

Commission on Animal Care and Control (ACC)

2014 Budget Statement to the City Council Committee on the Budget and Government Operations

Sandra Alfred, Executive Director

Chairman Austin, Vice-Chairman Reilly, and honorable members of the City Council: As Executive Director of the Commission of Animal Care and Control, I am privileged to be here today to highlight and discuss our proposed budget and present our initiatives for the upcoming year.

The mission of the Commission on Animal Care and Control (CACC) is to protect public safety and to ensure the humane care of animals through sheltering, pet placement, education and animal law enforcement. We achieve this by responsibly and humanely enforcing animal-related laws; providing a safe environment and medical treatment for unwanted, stray, abused and neglected animals; educating the public about responsible companion animal ownership; returning lost pets to their owners; and finding new owners for the homeless animals at our shelter.

We have presented a budget for 2014 which will allow us to efficiently and effectively carry out our mission.

Adoptions and Redemptions

CACC has steadily increased the number of animals leaving our shelter with another chance for a happy home. This has been a collaborative effort including hard work from the staff and volunteers, as well as the dedication of over 200 animal rescue transfer groups and private supporters like PetSmart Charities, the Chicago Wolves, the Grainger Foundation, Realtors to the Rescue, the ASPCA, and the Donald Levin Family Foundation. Our collaborative efforts have resulted in a 32 percent increase in the number of adoptions, redemptions, and transfers this year.

Our biggest opportunity to address Chicago's animal population is through transfers to licensed animal shelters and rescue organizations. Through the first three quarters of 2013, CACC has successfully transferred 9,186 animals. This represents a 42 percent increase from the number of animals transferred over the same period in 2012 and nearly three times the number of animals transferred five years ago over the same time period. CACC is on pace to transfer well over 10,000 animals out of our shelter by the end of the year. We have already surpassed the record 8,500 animals transferred in all of 2012.

Operations and Service Delivery

So far in 2013, CACC has received more than 45,000 requests for animal related service from Chicago residents. By the end of 2013, CACC will have responded to nearly 60,000 service requests. We respond to 21 different types of service requests through 311. These requests include animal bite attacks, stray and vicious animals, injured animal assistance, inhumane treatment complaints, animal business complaints, dangerous dog and animal fighting complaints.

Investigations & Inspections: In the first three quarters of 2013, there were 1,557 animal bite

reports submitted to CACC, each investigated by Animal Control personnel. Animal Control Inspectors initiate Dangerous Dog Investigations to follow up on the most serious bite incidents. Animal Control inspectors are also responsible for ensuring that animal-related businesses comply with the Municipal Code.

CACC investigates complaints and has conducted routine inspections on 237 animal-related businesses licensed in the City, including vet clinics and boarding facilities licensed by Business Affairs and Consumer Protection under the consolidated Animal Care License. CACC also directly issues temporary animal exhibition permits in situations of one-time or limited run animal exhibitions, including circuses.

Enforcement: CACC conducts dog licensing enforcement as part of the many important duties CACC engages on a daily basis. CACC has increased our emphasis on dog license enforcement in recent years. It has been the most common violation type issued by CACC in 2011, 2012 and thus far in 2013. Verifying dog licensure is typically the first step an animal control officer takes when making contact with an animal owner, whether it be in response to a call of an animal bite, dangerous dog, vicious animal, or any other field engagements. In 2013, CACC has issued 559 dog license citations, a 57% increase when compared to the same time period in 2011. CACC also ties dog licensing enforcement to the services provided to the community at our shelter. Chicago residents are only able to take advantage of our low-cost vaccine clinics if their dog has a current license. This year, CACC has processed 600 paid city license applications during these clinics. In addition, all dogs adopted and redeemed to City residents from our shelter are licensed before leaving. In 2013, CACC has processed a total of 2,164 paid dog license applications, generating \$31,200 in revenue. Beyond enforcement, CACC believes in continuing to educate the community about all parts of the ordinance and the importance of compliance. To that end, CACC has passed out dog license literature at 14 off-site adoption events and more than 20 community events in 2013. CACC also worked with BACP and has provided a letter to all animal related businesses in the City notifying them of the importance of the city dog licensing ordinance, a message we hope they are passing along to their customers through the signage we provided these businesses.

