To the Mayor and Members of the City Council

No. 24-011

August 24, 2023

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SUBJECT: Animal Services Resource Allocation and FY24 Shelter Staff Additions

City Council has requested a report detailing how Code Compliance/Animal Care and Control (ACC) uses data-driven methodologies to effectively allocate its resources. On a routine basis, ACC conducts a thorough analysis of various data points encompassing animal intakes, population management, shelter capacity, adoption, placement trends, outcome evaluations, foster, volunteer engagement, collaborative rescue partnerships and strategic initiatives. This rigorous assessment ensures that each distinct service area is allocated an appropriate and optimal number of staff members.

ACC has three distinct service areas; Outbound Program (Outbound), Field Operations (Field), and the two animal shelters: the North Animal Campus (NAC) and the Chuck and Brenda Silcox Animal Shelter (Silcox).

Outbound Program

The Outbound Program is responsible for an array of essential functions, including overseeing foster programs, rescue efforts, animal transport initiatives, off-site adoption events, and volunteer engagement. Additionally, this program manages the operations of two PetSmart adoption centers, strategically situated at Hulen and Alliance PetSmart locations. Personnel designated for this program are strategically positioned at locations where their skills and services can be optimally employed. The majority of assignments within this division are typically allocated to one of the two PetSmart facilities or the Silcox Animal Shelter, ensuring efficient and effective utilization of their expertise.

Position	Number
Superintendent	1
Supervisor	2
Senior Officer	3
Customer Service Rep	1
Vet Technicians	1
Shelter Technicians	11
Volunteer Coordinator	1
Total	20

Field Operations

Field Operations handles general calls for service, animal welfare reports and directed stray team functions. Calls are prioritize based on the risk to human and animal life and safety. Across all communities, response is predominantly directed towards situations involving unaltered animals, animal cruelty or welfare concerns, assessments of inadequate fencing or structures, management of stray animals, wildlife or livestock encounters and incidents of animal bites. To ensure effective coordination, Field Operations maintains an open and seamless line of communication with various entities including the Police Department, Fire Department, and Code Compliance. This collaborative approach enables prompt and efficient response to calls by priority. Our Animal Control operations are in effect around the clock, operating on a 24/7 schedule.

Central District	East District	North District	South District	West District	Total
3977	6920	8439	7875	4350	31808
12.50%	21.76%	26.53%	24.76%	13.68%	

FY23 Calls for Service

*Service Area Map Attached

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	Animal Control Officer	Senior Officer
North	4	1
East	3	1
South	4	1
West	3	1
Central	2	1
Dispatch	3	
Stray Team	4	
Total	23	5

The Stray Team operates from 7 am to 4 pm, spanning Tuesday through Saturday. This focus is primarily concentrated in the North, East, and South areas, as these districts account for the majority of AT-LARGE calls, totaling 23,234 thus far in FY23. This strategic allocation reduces the likelihood of these loose animals encountering risks such as vehicle accidents, deliberate harm, and public safety concerns. The Stray Team is deployed daily to regions characterized by higher stray animal numbers and an elevated frequency of service calls, particularly for the purpose of addressing challenging cases involving elusive nuisance animals and wildlife. Additionally, our Stray Team collaborates and extends support to both the Police Department and the Tarrant County Sheriff's Office. It's important to note that the Stray Team operates comprehensively and is not exclusively dedicated to any single district within the city.

Animal Shelter Staffing – Silcox and the North Animal Campus

Within the Animal Shelter service area, our coverage encompasses two distinct animal shelter locations: the North Animal Campus (NAC) and the Chuck and Brenda Silcox Animal Shelter (Silcox). Each of these facilities is equipped with a surgical clinic, a medical treatment ward, intake and adoption centers, as well as the full spectrum of customary animal sheltering services. Moreover, the Outbound Program's operations are seamlessly integrated into both of these locations. Apart from the daily influx of surrendered animals, the two sites vary in terms of dimensions, physical layout, geographical placement, facility age, and the density of the surrounding communities. Given that Silcox encounters a higher volume of intakes, adoptions, and maintains a greater daily average of animals in their care, an increased allocation of resources is directed towards this particular location. Both shelters make use of temporary staff, procured through contractual arrangements with Presbyterian Night Shelter/Upspire (PNS) and Goodwill Services (GW).

	Intake	Adoption	Rescue	Spay/Neuter	Animal Count
Chuck and Benda Silcox	4,970	3,055	1,944	3,011	656
North Animal Campus	4,018	2,497	627	3,009	323
				*Animal Cou	unt on July 1, 2023

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Position	Chuck and Brenda Silcox	North Animal Campus
Superintendent	1	1
Supervisor	4	4
Senior Officer	3	1
Customer Service Rep	4	2
Vet Technicians	6	6
Shelter Technicians	22	16
Veterinarian	1	1
PNS Shelter Worker	15	7
Goodwill Shelter Worker	9	7
Total Workers	65	45

FY24 Recommended Budget & New Animal Shelter Staff:

The FY24 Recommended Budget includes the following six (6) new Animal Shelter positions:

- 1. Silcox Shelter Additions:
 - a. One (1) Senior Administrative Assistant
 - b. One (1) Veterinary Technician
 - c. One (1) designated Communication Specialist to develop marketing and social media content which provides education to the public as well as information about our animals and adoption events.
- 2. North Shelter Additions:
 - a. One (1) Volunteer Coordinator
 - b. One (1) Veterinary Technician
 - c. One (1) Senior Officer

For questions regarding this information, please contact Brandon Bennett, Code Compliance Director at <u>brandon.bennett@fortworthtexas.gov</u> or (817) 392-6322.

David Cooke City Manager

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FORT WORTH, TEXAS

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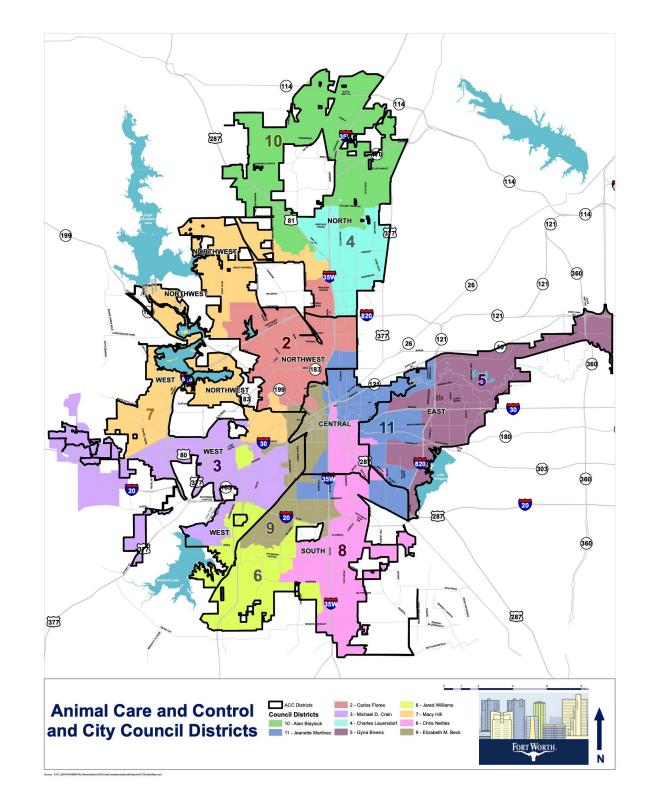
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