



Animal Services Department Update

August 12, 2026

Animal Services Performance Metrics

Measure	2023-24 Actual	2024-25 Actual	2025-26 Actual (through June)
Live Animal Intakes	5,608	4,274	3,274
Animal Adoptions	2,888	2,674	2,063
Animal Transfers	280	162	223
Calls for Service	6,175	5,722	4,788
Live Release Rate (Average Cats and Dogs)*	87.8%	93.1%	92.3%
Volunteer Hours Worked**	-	6,400**	8,126
Volunteer Impact***	-	\$213,707**	\$284,414
Foster Homes	-	794	579
Spay/Neuter performed	2,341	2,232	1,670
Microchips	3,225	2,410	1,725

**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](#)

Budget Update

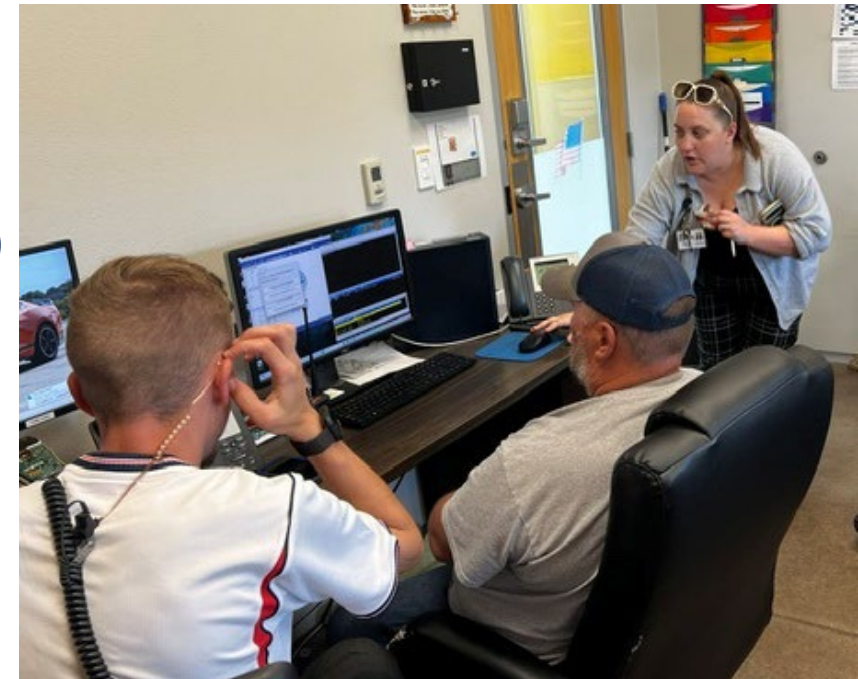
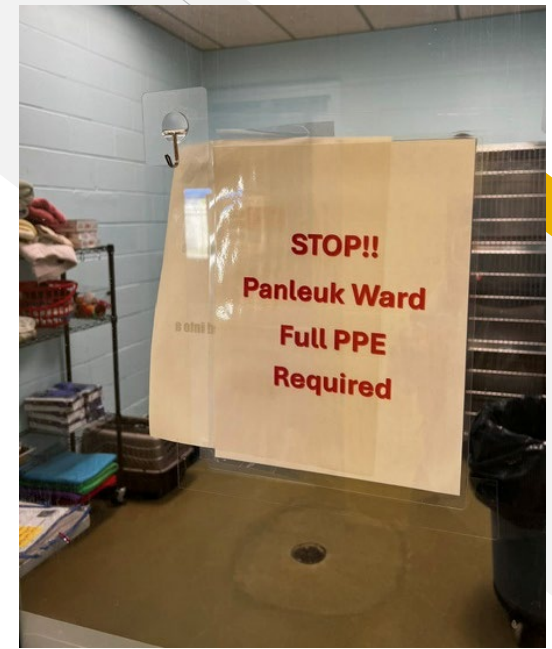
- Exceeding FY26 budget allocation in several areas
- Attributed to higher level of service expectation and rising costs for good and services
- Following the 2024 audit, Animal Services implemented a number of operational and policy changes according to audit recommendations and Council direction. Changes have included:
 - Advanced diagnostics and medical care
 - Increased treatment of animals with complex medical needs
 - Enhanced daily health and wellness practices
- Higher service level has led to:
 - Sustained Live Release Rate above 90%
 - Increase length of stay for shelter animals
 - Higher daily count of animals in house
 - Increase in medical, supply, and operational costs
 - Working with Finance and Budget office for FY 27



