

The Barbara Mann School Dog | A Case Study of the systemic failure of the City's Animal Services Department to protect and serve its citizens and animals.

OVERVIEW

The system that exists today for animal issues does not serve the mission or the desires of the citizens of Dallas. The DAS system has been infused with a large budget increase for the last two years, but no viable plan exist to address the systemic issues that plague the southern sector. Postage stamp test areas that are in place now are not innovative or viable, nor do they represent a cost effective plan for the entire City (see memo sent earlier this week drafted by Deborah Rodriguez).

Five (5) months into the new budget year and with the additional requested \$1,047,000 dollars of budget money for southern Dallas initiatives in place, Dallas Animal Services was recently unable to provide a working live trap over the course of a month for a dog that was both on a school property and interacting with highway traffic.

When DAS finally did provide the trap, it was broken and a new replacement trap never came. In September of 2015, the Director of Code and Animal Services, Kris Sweckard, told citizens in a community town hall that DAS had plenty of traps. Let is also be know that in October, a citizen emailed Councilman Griggs to inform him that there was a shortage of traps and a waiting list to get one.

In this case as well as many others, citizens had to endanger themselves to try to help this poor animal that was suffering and causing traffic accidents. When the dog was finally caught, a citizen has to wait with this agitated, situationally aggressive animal for 2 hours. A catch pole is not designed to restrain and animals for extended periods of time and an agitated animal can be injured due to extended restraint times. The first round of 911 and 311 calls failed to produce any meaningful help for the citizen and the animal. This is not the first time that has happened.

This entire case study is a reflection of what is wrong with the system. There is so much to talk about and so much to collaborate on, but the City simple will not come to the table in a meaningful way.

As you read this case study I urge the entire city council to consider:

- Taking back control of the responsibility for the DAS' 2015/ 2016 budget plan from the Quality of Life Committee. This issue is for the entire Council to help resolve. The ball is not moving except to say money is being spent without a proper plan, proper milestones and measures, and without an

alignment on what to measure and what is the goal and short and long term vision for Animal Services.

- I urge the entire city council to listen to the proposals and the concerns from the grass roots community, These people live this problem every day. They are innovative, creative, business people. They are the users of the system and the customers and citizens you were elected to serve.

The system is broken beyond anything you have begun to imagine; this epic crisis deserves the time and focus to properly assess the issue along side affected citizens who should have a voice in the global plan.

DAS leadership is removed from the real issues affecting the citizens. Additionally, they are apparently not afraid to ignore the loose animal issues that Council would like addressed in lieu of counter direction in favor of their own ideas or from counter direction from the head of Code and the Assistant City Manager.

- Take a look at your City Managers and your leadership. Where are the roadblocks to success? Are our leaders capable of solving the problem at hand? Are they motivated to solve the problem at hand? Do they have the support to solve the problem at hand?

Citizens would like SOMEONE in our government to share with us how this City will be accountable to addressing this important safety and quality of life issue. To prove the point, we present the recent Barbara Mann School Dog Case Study:

TIMELINE OF FACTS

Most of the corroborating information comes from Facebook posts, emails, text message, PMs, and personal testimony.

THE LAST WEEK OF NOVEMBER | The first known sighting and reporting of the school dog known as Beckley is made. There are probable many, many more reports, we have not yet done an ORR on the 311 reports for November, December, and January.

- Moises Ortiz makes a 311 report about a loose dog on the corner of Kiest and I-35. He later refers to this report on Carla Adkins FB post.

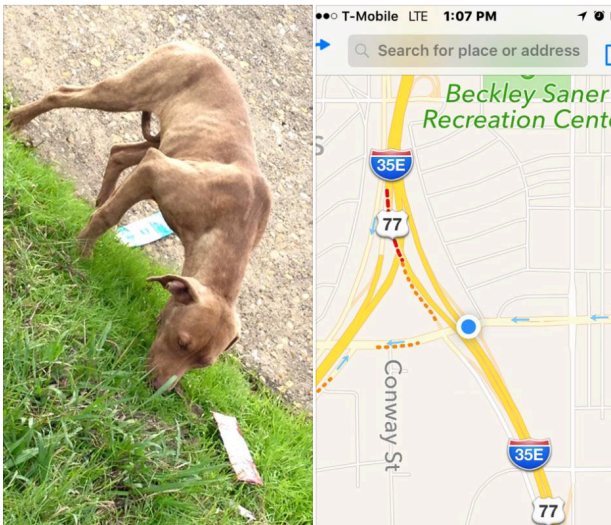
Moises Ortiz This is the same dog I came across, and reported to 311, last week. You did a great job in building trust with her and hopefully she will remember you tommow, put her guard at rest, and allow you to sace her. She was at the same intersection of Kies... [See More](#)

