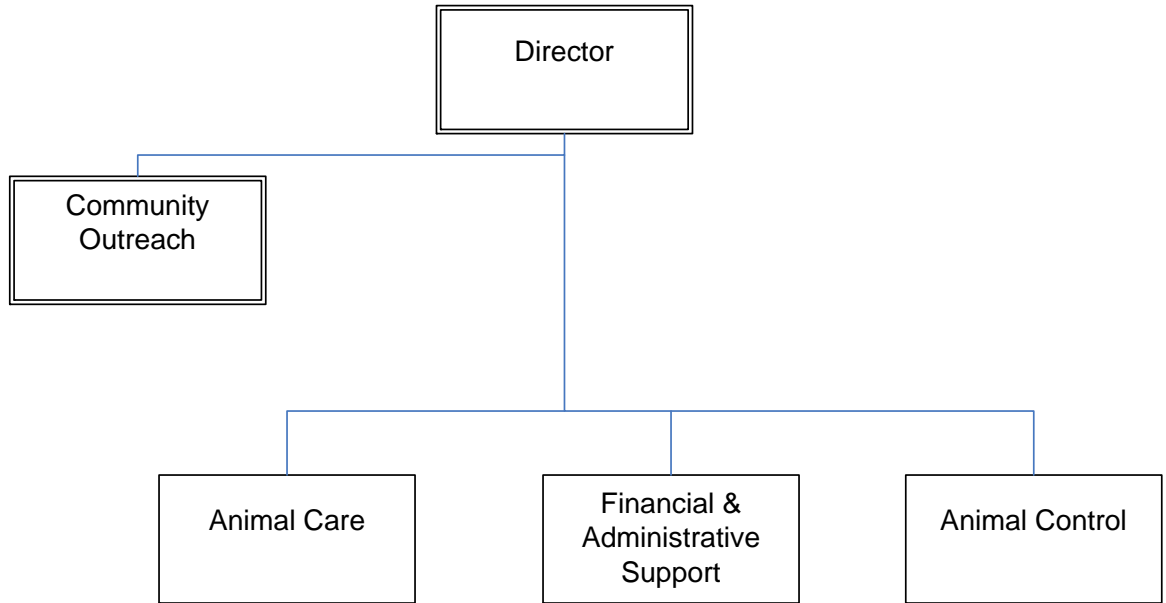




Metro Animal Services



METRO ANIMAL SERVICES

Vision

Metro Animal Services (MAS) endeavors to be the benchmark in animal sheltering and care.

Mission

MAS is dedicated to protecting the health and safety of all humans and animals as they relate to each other in our community. With the utmost courtesy and professionalism we: investigate all suspected situations of animal cruelty and/or neglect, enforce all aspects of the ordinance that governs animal behavior, ownership and responsibilities and maintain accurate license information on all individual animals and businesses; educate the community regarding responsible pet care through programs and services that teach pet owners how and why it is important to be part of the responsible pet-owning community; bestow professional care and medical attention to all animals impounded or received by our department; create innovative and proactive programs that will eliminate the largest cause of cruelty, pet overpopulation and fulfill the need of spay/neuter services for financially challenged individuals; adopt as many animals as responsibly possible or favor their return to their family; ensure healthy departmental management and generate revenues to be financially self-sufficient; and strive to be the animal care authority and become the leader in creating a responsible pet-owning community.

METRO ANIMAL SERVICES

Programs and Services

Director – Oversee the operations, programs, projects, events and services of MAS. Ensure adherence to all state animal statutes and local animal ordinances.

Finance and Administration Support Services – Manage, operate and promote the pet licensing program. Monitor all financial and budgeting features. Process and monitor compliance regarding animals returned to owners.

Animal Care – Provide on-site shelter and care for stray and unwanted dogs and cats. Provide on-site adoption services, provide off-site adoption services in partnership with Community Outreach, find new appropriate homes for animals, and provide quarantine services for the observation of symptoms of rabies in animals that have bitten humans. Provide immediate and preventative medical care and treatment to all animals received by MAS. Offer low-cost spay/neuter services and rabies vaccinations to low-income people who qualify. Provide spay/neuter services and preventative medical care to all animals adopted, transferred to animal welfare groups or returned to owners. Provide for the transfer of animals to approved and permitted animal welfare groups as needed.

Animal Control – Provide enforcement of the Metro Animal Control ordinance throughout Metro Louisville by animal control officers. Officers investigate a wide variety of topics from cruelty, neglect, bites and other dangerous animals to barking dogs and nuisance animals. They also complete a large number of inspections ranging from a basic yard check to ensure an owner has a proper enclosure to inspecting pet shops and other breeders. Officers offer several services from picking up animals from owners who can not bring them to the shelter as well as picking up and impounding strays that the public has confined. Officers also attend court and assist in other areas of the shelter when needed. As a result of our animal ordinance, officers are spending a great deal of time educating citizens on the particulars of the ordinance and what is necessary to be in compliance, in addition to other educational areas including proper animal care, handling and training.

Community Outreach – Provide educational programs to citizens of all ages throughout the community. Visit events, neighborhoods, libraries, community centers and schools with our 34-foot mobile veterinary and adoption unit, Stop Pet Overpopulation Today (SPOT), with services and educational opportunities. Encourage community support of MAS's programs and services through special events, media relations, fund raising and special promotions. Provide volunteer opportunities for individuals and groups who need service hours or who would like to help enrich the lives of the animals at MAS.

