

Animal Services Office

Detailed Activity Pages



APPENDIX

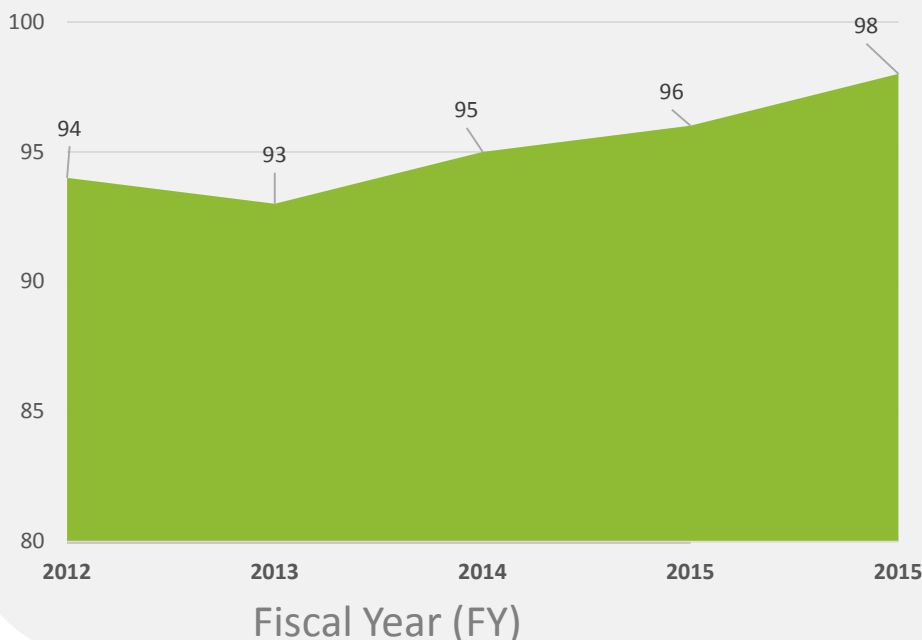
<u>Activity</u>	<u>Page</u>
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Field Services

The Animal Protection unit responds to reports of pets, livestock and wildlife in need, and is the rabies control authority for the City of Austin and Travis County. Officers investigate reports of bites and other potential rabies exposures, educate about and enforce animal-related codes at the Class C misdemeanor level. Field Services also provide response during disasters and weather-related emergencies, such as flooding and cold weather. The Animal Protection unit works closely with Animal Services Office outreach educators and community partners to connect residents with resources, including spay/neuter services and vaccinations to help keep their pets at home.

Key Outcome

Percent Actual Response to Priority Calls Completed



Priority Calls Completed

19,447

↑ 4.2% From FY12

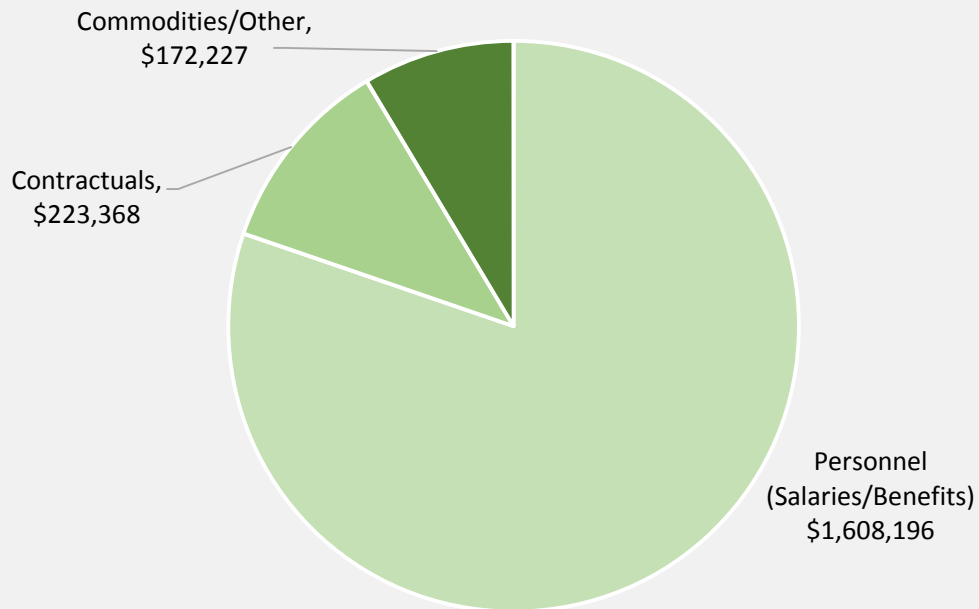
Activity Statistics

Number of Rabies Vaccinations to Owned Animals in the Community	1,108
Number of Field Officers	20

