



# Animal Services Department Update

May 13, 2026

ASAC26-006, May 13, 2026

# Animal Services Performance Metrics FY 25

Measure	2023-24 Actual	2024-25 Actual	2025-26 Actual (YTD)
Live Animal Intakes	5,608	4,274	1,908
Animal Adoptions	2,888	2,674	1,396
Animal Transfers	280	162	181
Calls for Service	6,175	5,722	3,091
Live Release Rate (Average Cats and Dogs)*	87.8%	93.1%	93.22%
Volunteer Hours Worked**	-	6,400**	5,135
Volunteer Impact***	-	\$213,707**	\$181,726
Foster Homes	-	1,451	563
Spay/Neuter performed	2,341	2,232	1,123
Microchips	3,225	2,410	951

\*Data collected for this measure is from April 2023 forward.

\*\*Data collected for this measure is from October 2024 forward.

\*\*\*Data collected for this measure is from November 2024 forward.

- [Website Link to Performance Scorecard Dashboard](#)

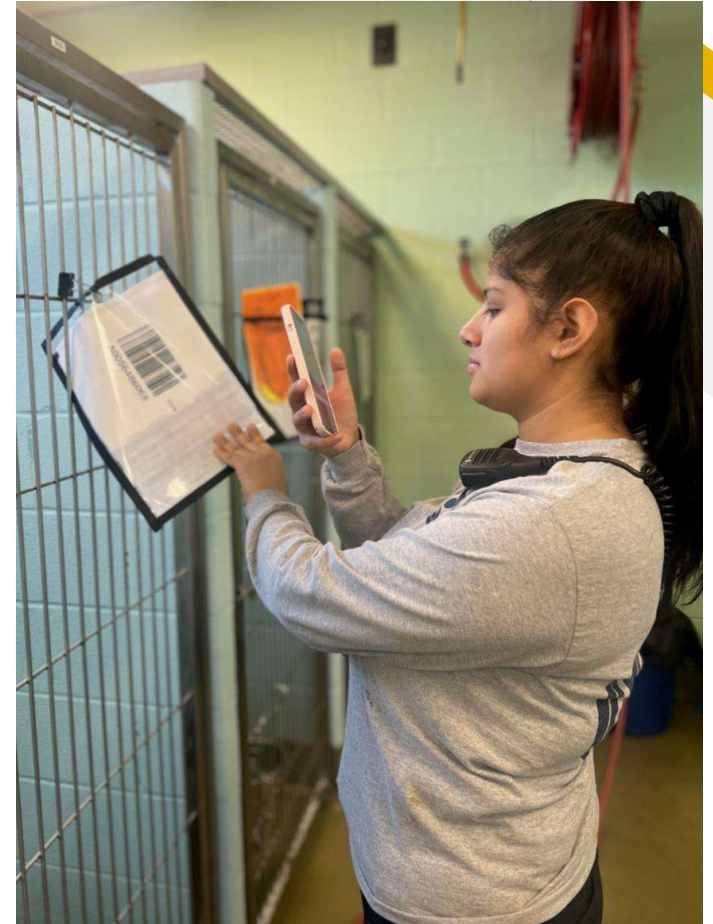
# Fiscal Year 25 in Review

- **FY 25 Accomplishments**

- Developed Robust Animal Services Volunteer Program to Expand Capacity, Community Engagement, and Animal Welfare
- Expanded Community Outreach and Education to Strengthen Public Engagement with Animal Services
- Expanded Foster Care Program to Improve Animal Welfare and Shelter Efficiency
- Initiated Comprehensive Staff Training Program to Enhance Animal Care and Operational Excellence
- Developed Responsible Euthanasia Policy to Ensure Humane, Transparent End-of-Life Decisions
- Implemented Daily Health and Wellness Monitoring System to Improve Animal Care and Operational Efficiency
- Updated Interlocal Agreement with County to Reflect Modern Practices and Operational Needs