Unlike · Reply ·  3 · December 2, 2015 at 12:41am

DECEMBER 1st, 2015

- Carla Adkins posted the dog and a plea for help based on the dog's dangerous situation. She posts a fellow teacher's pictures on the Fido Oak Cliff Lost and Found facebook page.

Help please! This girl is loose. Standing by the feeder road/exit ramp for I-35 north bound at Kiest. Can anyone try to catch her. She didn't seem interested in the burger my co-worker tried to lure her with. 311 has been called. Need assistance asap as my co-worker can't stay in the area. Is anyone close by?





Carla Adkins Co-worker says she is just standing there.

Like · Reply · December 1, 2015 at 1:20pm



Carla Adkins



Like · Reply · December 1, 2015 at 1:29pm

- Emily Rose tries to help the dog but can not catch the dog.
- Carla Adkins tagged Fran Gaconnier (citizen with hard to catch skillset) for help catching the scared unsocial dog in a dangerous environment.

Carla Adkins Bryan Adkins Fran Gaconnier Chris Watts Lee Jamison is anyone in the area who can swing by and bring Emily some treats, hot dogs, French fries, burgers or other food to lure this girl? Also, snappy snare would be helpful.
Like · Reply · December 1, 2015 at 1:54pm

Lee Jamison I'm in Plano
Like · Reply · December 1, 2015 at 2:09pm

Write a reply...

Carla Adkins Marina Tarashevskaya Michael Brinkley are either of you in the area?
Like · Reply · December 1, 2015 at 1:55pm

Bryan Adkins Sorry. I'm ft worth right now.
Like · Reply · 1 · December 1, 2015 at 1:55pm

Emily Rose About 5 feet from her. Lying on the ground and talking to her



Like · Reply · 3 · December 1, 2015 at 1:59pm

Fran Gaconnier I can come help.
Like · Reply · 3 · December 1, 2015 at 2:00pm

Emily Rose Thank you! South side of the NP ramp (coming off 35). I'd park at the McDonalds then cross under. I parked at the Subway but had to cross Kiest and the light there is out.
Like · Reply · December 1, 2015 at 2:02pm

Cairenn Day Fran there is a Micky Ds close and a Golden Chick also
Like · Reply · December 1, 2015 at 2:04pm

Emily Rose Shit, on the move, south. Ugh. Watching her. If we can get her away from the intersection that will be better without honks
Like · Reply · December 1, 2015 at 2:25pm

Cairenn Day by the DISD property?
Like · Reply · December 1, 2015 at 2:25pm

Emily Rose Yes, just crossed to the school
Like · Reply · December 1, 2015 at 2:26pm

Emily Rose I'm staying back and watching. Is school in session?
Like · Reply · December 1, 2015 at 2:27pm

Emily Rose She is at those bushes. And looks like she can get under the fence if she wanted to. Good thing is, she is away from the busy intersection. Bad thing is I don't know if we can go onto school property

Emily Rose She is at those bushes. And looks like she can get under the fence if she wanted to. Good thing is, she is away from the busy intersection. Bad thing is I don't know if we can go onto school property



Like · Reply · December 1, 2015 at 2:30pm

Emily Rose Went through the school fence.
Like · Reply · December 1, 2015 at 2:30pm

Emily Rose Any update?

Like · Reply · December 1, 2015 at 3:56pm

Carla Adkins Fran is still working on her.

Like · Reply · December 1, 2015 at 4:28pm

Emily Rose Darn, 😞 It is chilly, can someone bring Fran Gaconnier a hot drink, fleece blankets, or something? I wish I'd thought to leave a blanket with Fran.

