

Memorandum



CITY OF DALLAS

DATE January 21, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Animal Services (DAS) Temporarily Closing Thursdays**

For your awareness, due to ongoing staffing deficiencies caused by the national workforce shortage as well as the rise staff illness due to COVID-19, Dallas Animal Services (DAS) will be closing its shelter to the public on Thursdays until further notice.

Doing so will allow DAS to adjust the schedules of customer service staff to ensure more appropriate coverage and a higher level of resident service throughout the rest of the week. Despite the closure, our daily care and support will continue for shelter animals and pet owners looking to reclaim their lost pets will be able to call the pet support desk to complete the reclaim process. .

Despite significant staff shortages, the DAS Field Team will continue to operate seven days a week to ensure public safety; however, response times are expected to be longer than normal, particularly for lower priority calls, until these staffing challenges resolve.

As of January 24, 2022, DAS' shelter will be open to the public and offering online adoptions 1pm – 6pm Sunday – Wednesday, 1pm – 6pm Friday and 11am – 6pm on Saturday.

Please contact MeLissa Webber, Director of Dallas Animal Services, if you have questions.

A handwritten signature in blue ink, appearing to read 'Joey Zapata', written over the text 'have questions'.

Joey Zapata
Assistant City Manager

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| T.C. Broadnax, City Manager | Majed A. Al-Ghafry, Assistant City Manager |
| Chris Caso, City Attorney | Jon Fortune, Assistant City Manager |
| Mark Swann, City Auditor | Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services |
| Biliera Johnson, City Secretary | M. Elizabeth Reich, Chief Financial Officer |
| Preston Robinson, Administrative Judge | M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion |
| Kimberly Bizzor Tolbert, Chief of Staff to the City Manager | Directors and Assistant Directors |