Category/Obj Code	FY 26 Budget	Projected FY 26 total	Requested FY 27
RSVP & Off-site veterinary services - 7879	685,500	1,496,264	1,650,000
Food and Supplies - 6307	94,159	104,730	110,000
Medical Supplies- 6336	268,000	355,541	400,000
Temporary services (ODB contract labor)- 7868	0	209,859	215,000
TOTALS	1,047,659	1,967,261	2,375,000

Operational Updates

- **Kitten Season**
 - Large influx of neonate kittens
 - Creation of Panleuk ward to isolate and treat
- **Medical Treatment and Partnerships**
 - Utilizing TCAP to cover additional spay/neuter needs
 - Pre-qualified vet service providers solicited
 - Eliminate 3rd party pass through costs
 - Expedite treatment delivery
 - Ability to treat complex cases beyond in-house capabilities
- **Working with 311 on shoring up call categories**
 - June 26 Statistics:
 - 3 of the top 10 request types
 - 3 of the top 10 responsiveness (closed on time)
 - 381 total cases for June 98.7% closed on time (City average 93%)
- **CAD dispatching**
 - Working with 911 to expediate calls for service and more
 - Access to CAD dispatch for AS staff
 - Modeling PD and FD for efficiency
- **Navigating construction**
 - New temp yards



Staff Training and Development

- Focusing on safety training compliance; partnering with City's Safety Team
- Biosecurity training with Merck
- Staff Field Trip to Dallas Animal Services



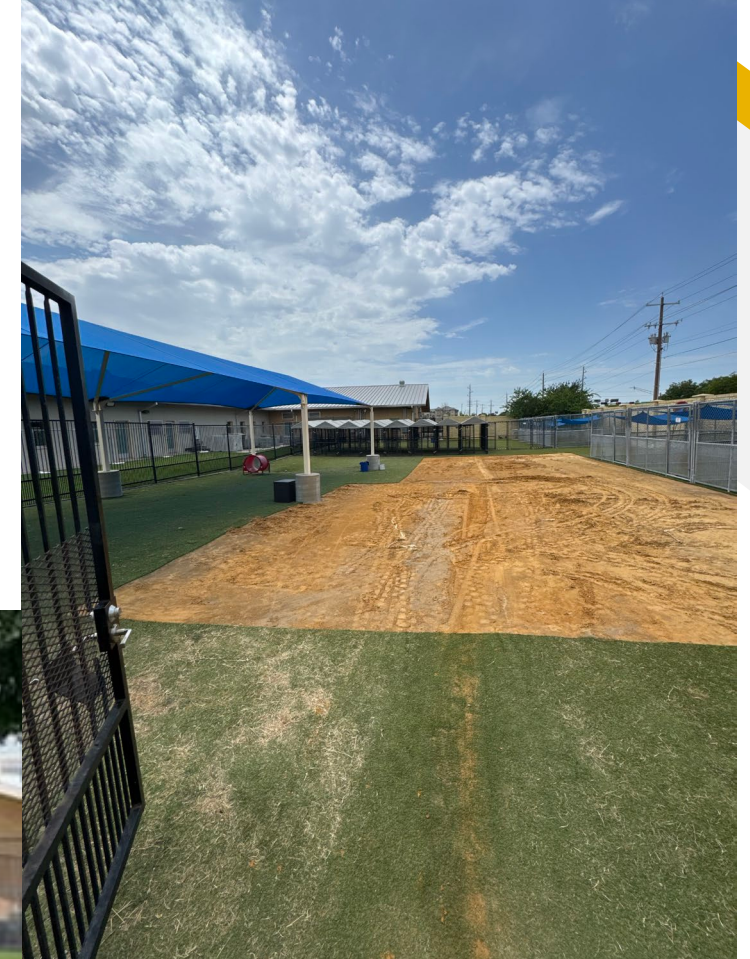
2023 Bond Project

Project Progress

- 6/17 First OAC meeting
- 6/24 Began moving dirt
- Temp yards relocated and activated
- 7/20 Demo of large yard, front green space, and screen wall
- 8/12 Groundbreaking Ceremony

