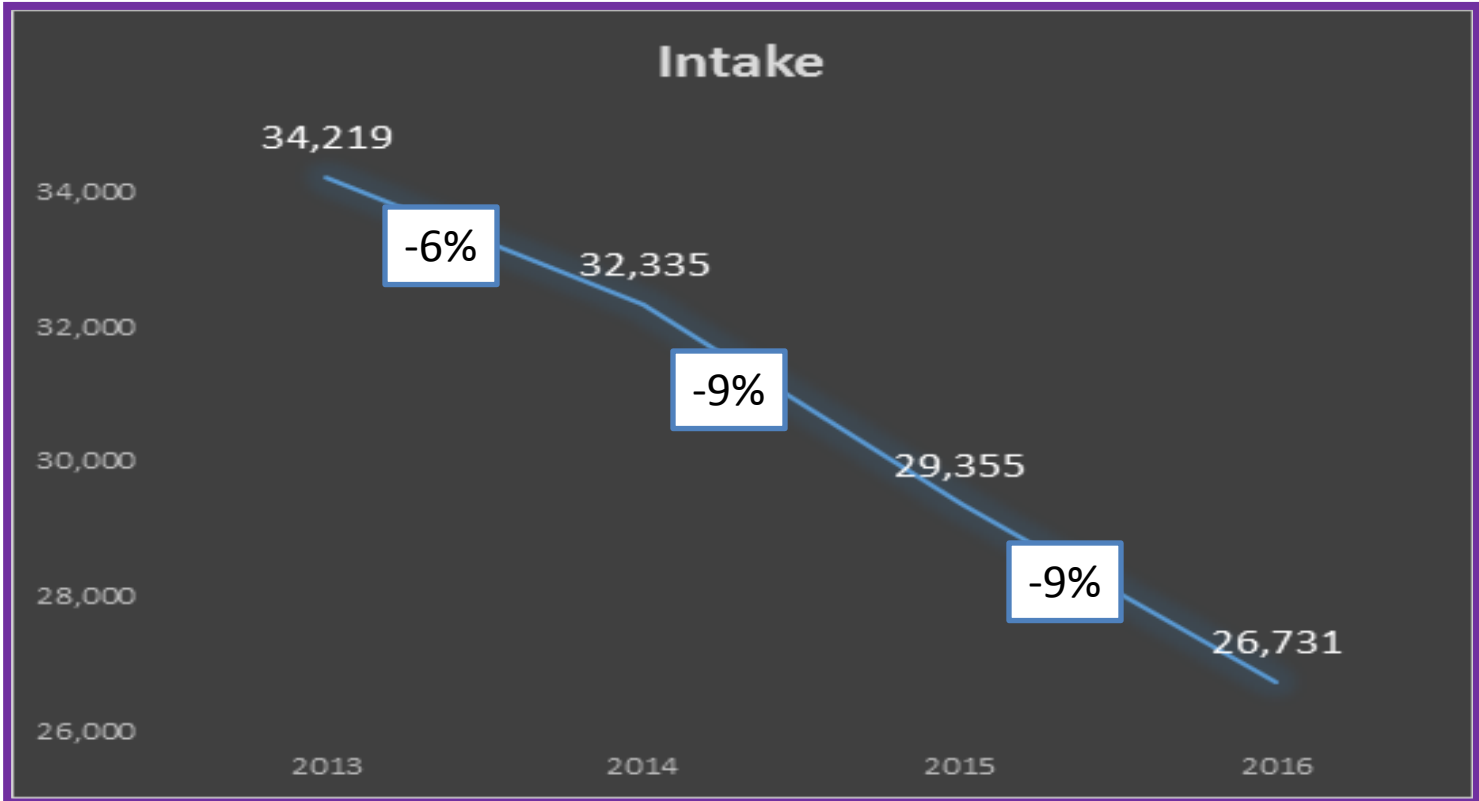


Chronology: From Vision to Action

- Task Force Work – 9/15 to 1/16
- January 12 – Task Force Presentation
- January 26 – Approval of Action Plan
- February 9 – Update to Council
- February 23 – Update to Council, Ordinance Updates
- **March 1 – New Department of Animal Services Established**
- May 31 – Update to Council
- September 6 – Ordinance Updates