Is the dearie still in the bush by the school or did she move? I was thankful she moved away from the intersection so she'd be more comfortable without loud honks.

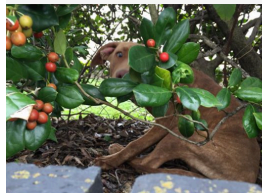
Like · Reply · December 1, 2015 at 4:28pm

Fran Gaconnier



Like · Reply · 🍷 1 · December 1, 2015 at 4:48pm

Fran Gaconnier



Emily Rose **Moises Ortiz** - it is interesting and sad to hear she has been there a week or more, because each time she heard a horn or siren she startled like she'd not heard them before so I'd assumed she was new there.

She is a sweetie, and is so dang close to being saved.

Like · Reply · December 2, 2015 at 9:59pm

Cairenn Day I think I saw her this morning, as I wash headed for Northlake. She was down at Saner and 35

Like · Reply · December 2, 2015 at 10:01pm

Fran Gaconnier We're close. If it wasn't for the danger of the highway, we'd had her today. But keeping it slow and safe...

Like · Reply · 🍷 2 · December 2, 2015 at 10:01pm

DECEMBER 3rd

Gaconnier continues to assess the dog and the probability of the dog running into traffic coming off the exit ramp from I-35. Gaconnier requested a trap from the City. She was told all the traps were out and she would have to go on a waiting list. Gaconnier continued to work with the dog daily in hopes of capturing the dog.

Fran Gaconnier Today we learned what we need to learn about how she would react if we pushed her and if she would end up in traffic...we're so close and now we know what we need to know to make a real big move. She's been chased with a pole before - she knows exactly what its for.

Like · Reply · 🍷 3 · December 3, 2015 at 6:21pm

DECEMBER 7th

Based on the availability of a city live trap, Gaconnier brought her personal dog out to the site to entice the loose dog. It worked, but the dog was aggressive towards leashes and the catch pole.

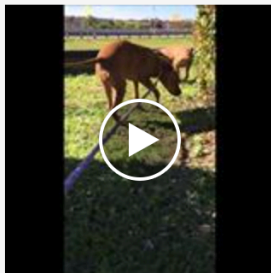
Fran Gaconnier There was a delay getting a trap, so we went to plan B - the secret weapon...

Like · Reply · December 7, 2015 at 7:52pm

Fran Gaconnier



Fran Gaconnier <https://youtu.be/VRwZxGSMw3s>



Mommas meets Pitty

So happy to see her own people!

YOUTUBE.COM

Like · Reply · Remove Preview · December 7, 2015 at 8:08pm



Fran Gaconnier <https://youtu.be/KFzbfdfF2W8>



Everyone loves a belly rub

Little pup starts shaking off her chicken and tries to play with Pitty

YOUTUBE.COM

Like · Reply · Remove Preview · 3 · December 7, 2015 at 8:18pm



Fran Gaconnier She really hates the pole and the leash both. She'll give me a serious attitude and barks at you when you're holding either

DECEMBER 7th

The group continues to wait for a trap and Carla Adkins posts asking people to stop feeding the dog.



Carla Adkins UPDATE: PLEASE DONT FEED THIS DOG! There is a plan in place to catch this girl. We are very close. Recently it has been noted that she is getting fat and is not very hungry when the team goes out to try to catch her. If you are in the area and have bee... [See More](#)

Unlike · Reply · 4 · December 10, 2015 at 2:13pm

DECEMBER xxst (need to confirm the date)

DAS Officer Rodriguez met Gaconnier on site to try to help capture the dog. They came close, but did not catch the dog. Officer Rodriguez understood the challenges and danger involved and agreed a trap would be best. He tried to prioritize a trap and none were available at that time. Gaconnier and Rodriguez discussed that DAS had smaller traps that might work and he agreed to have one delivered that day.

DECEMBER xxst (need to confirm the date)

A small live animal trap was placed by the city and set. It was immediately determined that based on the way the trigger mechanism worked, the trap was too small for the dog. The trap was removed and the wait for a larger trap continued.