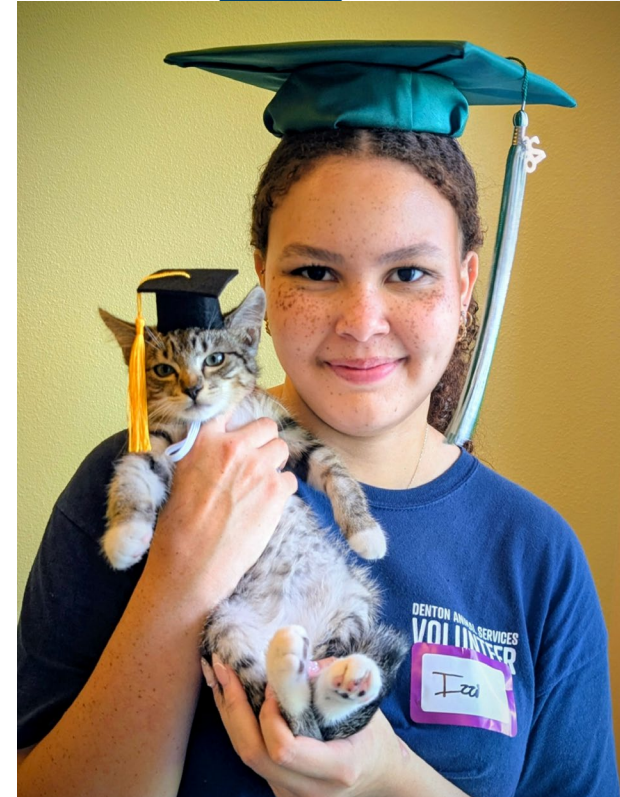
Project Schedule

- 12 Months Phase 1 (May 2027)
- 6 Months Phases 2 & 3
- Estimated completion November 2027



Volunteer Program Update

- Updated Pup Pal training and safety protocols to reflect changes related to construction and extreme heat.
- Expanded volunteer opportunities to include creating and maintaining online dog profiles and photos, contributing to social media content, and assisting with newsletter development.
- Established a dedicated volunteer team to produce in-shelter pup profiles that provide a personalized, engaging touch and help attract potential adopters.
- Continued to grow overall volunteer participation and strengthen community partnerships, including our collaboration with the TWC Workforce Ready Program.
- Hosted our first annual “Let’s Paw-ty” Dog Foster and Volunteer Informational Social on June 14 at the Civic Center, offering an opportunity for interested community members to learn about our programs in a fun, engaging setting.
- Identified a new volunteer management software and initiated the City’s approval process to enhance training, coordination, and the overall volunteer experience.



Programs, Events & Community Engagement

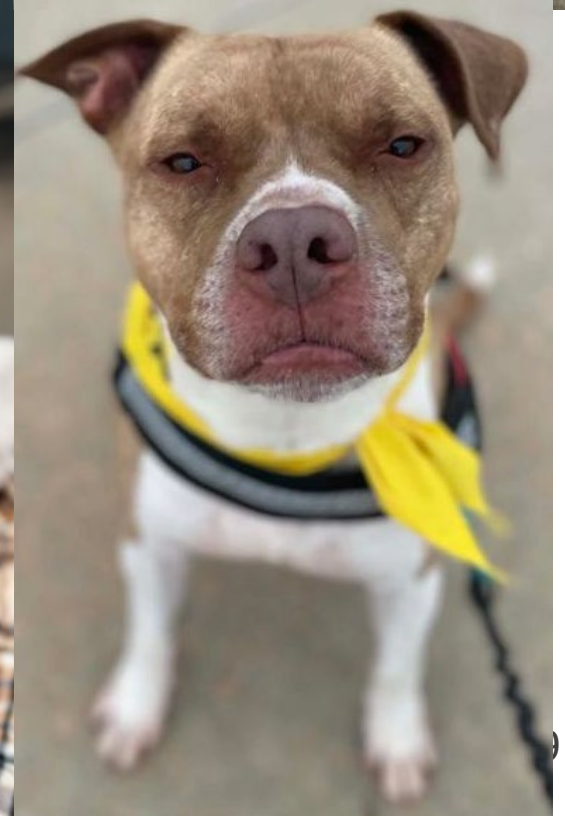
- **Doggy Day Out**
 - Open to the public
 - Gives our dogs a break from the shelter environment
 - Volunteers provide feedback on dogs' personality and behavior outside the shelter to add to the animal's profile
 - 85% of program dogs have been adopted in the first 6 months of 2026
- **CUDDLY Offsite Adoption Event**
 - Once a month due to heat
 - In Fall will be doing 2-3 times a month
- **North Texas Mega Adoption Event**
 - August 15th -16th
 - 2nd time participating
- **Owner Surrender List**
 - Working to get requests processed



Frank E Stein on his Doggy Day Out on 7/4. He was adopted on 7/11 after 100+ days in the shelter