Significant Contracts

Travis County interlocal agreement for animal control, shelter and prevention services (Travis County pays the City of Austin for services)	\$1,641,082
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Breakdown of Field Services Budget



Customers



Residents of Austin and the unincorporated areas of Travis County

Equipment

- 23 Animal Transport Units
- 3 Enclosed trailers for emergency response
- 1 Livestock Trailer
- 2 Polaris Units
- 1 Dog Transport Trailer
- 1 Cargo Van

Strategic Outcome Alignment

Field Services aligns with Safety, Health, and Government that Works. This program advances Safety through response to animal-related risks to human safety, including investigating and ensuring compliance with relevant Texas Health and Safety codes, and investigating reports of aggressive animals. This program advances Health by acting as the Travis County rabies control authority, which investigates reports of potential rabies exposure and ensures compliance with quarantine and companion animal rabies vaccination requirements. This program advances Government that Works through its engagement-based approach to achieving compliance with proper care concerns.

Services

- ✓ Enforcement of City of Austin animal-related ordinances and relevant Texas Health and Safety Administration Codes
- ✓ Dog house and fencing assistance
- ✓ Bite prevention and rabies outreach education
- ✓ Emergency response, including operation of co-located community shelters

Budget

\$2,003,791

Future Budget Drivers



Population growth and geographical expansion



Fuel and vehicle maintenance costs

Employees



25.5

FTEs

Alignment with Strategic Plans

The City's No Kill mandated policy drives all operational policies to reduce shelter intake. Council Resolution 20100311-021

Benefits of Service

- Animal Protection strives to balance enforcement responsibilities with community engagement. The latter approach helps build community trust, gain code compliance and make greater improvements in quality of life for animals and the neighborhood.
- Animal Protection's policy of attempting to return stray animals in the field consistently diverts 3-5 percent of animals from being intaked at the center. This guarantees the animal is safely reunited with its owner and gives the Animal Protection Officer an opportunity to speak with the owner about proper pet care and provide or make referrals for services to help in keeping the pet.
- Animal Protection manages community rabies risks and reduces incidences through bite investigations, enforcement of quarantine requirements, and outreach services.

Top 3 Challenges

1. Meeting the community needs of safety while engaging the community in solutions
2. Complaint-based response model
3. A lack of technology solutions in the field

Areas for Improvement

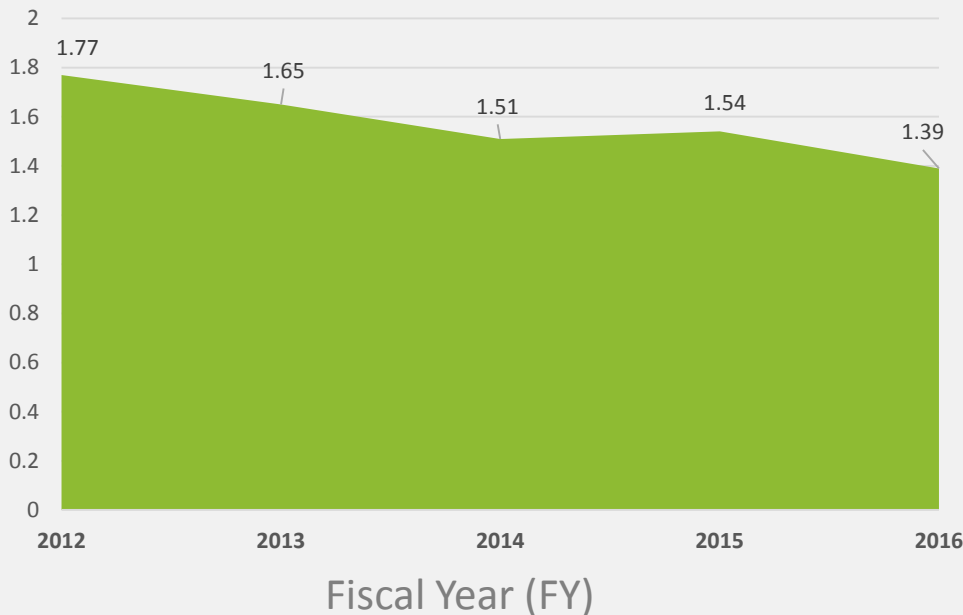
1. Reducing overall response time and providing outreach services will further decrease intake and better address instances of neglect before they rise to levels of cruelty.
2. Animal Protection Officers do not have remote technology capabilities. This impacts efficiency in call dispatch, data entry, and access to records while in the field.
3. Develop a Field Services module more akin to community policing modules.