DECEMBER 21st

A trap was placed by the city and set. Within an hour the dog entered and triggered the trap and escaped due to the trap door being broken. DAS was immediately notified and a replacement trap was promised for the next day.

DECEMBER 22nd

A replacement trap did not come.

Fran Gaconnier Yes – lots of news, but we don't have her just yet. The principal has given us permission to be on the property, her Happy hiding place has been moved away from the highway. But when she is bothered she still runs down and hides in the median in betwee... [See More](#)

Like · Reply · December 22, 2015 at 4:14pm · Edited

Fran Gaconnier We were able to finally get a trap yesterday. We been working on building a relationship with her so she wouldn't be scared. We tied the trap open and let my dog go in and out of the trap several times and eat hamburgers before we cut it open and let her go in. She went in pretty quickly – she came out pretty quickly. Probably less than 15 seconds. The trap door was broken

Like · Reply · December 22, 2015 at 4:14pm · Edited

Fran Gaconnier The good news is she only ran about 5 feet away – which is huge. So I put my dog back in the trap and showed her that it wasn't a big deal

Like · Reply ·  1 · December 22, 2015 at 4:15pm · Edited

Fran Gaconnier We expect a new trap to be dropped today and we will do it again. Really hates leashes and poles – and she gets a very aggravated anytime you show her one. So we're working on showing her that my dog does not care about the leash or or the snap snair, or the catch pole.

Like · Reply ·  1 · December 22, 2015 at 4:13pm · Edited

DECEMBER 24th???? (need to confirm the date)

Officer Rodriguez pledged to work to get a trap delivered the next day by another officer. He was on his way out the door to his well earned vacation time with his family. The trap did not come.

DECEMBER 31st

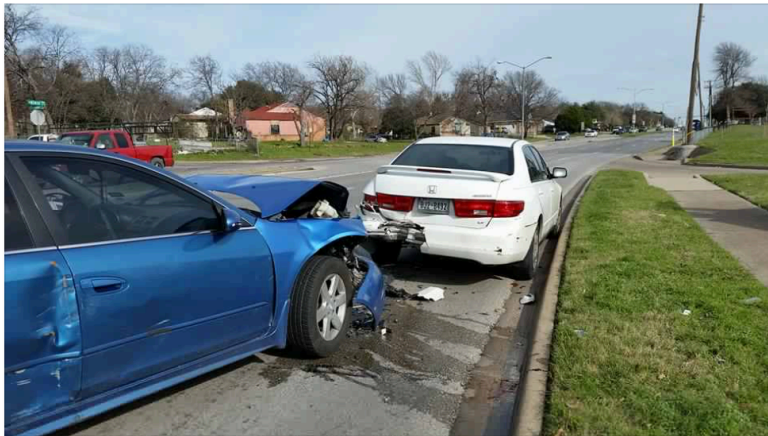
The school dog caused an accident as it panhandled down at the highway intersection. Two men were chasing the dog trying to catch it because someone had offered them \$20 to catch the dog.



Mere Moomaw

December 31, 2015 at 2:02pm · 

Happy new year to me. NOT!



 Like

 Comment

 Share

Mere Moomaw Yes **Fran Gaconnier**. I had stopped to help 2 guys catch a dog that was too close to the highway. Never caught her but left the homeless man a leash. He promised to bring her to me if he catches her.

Like · Reply ·  1 · December 31, 2015 at 4:17pm

UPDATE: This dog is receiving much needed help. Please do not approach her because she will run into the highway. The rescuer is in need of a WORKING trap from the city so that she can be safely caught.

Need any help catching a dog off the highway 35 and kiest



See video of the dog next to the freeway in traffic here:

<https://www.facebook.com/GypsydogOps/videos/vb.462708363789776/1036789023048371/?type=2&theater>


January 1st

The dog continues to be spotted with and without the panhandler on the corner of the interstate intersection. The panhandler could not touch or control the dog. The dog continues to readily walk all the way into the broken trap to eat.