- **FY 26 Initiatives**

- Develop and Implement a Thorough Intake Diversion Program



# January 2025 Audit Follow Up

- Presented to Council on 10/14/25
  - [ID 25-1537](#)
- Progress update on audit recommendations from January 2025
- Audit project evaluated animal care activities, officer response, asset management, and fee accuracy and appropriateness
- Follow up review found significant animal monitoring and live outcome improvements; most recommendations in progress
- Second follow up review likely in FY 27

## Animal Services Follow-Up Summary: Significant Improvements Made; Add'l Refinement Needed

Audit Area	Recommendations	Implemented	In Progress	Not Implemented
Daily Care Activities	4	25%	75%	0%
Medical Care	5	0%	80%	20%
Education & Outreach*	6	0%	100%	0%
Euthanasia Procedures	2	0%	100%	0%
Officer Response	5	0%	100%	0%
Asset Management	7	29%	71%	0%
Fees	3	67%	33%	0%
All:	34	15%	82%	3%


### Recommendation Not Implemented:

9. Work with the veterinary care contractor to establish inventory management procedures over non-euthanasia drugs to reduce the risk of loss or theft.


# Bond Project Update


## Projected Project Timeline

- 1/27/26- Architect issues 100% Bid Documents- drawings and specs
- 2/1/2- Bid Advertisement
- 2/11/26- Pre-Bid meeting at Shelter
- 2/26/26 Bid date
- 3/23/26- Final GMP presented
- 5/19/26-Contract to Council
- **TENTATIVE 6/26- Groundbreaking**



### Linda McNatt Animal Care & Adoption Center

<p><b>PROJECT INFORMATION:</b></p> <p>Project Description</p> <ul style="list-style-type: none"> <li>• Expand shelter capacity</li> <li>• Replace heating &amp; air system</li> <li>• Relocate veterinary services</li> <li>• Relocate/Add exercise yards</li> </ul> <p><b>Status:</b> Bidding  <b>Architect:</b> Quorum Architecture Inc  <b>Construction Manager:</b> Steele &amp; Freeman</p>	<p><b>BUDGET RECAP:</b></p> <p>FY 2023-24: \$15,850,000          FY 2025-26: \$ 4,500,000          Total: \$20,350,000</p>	
<p><b>ACHIEVEMENTS:</b></p> <ul style="list-style-type: none"> <li>✓ Geotechnical Survey</li> <li>✓ Design Development Estimate</li> <li>✓ Development Review</li> <li>✓ Construction Documents/Drawings</li> </ul>	<p><b>NEXT STEPS:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> GMP Approval from Council</li> <li><input type="checkbox"/> Construction Begins</li> </ul>	<p><b>RISKS/ NEEDS:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 100% Operational</li> <li><input type="checkbox"/> Regulations</li> <li><input type="checkbox"/> Long lead items</li> <li><input type="checkbox"/> Budget / Schedule impacts</li> <li><input type="checkbox"/> Phased Construction</li> </ul>



IMPROVING DENTON

4/1/2026

# Operational Impacts During Construction

## Phase 1 (12 months)

May 2027- new addition begins

- Minor impact- loss of large yard

May 2028- new addition complete

- Move operations into new addition

## Phase 2 & 3 (6 months)

- Renovation of existing facility
- Major impacts:
  - Capacity reduced
  - Los of clinic space
- Mitigation efforts:
  - Partnerships for vet services
  - Proactive focus on intake diversion efforts and community outreach
  - Providing alternative resources
  - Constant communication with community on changing levels of service



