



Request for City Council Committee Action from the Department of Regulatory Services

Date: January 19, 2012

To: Council Member Elizabeth Glidden, Chair – Regulatory, Energy,
& Environment Committee

Referral to: Council Member Don Samuels, Chair – Public Safety, Civil
Rights & Health Committee

Subject: Minneapolis Animal Care and Control's Proposed Changes to
Shelter Hours and Field Service Hours.

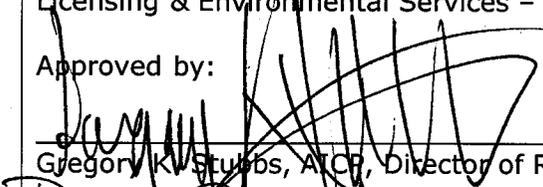
Recommendation: Receive and File

Previous Directives: None

Department Information

Prepared by: Dan Niziolek, Manager MACC – (612) 673-6250; Dana Banwer, Director of
Licensing & Environmental Services – (612) 673-2014

Approved by:



Gregory K. Stubbs, AICP, Director of Regulatory Services



Dana Banwer, Director of Licensing and Environmental Services

Presenters in Committee: Gregory Stubbs, Dana Banwer, Dan Niziolek

Supporting Information

Proposed MACC operation hours

Given the elimination of 2 FTEs in the 2012 City of Minneapolis's budget, Minneapolis Animal Care and Control (MACC) will need to modify the hours of operation for both the shelter and field response. These changes will ensure prioritization of public safety work while providing consistent delivery of all MACC services.

While these changes are prompted by the current staffing level, as we review and refine our staffing model, Regulatory Services is committed to addressing the staffing needs to ensure the appropriate and necessary delivery of animal related services to the residents of the City of Minneapolis.

Shelter Hours

Reducing the shelter hours will minimize the amount of time an Animal Control Officer will be required to staff the front counter. (MACC has been operating at these hours since September due to staff vacancies.) The reduction in staffing creates the need to make these hours permanent.

Changes in shelter hours

	Proposed Hours	Current Hours
Sunday	Closed	Closed
Monday	Closed	2:00 – 7:00pm.
Tuesday – Friday	3:00 – 7:00pm	2:00 – 7:00pm
Saturday	11:30am – 3:30pm	11:30am – 3:30pm

Field Call Response Hours

Current staffing does not allow for effective staffing of current full service field service hours. Currently, there are days when MACC is required to go on restricted protocol (meaning an officer is on call for priority one calls only) during the day due to staffing, sometimes resulting in the public's confusion and frustration. In addition, it causes our partners (City Council offices, MPD, 311, etc.) some confusion, and it makes for inefficient and less effective work. Reducing full service field service hours to the hours specified below will give MACC more flexibility and will allow MACC to consistently deliver field service response.

Changes in Field Service Call Response Hours

	Proposed Hours	Current Hours
Monday – Friday	11:00am – 10:00pm	7:30am – 10:00pm
Saturday and Sunday	10:00am – 5:00pm	7:30am – 5:00pm

(Restricted (on-call) protocol outside these hours.)

Call Response Protocol – Proposed changes

During Peak

- Reduced field response to Animal Holds
- Only 2 attempts (3rd and 4th complaints) on "barking" calls, then refer to City Attorney's Office referral and prosecution process.
- Make permanent 11 day SLA for Priority 3 calls

During non-Peak

- Respond only to Animal Holds that involve dogs (not cats).

Permits

- Applications accepted between October 1st to April 1st.