Cairenn Day I saw her and panhandler today there, couldn't stop, hubby was driving. She was sitting quietly 6-7 ft from him

Like · Reply · January 1 at 9:15pm

Fran Gaconnier Everyone- please don't stop and try to catch her or feed her. We are so close to catching her - she let me give her a little scratch today and she will now play with the leash with me - if anyone else shows her a leash she will bark aggressively and leave the area. Also, if we can get a working city trap tomorrow- we'll have her right away. She goes in the broken one to get her McDonalds. She will most likely not react well to being slipped by a leash - it will probably be dramatic out in an open space. Catching her in the trap will be best and safest for all involved.

Like · Reply ·  4 · January 1 at 10:40pm



January 2nd

Due to the motor vehicle accident, a hail Mary text message plea for a trap was made to the two off duty vacationing DAS supervisors Vela and Rodriquez. It was also communicated that the dog was becoming territorial, and that school was about to resume.

EARLY AFTERNOON January 4th

ACO James Martin called to say he could bring a trap from the field that afternoon. Gaconnier asked if it would be cleaned (as required by DAS SOPs) before it was dropped and he said he hadn't planned on sanitizing it and that they could not bring a cleaned trap until the next day. A dirty trap that smells like fear and anal glands is of no use. We agreed he should drop the trap the next day.

LATE AFTERNOON January 4th

- Citizen caught dog with slip leash and rabies catch pole.
- 911 and 311 were called multiple times. No one was dispatched from the first set of calls made by a teacher or the dropped call from Gaconnier.
- The citizen sat with the aggressive agitated animal for 2 hours waiting for DAS to respond. There was a small delay in time due to an inaccurate address, but that quickly corrected to 3313 South Beckley and the delay was a very small amount of the wait time.
- At approximately 5:30 PM the dog was impounded in the field. A#923881

Fran Gaconnier Great news - I caught our girl last night. It was pretty dramatic stuff, look for a new post this morning. We ALL have to work fast - she only has 72 hours at DAS and we have to get her out and into a rescue, foster, or to a trainer.

Like · Reply · 1 min

EVENING JANUARY 4th (7:45PM)

ACO James Martin calls to confirm that the dog at DAS was the school dog and the trap was no longer required. That was confirmed and he was told he could pick up the broken trap the next day and he said, "what broken trap?"

JANUARY 5th

One of the teachers that had been feeding the school dog adopted her.

JANUARY 5th (6:41 PM)

Officer Rodriguez checked in from vacation after seeing a communication sent earlier in the week urgently asking for a trap. He was told that the dog was caught. He said he would follow up with when he is back in the office.

JANUARY 6th

Chris Watts deletes the school dog post from Fido Lost and Found Community facebook page. Mr Watts is one of several admins on that page, the District 1 Animal Commissioner, and now an official recipient/beneficiary of Big Fix grant money. The leading theory is that the post did not reflect positively on DAS so he deleted it. There are additional communications between Watts and Adkins that are available upon request.

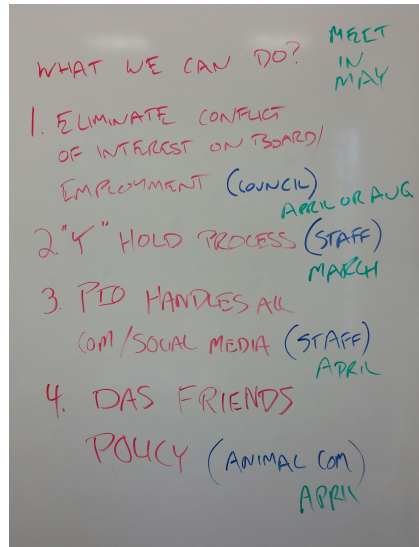
Since the dog was captured there has been no communication from the city regarding the incident (with the exception of the call from Rodriguez about the trap)

Below is a recap of what needs to be immediately addressed / improved as well as testimonial from two of the citizens Gaconnier texted to try to get help.

THE NIGHT OF THE CATCH | 911, 311, & General Communication Issues

Friends Protocol and Procedures

DAS continues to resist writing any kind of “Friends” protocol or procedure. Documentation of Councilman Griggs requesting Jody Jones to draft such a document goes back to spring 2013. Again in January 2015 after the Aussie incident, Griggs requested Code and DAS write a friends policy that was due to be presented in April 2015.



To date there is no such policy. This request is supposed to be addressed and discussed in the upcoming Animal Commission retreat, but the agenda has not yet been published and it is unlikely it will make the agenda.