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Goals & Indicators

- **Decrease euthanasia of adoptable animals**
 - Increase external adoptions via partnership, satellites and SPOT events
 - Strengthen the quality of our services for future adopters
 - Provide follow-up and post adoption behavior's training support
 - Continue to provide a more accessible and attractive environment to the public who are viewing adoptable animals
 - Reinforce the behavior assessment program for every animal put for adoption
 - Promote our foster program for MAS animals
 - Promote MAS as the first place to look for a new companion or to retrieve your lost animal
 - Afford the maximum chance for every adoptable animal to be adopted
 - Continue to expand SPOT's (our mobile unit) off-site adoptions
 - Develop stronger programs and partnerships for off-site adoptions
 - Implement a similar program to the Asilomar Accords at MAS

- **Reduce pet overpopulation**
 - Continue to improve our spay/neuter programs to reach the pets' owners who are responsible for overpopulation
 - Assist with SPOT, our mobile clinic, off-site spay/neuter programs and related education
 - Educate and apply our animal ordinance on irresponsible breeding
 - Launch humane education seminars favoring responsible pet ownership

- **Provide a better environment for all impounded animals**
 - Put in place a cleaning and disinfecting protocol
 - Manage a veterinary prevention program
 - Expand our volunteer program to provide special attention (walks, training, blankets, toys, play time, etc.) to impounded animals
 - Implement a humane bird control program to eliminate the bird waste in kennels and shelter area.

- **Establish a strong community outreach program**
 - Expand our educational school program adapted to each grade level
 - Participate in a larger number of community events
 - Create a public awareness campaign and materials to educate the community on pet related topics

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Goals & Indicators (continued)

- Develop web-based information group
- Promote our volunteer program throughout the community
- Create a business plan for SPOT maximizing adoption, licensing, spay/neuter program and promotional events
- Establish a strong customer service standard
- Develop relationships with neighborhood groups, associations and organizations
- **Improve neighborhood protection against animal nuisance and cruelty and aggressive dogs**
 - Educate and apply our animal ordinance relating to irresponsible owners and breeders
 - Create an investigation team on animal cruelty, non-permitted breeding, neglect and various forms of abuse, i.e. dog fighting
 - Stimulate and allow more field investigations
 - Intensify animal control officer training
 - Work with LMPD and address problem areas within each district and promote education and enforcement
 - Attend more neighborhood meetings and educate the public on ways they can assist us to resolve animal issues
 - Monitor follow-up investigation and canvassing to increase ordinance compliance
 - Institute classes for cited animal owners to modify animal behavior and educate owners on responsibilities
- **Increase pet licensing**
 - Create and control an efficient online licensing program
 - Send license application for each rabies vaccination entered in our database that is not matched with a current license
- **Staff Training**
 - Provide internal training on the animal ordinance to all staff
 - Create an updated SOP and to train each new employee section by section
 - Certify all animal care/control employees for euthanasia by injection
 - For all staff to be up-to-date on all of the necessary OSHA training
 - Increase the amount of training our officers receive from the police force
 - Cross train staff to experience various aspects of animal care and control (i.e. ride along with animal control)
 - Certify all animal care/control employees for first aid for pets
 - Certify all animal control officers in N.A.C.A. I & II & III

Metro Animal Services

Budget Summary

	Prior Year Actual 2006-2007	Original Budget 2007-2008	Revised Budget 2007-2008	Mayor's Recommended 2008-2009	Council Approved 2008-2009
General Fund Appropriation	1,847,100	1,859,900	1,868,600	2,140,700	2,121,300
Agency Receipts	816,100	998,400	1,250,700	1,063,000	1,051,500
Total Revenue:	2,663,200	2,858,300	3,119,300	3,203,700	3,172,800
Personal Services	1,919,300	2,099,600	2,099,600	2,347,900	2,317,000
Contractual Services	182,100	205,500	243,600	234,500	234,500
Supplies	203,700	196,800	424,000	220,800	220,800
Interdepartment Charges	349,700	325,500	325,500	400,500	400,500
Restricted & Other Proj Exp	0	30,900	26,600	0	0
Total Expenditure:	2,654,800	2,858,300	3,119,300	3,203,700	3,172,800
Expenditures By Activity					
Director's Office	203,800	207,100	207,100	265,800	262,200
Finance & Administration Services	736,000	715,200	703,700	795,600	789,600
Animal Care	712,900	849,400	1,121,900	935,800	928,200
Animal Control	1,002,100	1,086,600	1,086,600	1,206,500	1,192,800
Total Expenditure:	2,654,800	2,858,300	3,119,300	3,203,700	3,172,800

Metro Animal Services	Position Detail	
	Mayor's Recommended FY2008-2009	Council Approved FY2008-2009
Position Allocation (in Full-time Equivalents)		
Full-time	49	49
Permanent Part-time	2	2
Seasonal/Other	0	0
Total Positions	51	51

Position Title

Animal Adoption Coordinator	3	3
Animal Care Manager	1	1
Animal Care Specialist	8	8
Animal Control Clerk	3	3
Animal Control Dispatcher	3	3
Animal Control Officer I	15	15
Animal Control Officer II	3	3
Animal Control Supervisor	2	2
Assistant Director	2	2
Business Clerk	2	2
Business Manager I	1	1
Director	1	1
Public Education Coordinator	1	1
Veterinarian	1	1
Veterinary Assistant	2	2
Veterinary Clinic Coordinator	1	1
Veterinary Technician	1	1
Volunteer Coordinator	1	1