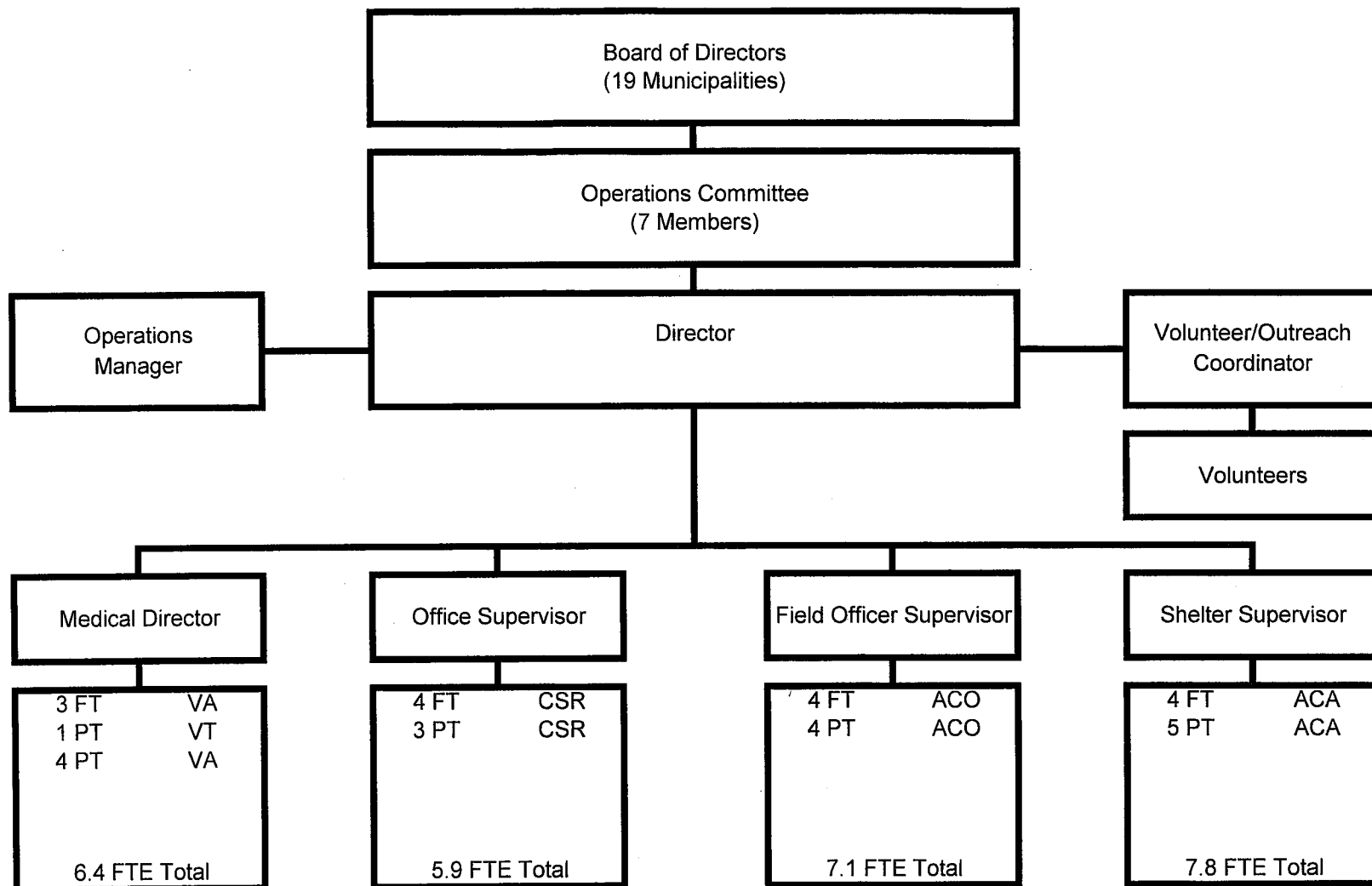
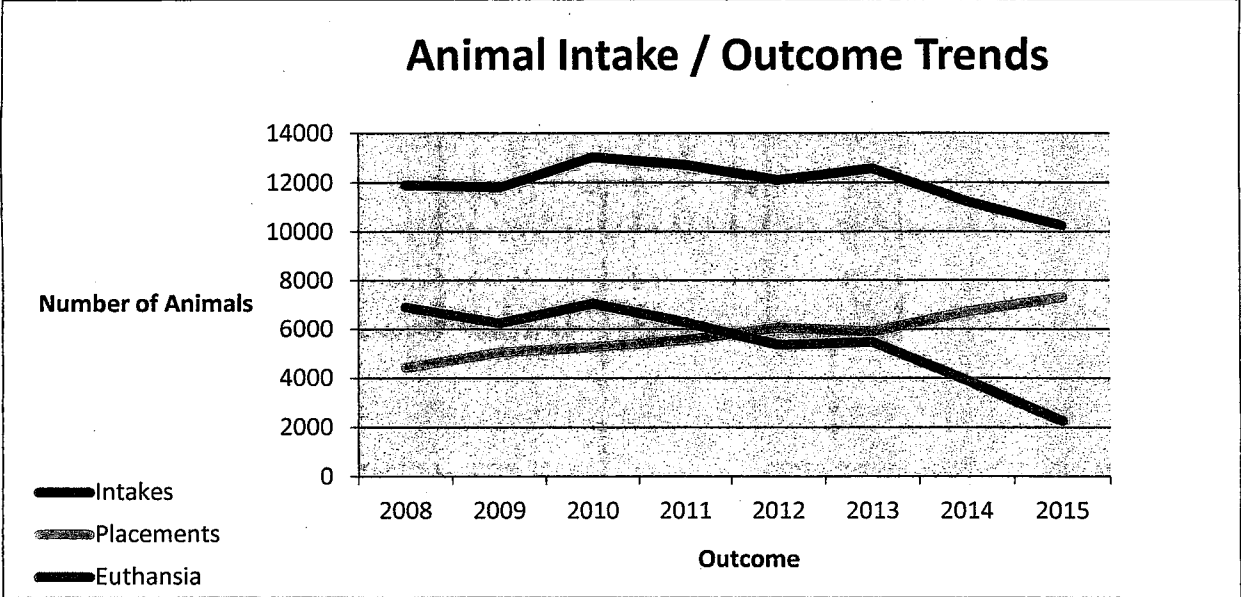