We have some suggestions in the meantime:

- If the City is going to give a trap or any equipment to a citizen, they should have a live manned number for when the citizen catches the animal and needs assistance.
- If the City gives out a trap or any equipment to a citizen, ALL supervisors should know the name of the citizen, the location of the trap or equipment, and the problem they are trying to resolve using the City's equipment.
- If a citizen is able to catch a known hard to catch unsocial animal, the call should get a top priority and the citizen should get immediate assistance so that they do not have to manage the animal alone. 311 and 911 should have clear protocols for this type of call.
- If the City is going to give out a live trap or drop live traps in neighborhoods, the traps should be clearly labeled as City property and have a telephone number to call with concerns. The sign should be large and easy to read from a distance.

911, 311, and DAS | Response the Night of the School Dog Catch

Need ORR info

- The citizen catches the dog and makes several calls to DAS supervisors who are on vacation because those are the numbers that are the citizen's point of contact. She gets voicemail. She calls Officer Martin, gets voice mail. She calls 311 several times and 311 is not answering. The citizen calls 911 and drops the phone mid call while trying to handle the upset animal. Once the animal has calmed, they have moved about 25 feet away from the dropped phone. Citizen has to wait for teachers to come out to go home for the day to get any additional help.
- Teacher Calls 311 and 911 – no response is dispatched from these calls
- Citizen is eventually able to reach the cell phone and she group texts Deborah Rodriguz and Stephanie Timko a desperate plea for help.

Statement from Deborah Rodriguez

My direct involvement with the School Dog came near the end, when Fran had managed to loop a slip lead around the dog's neck, and then a catch pole.

It was Monday, January 4 and at 4:30PM Fran suddenly posted a picture of School Dog on a catch pole in a Facebook group message we have running with Stephanie Timko. I was astonished she had managed to capture School Dog on a catch pole, because we had discussed just the night before that Fran was going to attempt to manually spring the trap to capture her. This seems like a drastic plan but at this point Fran had been relationship building and trying to capture School Dog for weeks, the students were supposed to come back to school on Wednesday morning, and Fran had been unable to obtain a properly functioning trap from DAS even though she had been begging for weeks.

By the time Fran posted the picture to the group she had been holding the dog on the catch pole for an hour. Fran had attempted to contact 911 and 311 but as School Dog became increasingly agitated and unpredictable Fran was increasingly unable to hold her on to the catch pole and use her phone at the same time. She had dropped the phone more than once and for her to personally make a call had become out of the question. Meanwhile, some school teachers that were present had attempted to call, only to be routed to 311 and not given any assurance that this was an priority call guaranteed to have an immediate response from DAS.

At 4:36 Fran sent a somewhat chaotic message saying that she needed us to get on the phone and do whatever it took to get DAS/PD on the scene. School Dog was becoming increasingly erratic and acting out more frequently, every three minutes at this point, and Fran did not know how much longer she could maintain the situation. I asked Fran for the location and it took a little time but then she gave the name of the school. I stepped outside and made my first call to 911 at 4:43PM.

I know from previous incidents that DAS and 911 do not consider a citizen holding a dog on a catch pole an emergency to be prioritized with an immediate response. At the same time, I knew from Fran's increasingly chaotic and incoherent messages that the situation was deteriorating rapidly. When I made my call to 911 my goal was to make dispatch understand this and get PD/DAS routed to the scene immediately.

I briefly explained the situation to the dispatcher, stating that I was calling on behalf of a citizen because she was unable to call herself. I explained the dog was unpredictable at this point, the dog could attack, or if she got loose from the catch pole she could run into traffic and cause an accident, but the point was this was not something that could wait for DAS to respond in 2 hours, 24 hours, or never. Initially, because the location was at the school (which I mistakenly gave as Barbara Jordan), the dispatcher put me on hold while contacting DISD. I wasn't on hold long, but it was long enough that I debated hanging up and calling again because the situation was an emergency that required immediate response from DAS/PD, not DISD. The dispatcher came back and at that point told me that she sent it over to PD/DAS for immediate response (rather than transferring me to 311). At that point she took my personal information and the call ended.