Process Efficiencies

Starting in 2009, CACC has been managing the large inventory of animals utilizing the "Chameleon" shelter software system to more efficiently track and sort inventory. In 2013, we have expanded the use of this software, reducing our reliance on manual record keeping. We are currently using the system to record impoundments of animals for inventory management and to monitor the health and status of all animals. In addition, this software enables residents to go online and look for a lost pet that may be housed at our facility. In 2012, we also implemented a QuickKennel feature, which allows CACC to perform inventory using low-cost scanners and barcodes. This addition has resulted in more accurate shelter data and allows for a real-time population count. In 2013, we are working on advanced metrics to determine performance and efficiency to maximize our resources.

In an effort to maximize productivity and minimize costs, CACC recently hired an Animal Placement Coordinator who will be responsible for recruiting, organizing and mobilizing a stronger volunteer force at CACC. This position will also work closely with rescue groups to reduce the length of time, and associated costs, of animals housed at CACC before being

rescued. CACC will also limit costs and increase operational flexibility through the use of Animal Care Clerks, a part-time position for which CACC has already begun filling vacancies. These employees will be scheduled to guarantee greater staff coverage at CACC during peak periods.

Collaboration and Coordination

We have been continuously working with Chicago's Department of Public Health and the Illinois Department of Public Health to monitor bat rabies by submitting species for rabies testing and providing information to affected City residents. Thus far in 2013, CACC has submitted 430 specimens to the health department for rabies testing, including 233 bats. Of these, 12 bats were confirmed to be positive for rabies.

CACC works closely with the Chicago Police Department (CPD), the Cook County State's Attorney's Office and the Safe Humane Chicago's Court Advocacy and Animal Rehabilitation volunteers. CACC routinely works with CPD's Animal Crimes Unit to assist in reports of dog fighting and animal cruelty. In 2012, CACC began providing animal handling training to CPD's SWAT units.

Low Cost Vaccination: In 2010, we began offering Low Cost Vaccination Clinics to the public and partnered with several community agencies, including PAWS Chicago, Animal Welfare League and Anti-Cruelty Society to help meet the demand for low cost spay/neuter services. Through September 2013, our Vaccine Clinics have raised over \$120,000 since the program began in December of 2010. In 2012, CACC used a \$5,000 grant from the ASPCA to host five free vaccine clinics in low-income communities, in which over 600 vaccines were given. In 2013, CACC has continued to increase community outreach and we will continue utilizing private funding from donations and grants.

Increasing Volunteer Base: The addition of a full time Animal Placement Coordinator will serve to strategically mobilize our active volunteer base to walk and socialize adoptable dogs, groom cats, assist the public in finding lost pets and provide support at off-site adoption events. Our Guest Volunteer Program that was launched in the summer of 2010 has enabled us to continually bring in groups of volunteers from places like the Anti-Cruelty Society, DePaul University, Northwestern Law School, Banfield Pet Hospitals, PetSmart Groomers, Realtors to the Rescue, Grainger and Deloitte, among others.

Enhancing Community Engagement: CACC will continue to provide resources, training, and information to Chicago communities. CACC has attended multiple community events in various wards and will continue to engage residents. CACC participated in targeted enforcement in some of the most critically affected areas of the City, with positive results. CACC will continue to attend community meetings and provide support and enforcement throughout the City, with a particular focus on areas with historically high incidences of priority service requests.

CACC has focused community efforts on engaging younger generations to reinforce positive attitudes toward companion animals. For the second straight year, CACC hosted a booth at the Taste of Chicago in the Family Village area. Through the "Lifetime Bonds" Program, Safe Humane Chicago and CACC collaborate to introduce animals to young men at the Illinois Youth Center (IYC) to teach responsible pet ownership and reinforce positive values. CACC has also

engaged the Boy Scouts and Girl Scouts of America to provide support to the animals at the shelter by making toys and donating food.