Prevention Services

Public health educators connect residents with information, resources and services to reduce shelter intake and ensure pets are cared for safely and humanely through prevention-based interventions, targeted community outreach initiatives and events. Public health educators also work to build a broad base of public support through partnerships.

Key Outcome

Shelter Intake Per Capita



Number of Companion Animals Sheltered
16,355

↓ 21.5% From FY12

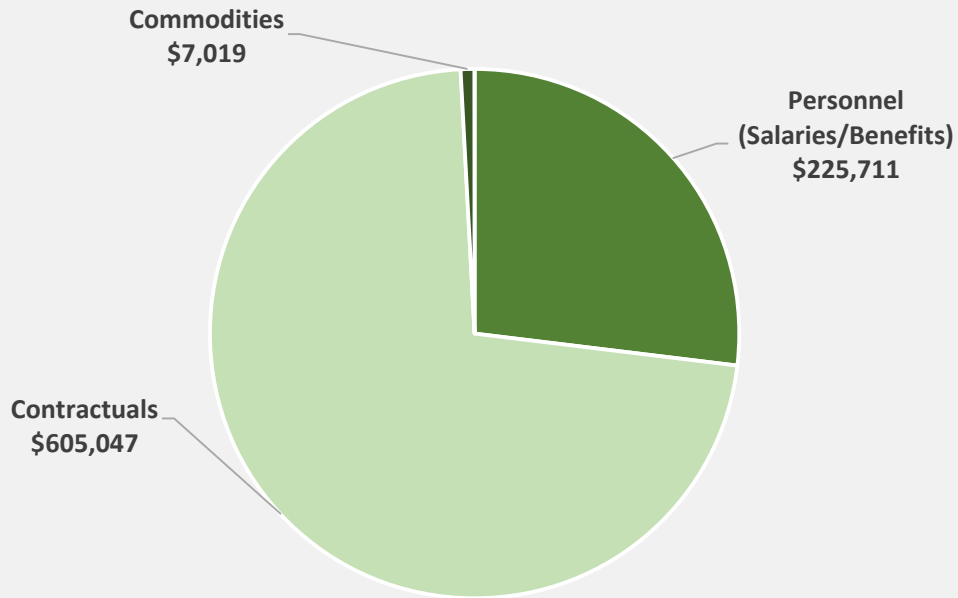
Activity Statistics

Number of Animals Sterilized in the Community	10,568
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Significant Contracts

Emancipet, Inc: mobile clinic four days/week of free spay/neuter & wellness	\$480,047
Austin Humane Society: Community Cats spay/neuter and wellness services	\$125,000

Breakdown of Prevention Activity Budget



Strategic Outcome Alignment

Prevention Services aligns with the Health strategic outcome. Prevention Services advances Health through provision of free and low-cost rabies vaccines and other veterinary care for pet owners.