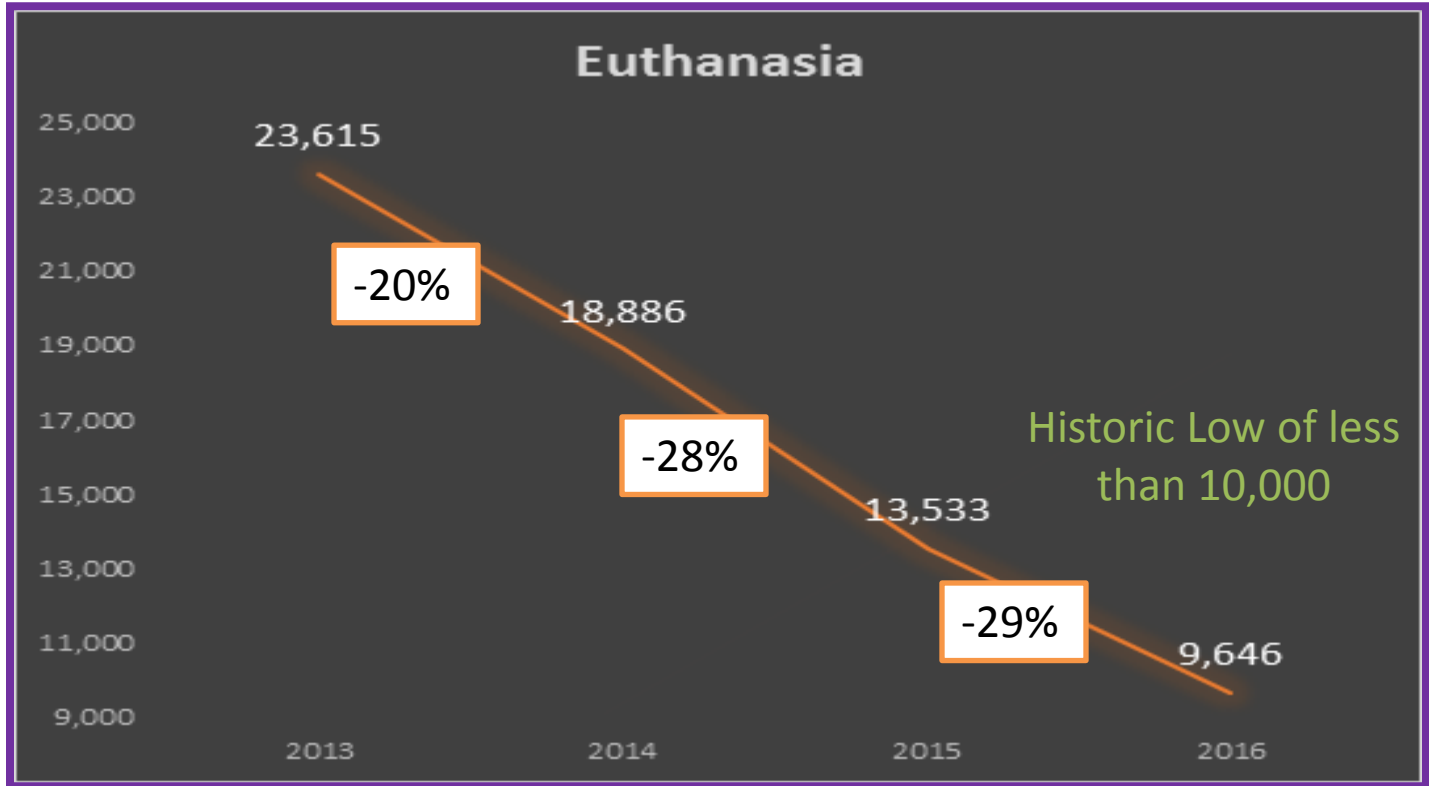
GOAL: Decrease Shelter Intake of Unwanted Animals



"Delivering Outstanding Services"



GOAL: Decrease Shelter's Euthanasia rate



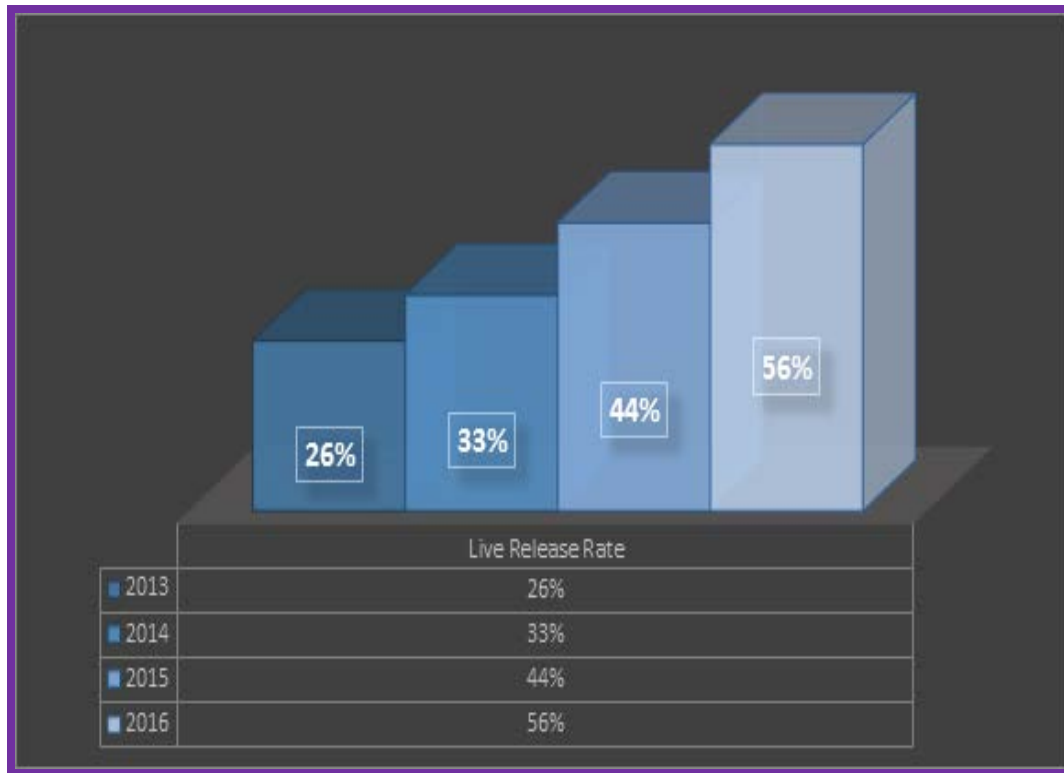
"Delivering Outstanding Services"