Milwaukee Area Domestic Animal Control Commission

Organizational Chart



ACA	Animal Care Attendant
ACO	Animal Control Officer
CSR	Client Service Representative
VA	Veterinary Assistant
VT	Veterinary Technician
FT	Full Time
PT	Part Time
FTE	Full Time Equivalent



MADACC has had continued success in decreasing euthanasia and increasing live outcomes over the past few years and 2016 has been no exception so far.

We have made progress in lowering our intake numbers when possible and referring owner surrenders to Wisconsin Humane Society. In addition, we are working with MPD and other law enforcement agencies to stop seizing animals from owners where the owners can receive assistance with husbandry and provide a better quality of life for the animal.

Euthanasia continues to decline thanks to our kitten foster program and our ability to find affordable resources for animals with medical needs that we do not have the equipment or expertise to handle in house.

Improvements to the building have also improved the overall health of the animals in the shelter and we have been able to transfer animals to other shelters much faster thanks to the shorter stray hold and their overall improved health.

We work closely with UW Madison, and this year as of July 31 we have a 79% live release rate for cats and 82.5% live release rate for dogs. We have been advised by the UW-Veterinary School Shelter Medicine department that for an open admission animal control facility that these numbers are outstanding.

MISSION STATEMENT

To provide animal regulation and care services which protect the health, public safety and welfare of people and animals in Milwaukee County.

PURPOSE

- Provide effective and cost efficient animal control services by active enforcement of Wisconsin State Statutes pertaining to animal welfare
- Ensure safe, temporary shelter, veterinary and humane care for stray, unwanted, abandoned, mistreated and injured animals
- Provide a central location for owners to find and recover their lost pets
- Expedite the return of animals to their rightful owner
- Provide a progressive animal licensing program for Milwaukee County
- Provide and encourage responsible, safe placement opportunities for homeless animals
- Promote and maintain the highest levels of customer service and accountability to the public
- Educate the public about responsible companion animal ownership
- Provide humane euthanasia and disposal of stray and unwanted animals when necessary
- Provide low-cost basic veterinary services to residents of Milwaukee County to help control pet overpopulation, provide public safety and increase the health and wellbeing of the pet population in Milwaukee County