I returned to my desk and was looking over the personal message for any updates. I realized that the school listed was Barbara Manns Educational Center located on 3313 South Beckley Avenue, not Barbara Jordan. I checked Google to verify the location and then immediately stepped out to call 911 again to update my report. This was at 4:54PM. I explained the situation again and that I needed to update a previous call and gave the correct name of the school, stating it was on Beckley. Again, I conveyed this was an emergency situation that required an immediate response. The dispatcher was having trouble pinpointing the location because there is a Barbara Mann school on Ervay. I had to put her on speaker while I used google maps to find the correct school and give her the address. Once we worked that out, I once again gave my contact information and we ended the call.

When we ended the call I thought that my original call would have been updated but it appears that a second request was put in to PD/DAS. Meanwhile, a DAS ACO went to Barbara Jordan School, and when she could not find Fran holding the dog on the catch pole she called me. I explained to her that I initially gave the wrong school, told her the correct one, and then gave her the address so that she could get there faster. Fortunately the two schools are only 1.5 miles away from each other.

At this point we were getting no messages from Fran at all so I did not know if she was getting the help she needed. At 5:22 I received a call from 911 clarifying the location and then shortly afterwards a police officer called me. He was at the correct location, but did not see Fran or the dog. While we were discussing this, he came on Fran, and there were PD and DAS already on the scene. At that point I knew Fran had the help she needed and she confirmed that the dog was loaded and taken to DAS with me via text at 5:36PM. At this point, Fran had held School Dog on the catch pole for at least two hours.

I am extremely relieved that ultimately School Dog was captured and picked up by DAS. When I think it over in its entirety we were incredibly lucky that Fran was not injured, another citizen was not injured, and that School Dog was not injured or killed. That being said, I feel an intense and deep frustration over everything that happened. If someone wants to have a deeper discussion about it I can talk about it at length but for this statement I will restrict it to two points.

* I don't know if it was luck or force of will that both 911 operators I talked to did not transfer the call to 311. Don't get me wrong, I am incredibly grateful that they trusted my statements that Fran holding an agitated and unpredictable dog on a catch pole is truly an emergency. But I also want to scream, "How could ANYONE think that a citizen holding a dog on a catch pole is not an emergency requiring an immediate response by DAS/PD"?

* This situation dragged on far longer than it had to and ultimately required 911 calls to resolve because Fran could not obtain a fully functional trap from DAS to trap School Dog. Why is this? I can think of two reasons: one is that DAS did not want to work with a citizen and trap the dog, and the other is that DAS did not have a trap that Fran could use. I can't speak for the former but in regards to the latter, I directly asked Kris Sweckard at Mark Clayton's town hall meeting on August 24, 2015 if DAS had enough traps. At the time I explained if DAS did not have enough traps then as an interested resident I wanted to work to ensure they got more. At the time Kris Sweckard told me DAS had plenty of traps. The fact that four months later a fully functioning trap was not available to capture School Dog makes me question if DAS has the equipment they need to do their job effectively, and what kind of oversight there is to ensure they have the equipment they need and that it is kept in good repair. Clearly, the safety of Dallas residents depends on it.

Sincerely,
Deborah Rodriguez

Email String from Stephanie Timko and Jody Jones

Here is the email exchange between Stephanie Timko and Jody Jones as Stephanie reached out to Kris Sweckard and Jody Jones both for help that afternoon. Read from the bottom up.

From: Jones, Jody [<mailto:jody.jones@dallascityhall.com>]

Sent: Tuesday, January 05, 2016 8:39 AM

To: Stephanie Timko <STimko@crowholdings.com>

Cc: Vela, Adrian <adrian.vela@dallascityhall.com>; McManus, Catherine <catherine.mcmanus@dallascityhall.com>

Subject: Re: Asking for help

Thanks appreciate it and have the team review.

In the interim please reinforce the use of 311/911 vs individual contacts.

Thanks again for your assistance

Jody Jones
Dallas Animal Services
214-671-0704

On Jan 5, 2016, at 8:28 AM, Stephanie Timko <STimko@crowholdings.com> wrote:

Good Morning, Jody:

Here is a note from Fran about yesterday's call(s). Maybe this will help.