Goal: Increase Live Release Rate

Exceeded
FY 2016 Goal of
50%

Achieved
56% for
FY16





Dog Data

Total impounds: **15506**

Total saved: **8588**

Euthanized: **6397**

Percentage saved: **55%**

Percentage euth.: **41%**

Change in euth. Rate: **8% decrease** (*FY2015 vs. FY2016*)

Change in adoption rate: **38% increase**





Cat Data

Total impounds: **9706**

Total saved: **4838**

Euthanized: **4768**

Percentage saved: **50%**

Percentage euth.: **49%**

Change in euth. Rate: **39% decrease due to
Community Cats/TNR** *(FY2015 vs. FY2016)*

Change in adoption rate: **68% increase**





Animal Services

Services for all stages of an animals life

Adoption Experience:

- INCREASED adoption rate:
 - 38% for dogs and over 68% for cats

Partnerships:

- 7,800 homeless dogs and cats and 343 other animals (wildlife, exotics, birds, livestock, etc.) found new homes.

Customer Service:

- Increased shelter open hours by 4%; 49 hours total

Rescue

Education & Outreach

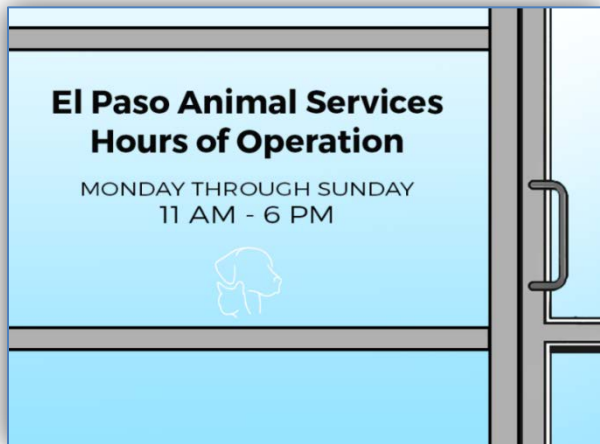
Licensing & Enforcement

Adoption & Surrender

Foster Care



GOAL: Improve Shelter Service Hours



- **Consistent customer friendly schedule**
- **Increased opportunities** to adopt a shelter pet, find a lost pet, inquire about other services





GOAL: Improve Shelter Service Hours

Previous:

Monday	10:00-6:00
Tuesday	10:00-6:00
Wednesday	3:00-6:00
Thursday	10:00-6:00
Friday	10:00-6:00
Saturday	10:00-5:00
Sunday	12:00-5:00

Current:

7 Days/Week
11:00-6:00

49 Customer Service Hours
4% increase in access



GOAL: INCREASE COMMUNITY SUPPORT

- Petco Foundation
- Maddie's Foundation
- Dog's Playing for Life – Training Apprenticeship
- Barn Cat Program Apprenticeship
- TX Department of State Health Service

Donors

Volunteers

- Volunteers **increased 32% to over 843** since expanding the volunteer program in Jan 2016.

Partnerships

Advocates



Grant Funds Received

FY17

Petco Foundation	\$ 90,000
Maddie's Foundation	\$ 500
Dog's Playing for Life	\$ 1,500
Barn Cat Program	\$ 1,500
TX DSHS	<u>\$ 17,730</u>
	\$111,230

Pending Applications:

- Best Friends Animal Society
- Petco Foundation
- PetSmart Charities
- Maddie's Foundation
- Hill's Science Diet



Next Steps

- ❖ **60% Live-Release Rate Goal for FY17**
- ❖ **Staffing** – Hire approved positions
- ❖ **Facility Improvements**
 - ❖ *Complete* front entrance/adoptions remodel; Sallyport wall
 - ❖ *Replacement* Spay/Neuter Van
 - ❖ *Upgrade* atrium space in center of building (864 sq.ft.)
 - ❖ *Expand* cat housing (community rooms/catios)
 - ❖ *Expand* surrender prevention program
- ❖ **Add software features to PetPoint**
 - ❖ Veterinary Portal
 - ❖ Online licensing



Additional Council Briefings

- ❖ Community Cats Program
- ❖ High Volume, No-cost/ Low-cost Spay/ Neuter
- ❖ Rescue Groups
- ❖ Pet Adoptions
- ❖ Pet Retention
- ❖ Medical and Behavior Rehabilitation
- ❖ Public Relations/ Community Involvement
- ❖ Volunteers
- ❖ Proactive Redemptions
- ❖ Dynamic Leadership