Employees



3 FTEs

Budget

\$837,777

Future Budget Drivers



Economy affects owned animal care and retention

Services

- ✓ Free spay/neuter surgeries, rabies vaccinations and microchips for owned cats and dogs weekly at multiple locations; targeted community outreach
- ✓ Trap/Neuter/Return assistance for community cats
- ✓ Resource referrals & assistance
- ✓ Responsible Pet Owner classes

Benefits of Service

Prevention services funded by the City of Austin connect residents with the resources and information needed to provide adequate care to their pets. They help address the root causes of shelter intake and nuisance animal reports. This helps to keep pets in homes and gets pets back to their homes rather than coming into the center where they must be cared for until adopted or transferred to another organization.

- Prevention services also promote the center's mission to maintain the human-animal bond so community members know where to go when pets are lost or animal services are needed.
- Mobile veterinary clinics connect residents with free and low-cost services in neighborhoods where there is no access to these services. This provides health benefits to the pet and prevents litters, both of which can help reduce center intake.
- Access to rabies vaccinations helps protect pets and people in the event they are exposed to a rabies risk. Travis County has more than 100 confirmed positive rabies cases each year. The availability of these services ensures that residents with financial or other access barriers are not left unprotected.
- Pets are more likely to be reunited with owners if they are microchipped, wearing an ID tag, and if owners know how and where to find them.

Areas for Improvement

Re-branding as a resource agency that will help residents keep pets in their home.

Alignment with Strategic Plans

The City's No Kill mandated policy drives all operational policies to reduce shelter intake. Council Resolution 20100311-021

Top 3 Challenges

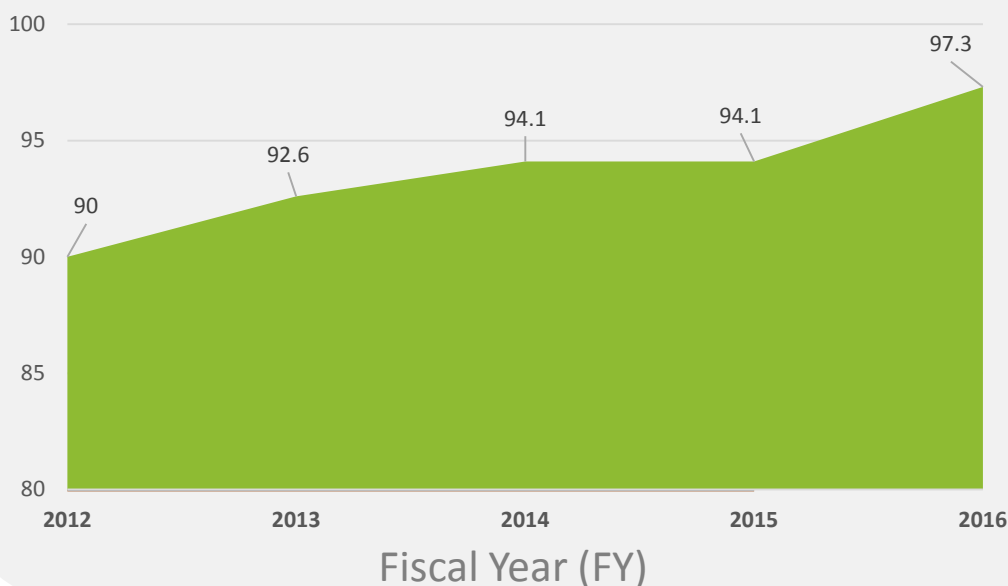
1. The need for services is greater than capacity.
2. A limit of low-cost emergency veterinary options for pet owners.
3. A lack of ability for sophisticated data analysis to determine if services are reaching those most in need.

Shelter Services

Shelter Services provide temporary shelter, care and enrichment, veterinary care, and placement to maximize live outcomes for lost and surrendered companion animals in the city of Austin and unincorporated areas of Travis County. Additional services include rabies quarantine facilities to comply with Texas Health and Safety Administration Codes.