I made my first call at 3:42

None of my DAS contacts would answer, so I moved 311 – who also would not answer, so I moved to 911 and I dropped the phone in the middle of that call. Maybe 20 minutes later a teacher came out and asked him to call 911 and 311 – which he did. No one was ever dispatched from those calls. The DAS ACO and DPD were dispatched from your and Debra's work.

Thanks for your help,
Stephanie

From: Jones, Jody [<mailto:jody.jones@dallascityhall.com>]

Sent: Monday, January 04, 2016 7:44 PM

To: Stephanie Timko <STimko@crowholdings.com>

Cc: Vela, Adrian <adrian.vela@dallascityhall.com>; McManus, Catherine <catherine.mcmanus@dallascityhall.com>

Subject: Re: Asking for help

You are welcome.

I have asked the supervisor to review the calls so we can identify ways to improve the call and response system.

Shouldn't need to call 911 to get help, although it does sound like it may have been the safe and timely solution in this case.

Regards

Jody Jones
Dallas Animal Services
214-671-0704

On Jan 4, 2016, at 6:39 PM, Stephanie Timko <STimko@crowholdings.com> wrote:

Yea! Thank you so much. We did call 911 and they were able to find her and help. Thank you so much-I'm sorry I didn't get back to you earlier. Thank you for following up! So greatly appreciated!

Sent from my iPhone

On Jan 4, 2016, at 6:21 PM, Jones, Jody <jody.jones@dallascityhall.com> wrote:

Stephanie,
Still trying to track this down and not having luck with information provided.

Was this the call from Fran from earlier?

We have multiple calls with conflicting information that could possibly be the call

From: Stephanie Timko [<mailto:STimko@crowholdings.com>]

Sent: Monday, January 04, 2016 4:46 PM

To: Jones, Jody

Subject: Asking for help

Jody:

I'm in touch with a rescuer who is at Barbara Mann Elementary on Beckley and I-35. They've captured a dog and the dog is struggling. They are having a really hard time holding on to her. They called 311 but it's been over an hour. They are VERY close to the highway and the access road- they don't want to let her go and end up causing an accident and she gets killed.

311 keeps ringing busy or no answer. It's been like that all day.

Can you help?

Stephanie Timko

Statement from Fran Gaconnier

Kris Sweckard told me during a public meeting to “use the system”. The City’s dysfunctional system got us here to this epic loose animal crisis. The system is broken. The system contributed to my mailman and my neighbors and their dogs being bitten. The system allowed a 15 dog dog pack to live in my front yard for 3 years until I caught them all. Your system just allowed a dog to sit on school property and I-35 for a month, your system contributed to a car accident caused by the school dog, your system has allowed a park pack to act aggressively towards park visitor, it has killed two dogs on property, and it has just had it’s second litter of puppies. What exactly do you think the system is going to do for me? I would hope the one thing it COULD do is to respond to an emergency level call in under 2 hours!

From Jody Jones in response to Stephanie Timko’s pleas for help:

“In the interim please reinforce the use of 311/911 vs individual contacts...”

Are you kidding me? First, let me say that I do call 311 and get an SR# and give it to my contact – 311 was not answering the phone and I was on the end of a rabies catch pole with an aggressive dog! This comments shows her complete disconnect from the system in general, the needs of an emergency situation, and her lack of knowledge of the system that citizens have set up with the head field services supervisor in the absence of any kind of friends policy. It also shows a continued unwillingness to identify and problem solve on a BIG issue! This is not the first dangerous dog, catch pole conversation we have had with Jody in the last two months. That comment is the biggest middle finger to our tax paying citizens as was Kris Sweckerds comments at the commission meeting. And if you go back in time – we have been talking about this for years with no result. This screen grab below about 311 is from a meeting with Scott Griggs and Jody Jones from May 2013.

If the City is going to tell the citizen’s they are doing their job for them wrong – maybe they should provide a working system or a procedure (that works) that the citizens should follow. What’s is going to take? And who is going to do it?

Nothing is getting better about this system, it is slowly and gradually getting worse. At first it was just the dogs dying by inches in back yards, but now it is the citizen’s safety and quality of life as well.