Growing Private Support & Partnerships: CACC is continuing to leverage private support in all areas of departmental operations. In September of 2013, CACC received a promise of two million dollars in grant funds from the Donald Levin Family Foundation for the purpose of renovating interior spaces at the City's sole animal shelter. The grant will improve sanitation and animal housing in an estimated 4 of 7 dog pavilions at our shelter. The redesigned cages are expected to increase living space between 55-150% in more than 80% of the cages renovated, improving the quality of life for animals temporarily in the care and control of CACC. In addition, natural light will be added and artificial lighting will be enhanced within the renovated pavilions. This grant will also fund an improved waste drainage system in key animal housing areas, improving sanitation and quality of life for the animals at the shelter, while making the facility a more inviting and welcoming place for area residents searching for their lost pets, potential pet adopters, and all other visitors. The work covered by this grant will be placed out to bid this year, in conjunction with a project directed at repairing the roof and HVAC system at the City's shelter.

Expand Training Opportunities: In addition to financial and in-kind support, CACC is also taking advantage of opportunities to receive additional training from industry experts. Friends of Chicago Animal Care and Control have contracted the services of nationally renowned shelter medicine consultants from the University of California at Davis to assist with the planned renovations of the shelter. CACC worked with Safe Humane Chicago and the Animal Farm Foundation to host an expert animal trainer who provided staff and volunteers information on how to properly utilize the animal exercise playground previously donated by Safe Humane Chicago.

CACC also hosted the "One Picture Saves a Life" seminar sponsored by Pet Finder Foundation. This seminar brought in dozens of area shelter workers and 10 featured rescues to receive advanced training on photographing and marketing shelter animals to promote placement. CACC shelter staff received compassion fatigue training from the Illinois Animal Welfare Federation. Meanwhile, CACC field officers received chemical immobilization training from Safe-Capture and have worked with Cook County to practice the newly learned techniques. In addition, CACC received training from the University of Missouri on topics like exotic animal training, animal exhibitions and crime scene investigations. CACC is also working on building partnerships with the University of Illinois and Fox College to enlist support of Veterinary and Veterinary Technician students at the shelter. Through these partnerships, CACC will benefit from the assistance of qualified individuals while providing these students experience in a fast-paced open admission municipal shelter.

In 2014, we will continue to diligently respond to 311 requests. We will also continue to work with organizations to reach pet owners in need, to both reduce the number of animals given away by owners and ease the transition for animals where the owner has no choice but to relinquish ownership responsibilities. CACC will remain committed to building community partnerships that promote the best interests of Chicago's animals and to facilitate the redemption, transfer and adoption of as many animals from our shelter as possible. We thank you for your continued support and look forward to working with you in the next year.

ANIMAL CARE & CONTROL

2014 Budget Hearing

MBE/WBE Data

Period: 2013 YTD (through October 18, 2013)

Total Purchases: \$265,166 (lead contract = \$152,570.00)

	MBE	WBE	Total MBE/WBE Purchases
WBE	n/a	\$54,574 (26%)	
Asian	\$0	n/a	
African-American	\$0	n/a	
Hispanic	\$0	n/a	
Total Spending	\$0	\$54,574(26%)	\$54,574 (26%)

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	2	0	2	3%
Black	13	7	20	32%
Hispanic	14	4	18	29%
White	8	14	22	36%
Total	37	25	62	
	60%	40%		

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	1	0	1	14%
Hispanic	1	1	2	29%
White	2	2	4	57%
Total	4	3	7	
	57%	43%		

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	1	0	1	20%
Black	1	1	2	40%
Hispanic	1	0	1	20%
White	1	0	1	20%
Total	4	1	5	
	80%	20%		

Interns

School	Gender	Race
<u>One Summer Chicago Program</u>	<u>Male</u>	<u>Black</u>
<u>One Summer Chicago Program</u>	<u>Male</u>	<u>Black</u>

2014 Animal Care and Control