Key Outcome

Percent of Actual Shelter Live Outcomes



Number of Live Outcomes

15,722

↑ 8.1% From FY12

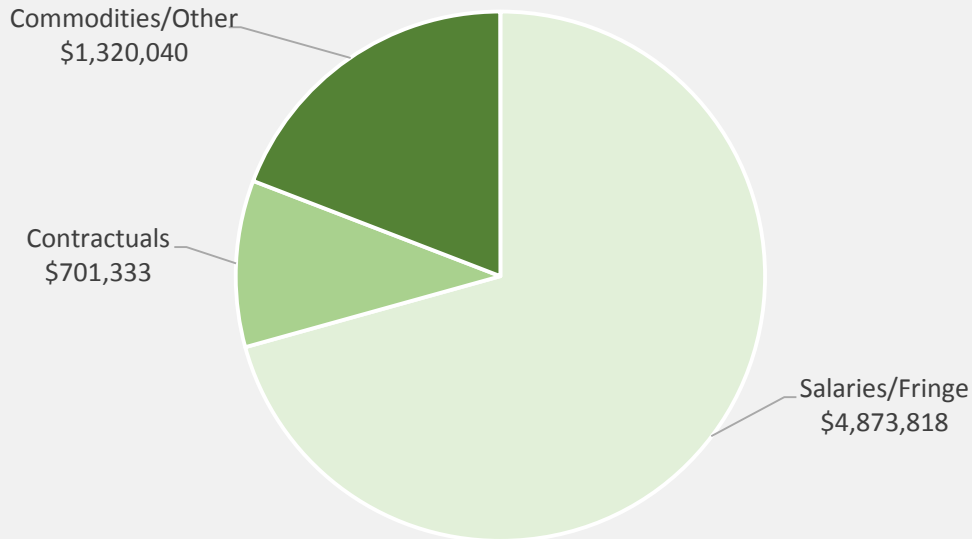
Activity Statistics

Number of Animals Adopted	7,784
Number of Companion Animals Sheltered	16,355
Percent of Sheltered Animals Adopted	49.5%
Percent of Sheltered Animals Euthanized	2.47%
Number of Spay/Neuters Performed at the Animal Center	5,995
Percent of Sheltered Animals Returned to Owner	18.62%

Significant Contracts

Sageline Inc: Pet food and animal supplies	\$373,524
MWI: Veterinary drugs and medical supplies	\$694,372

Breakdown of Shelter Activity Budget



Top 3 Challenges

1. Adoption Program Customer Service
2. More efficient and effective technology solutions for data management
3. Low return-to-owner rate

CIP

Austin Animal Center & Betty Dunkerley Campus Improvements

- Construction of additional dog adoption building, specially designed dog interaction yard with shade structures
- Additional parking for staff, volunteers and visitors

Strategic Outcome Alignment

Shelter Services aligns with Health. This program advances Health by promoting companion animal adoptions, which provide a unique and positive impact both on the mental and physical health of their families. Shelter Services also provide quarantine facilities to monitor companion animals who have exposed a human to rabies risk.

Services

- ✓ Animal Intake, Housing and Care
- ✓ Enrichment
- ✓ Quarantine (rabies)
- ✓ Pet Placement
- ✓ Volunteer Program
- ✓ Veterinary Services

Employees



74

FTEs

Budget

\$6,895,191

Future Budget Drivers



Animals with extensive behavioral and medical needs



Medium and large dogs length of stay



Number of animals impounded through hoarding situations or court cases



Drug costs

Benefits of Service

- The Austin Animal Center (AAC) provides seven day-per-week services for residents needing to drop off stray cats, dogs and other animals, including injured wildlife, exotic and small companion animals.
- Through adoptions, rescue placement and foster care, the center saves more than 95 percent of the homeless pets in Austin and Travis County, making Austin the largest lifesaving city in the United States and a national leader in animal sheltering.
- Each year, approximately 17,000 lost and homeless pets receive care from the center's veterinary, animal care and animal behavior and enrichment teams.
- The center is open for adoptions and pet reclaims every day, including most holidays, and has 500 to 1,500 adoptable pets at any given time. This gives residents flexibility for visiting the center and allows the center to achieve a maximum number of pet adoptions and reclaims.
- The center accepts owner surrendered pets, taking in cats, dogs and other pets, when their owners are unable to care for them.

Alignment with Strategic Plans

The City's No Kill mandated policy drives all operational policies to reduce animal intake and increase live outcomes for shelter animals. Council Resolution 20100311-021

Areas for Improvement

Re-branding the department as a resource center of services that will help residents keep pets in their home.