# Shelter Events & Community Engagement

- **Foster Outreach and Info Session**
  - Lake City Chamber Coffee Event
  - Conducted by one of our own fosters- resulted in people applying to foster
- **Superhero Adoption Event**
  - PAWtnership with Pet Supermarket, Zo'd and Chopped BBQ, Denton Animal Support Foundation, Travelin' Tom's Coffee Cart and face painting
  - Offered \$25 adoptions
  - Resulted in 16 dog & 8 cat adoptions
- **CUDDLly Offsite Adoption Event**
  - Participated every Sunday in March
  - Consistently having 2-3 adoptions per event
  - Scheduling for every other Sunday going forward
- **Eastside Pet Contest**
  - Sasha got second place and adopted



# Shelter Events & Community Engagement

DASF, TCAP, and DAS – PAWtnershiped to offer free microchipping and vaccinations. We held two dates Feb. 21<sup>st</sup> and April 18<sup>th</sup> where an estimated 91 animals received basic medical care

Since establishing our official TNR SOP in September 2025, we've successfully released 53 community cats this fiscal year. We also partnered with Marketing to launch an educational video on the City's YouTube and our shelter Facebook page.



[Community Cat Program Video](#)



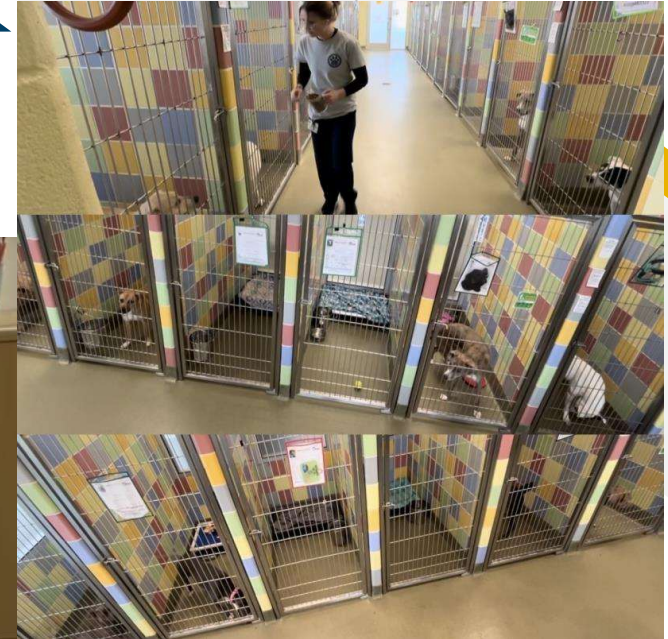
## Rescue Placements and Notable Adoptions

- 181 animals transferred out to rescue for FY 26
- Danté adopted after 78 days in the shelter!
- Lizzy adopted after 56 days in the shelter!
- Working with RSVP on health certificates – needed for animals flying out of state
- Working on transport challenges with limited staffing



# Behavior & Enrichment Program Updates

- UNT ORCA presentations – silent shelter project & Kitty-CAT program
- Partnership with Victoria Stilwell – shelter behavior course
- Dog playgroup & dog tests – curriculum for staff and structure for consistent playgroups
- Doggy day out program thriving – several dogs getting to be out of the shelter for the day, learning more about their personalities outside of the shelter
- Enrichment program expansion – new freezer, updating enrichment to be simple, easy and efficient for staff



# Volunteer Program Update

- Volunteer Appreciation Event
  - Sunday, February 22, 2026
  - Recognized and celebrated our volunteer team
  - 60+ attendees
  - In-kind donation raffle prizes
  - Food provided by La Fondita



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# Volunteer Program Update

- Formalized the Doggy Day Out program by developing a clear training guide and establishing structured participation rules. This provides a safer, more consistent experience for volunteers and the public, while enabling staff to collect meaningful behavior insights that support better matchmaking and increase adoption success.
- Expanded our group volunteer program by building new partnerships with local businesses and civic groups as well as larger corporate partners such as Target, CoServ, and CarMax. These collaborations increased volunteer participation, strengthened community connections, and broadened our support.
- Identified a new volunteer management software and began working through the City's approval process as part of a broader effort to enhance training, coordination, and the overall volunteer experience.





**Questions?**