Rescue Placements and Notable Adoptions

- 224 animals transferred out to rescue for FY 26
- Notable long-term resident placements:
 - Pineapple transferred to rescue, 78
 - Princess adopted, 83 days
 - Frank E. Stein adopted, 160 days
 - Booker adopted, 143 days
 - Popeye adopted after 112 days
- Behavior cases placed– Topaz, Jade, Django, Xena



Behavior & Enrichment Program Updates

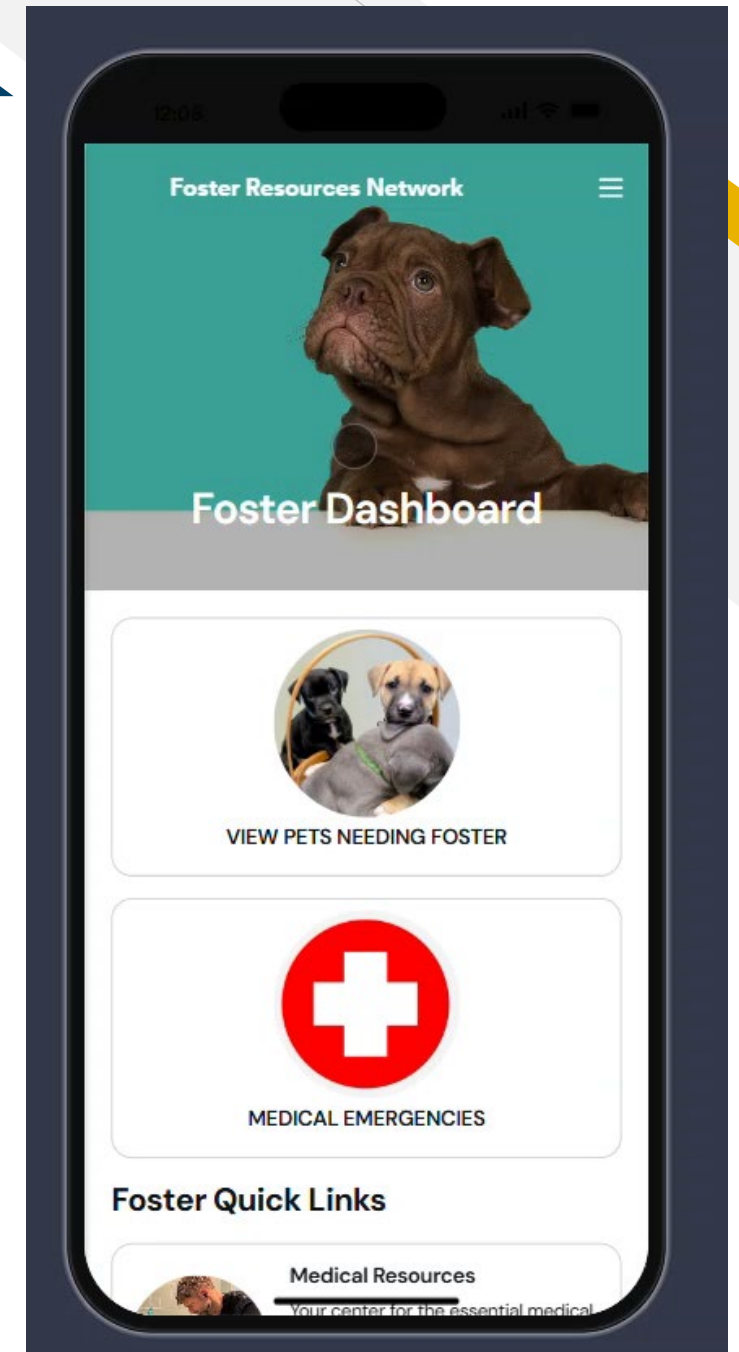
- Behavior evals and training sessions being tracked in PetPoint under care activities and behavior tests
- Enrichment being consistently made by volunteers and staff – new items ordered, need additional donations to stock new items
- Pathway planning SOP in development to effectively move animals through the shelter system and reduce length of stay
- Behavior training SOP complete – will begin training with staff



Foster Program Updates

- 549 pets in General Foster program from 1/1 - 5/30 2026.
- Began offering Virtual Orientation alongside in-person.
 - Increased participation and foster interest.
- In the works: Foster Resource App
- Facebook Foster group: more active than ever before!
- Offering hands-on Bottle Baby Demos for new fosters.
- Integrating Foster Communications with 311 for easier access for fosters

ASAC26-009, August 12, 2026





Questions?