MADACC ORGANIZATIONAL GOALS

- Expand licensing program through marketing plan, partnerships with Milwaukee County veterinarians, low-cost clinics to the public and web licensing
- Convert to a "paperless" system through current software system
- Develop Standard Operating Procedures (SOPs) for all MADACC operations
- Develop public awareness campaign for MADACC services and programs including new website and brochures
- Research new revenue generating programs and grant opportunities
- Enhance partnerships and collaboration with County law enforcement agencies, prosecutors and humane organizations to improve outcomes of animal cruelty and other criminal cases
- Develop partnerships with other animal welfare organizations to address community needs in an effort to decrease shelter intake
- Improve and develop new strategies to increase transfer of animals to traditional and non-traditional animal placement partners
- Develop infectious disease control protocols to increase the overall health in shelter animals
- Provide comprehensive customer service training for shelter employees
- Develop humane education materials and presentations on responsible pet ownership
- Promote the practice of permanent identification of companion animals by providing low-cost microchipping service and registration
- Expand volunteer program and adoption program

Field Services

Field staff provides enforcement and rabies control services in accordance with Wisconsin State Statutes seven days a week, as well as 24 hour on-call emergency response service. Services include rescue of stray, lost, dangerous, abandoned, sick, mistreated, neglected and injured animals to prevent human and animal injuries, the spread of disease and help prevent animals from becoming nuisances to the community or a burden to its citizens. Animal control services to include safety and animal handling classes are performed for and in close association with law enforcement agencies, the Milwaukee Department of Neighborhood Services, health departments and other agencies throughout the county.

Goals:

- Prevent injury and damage to the public caused by stray animals by collecting and containing such animals
- Protect the health and safety of stray animals
- Improve rescue capabilities by expanding training and partnerships
- Increase public awareness of animal issues and educate the public on the proper care and treatment of animals

Objectives:

- Provide rescue and handling of approximately 8,000 animals per year
- Increase partnerships with other public safety agencies and increase safety, animal handling and animal investigation training
- Participate in local events to promote public safety and animal welfare

Veterinary Department

Medical Department provides medical care services 365 days-a-year, and administers public animal health programs. Services performed by the medical department include routine veterinary care, microchipping, testing for infectious disease, medical treatment for special needs, vaccine and parasite treatment, rabies quarantine observation and humane euthanasia.

Goals:

- Maintain the overall health of the shelter population, including intake exams, vaccinations and administering medications
- Administer routine and limited emergency care to animals in MADACC's care
- Focus on community initiatives to improve community animal health and decrease shelter intakes which include vaccination programs and low-cost spay/neuter services
- Efficiently manage state mandated rabies quarantine program

Objectives:

- Maintain optimal shelter health at all times and address the needs of all animals in MADACC's care
- Protect the community by increasing the number of animals with rabies vaccines in Milwaukee County
- Reduce shelter intake by performing low cost sterilization surgeries

Shelter/Care Services

Shelter staff provides veterinary care, food, water and a clean and sanitary environment to nearly 13,000 animals every year. Services provided for animals 365 days-a-year include behavior assessments, population management, disease control through cleaning protocols, coordinating animal transfers to placement partners Placement of adoptable animals is done through cooperative efforts between MADACC and southeast Wisconsin humane societies, approved regional breed rescue groups, and wildlife sanctuary centers.

Goals:

- Provide a safe, sanitary environment for all animals and the public
- Reduce the number of animals housed and animals euthanized
- Increase the number of live animal placements
- Prevent the incidence of disease of housed animals
- Utilize volunteer labor

Objectives:

- Provide shelter and care for nearly 11,000 animals per year
- Improve animal placement programs and increase partnerships with animal welfare agencies
- Improve infectious disease protocols
- Research available community service and internship programs
- Participate in local events to promote animal welfare and educate the public on responsible pet ownership

Administrative/Office Services

Administrative/Office staff provides courteous, professional assistance to citizens of Milwaukee County. This includes receiving, dispatching and referring animal related service requests, overseeing animal license program, accepting animals brought to the facility, facilitating animal redemptions, processing lost animal reports, maintaining all records and monitoring all revenue.

Goals:

- Receive and intake approximately 6,000 animals brought to the facility by the public
- Provide accurate, appropriate and complete information to the public
- Increase efficiency of administrative procedures
- Increase percentage of animals returned to owner
- Increase animal license compliance

Objectives:

- Optimize use of software programs to maintain all records and revenue and to assist the public
- Reduce paper use by doing more work via computer and online
- Streamline processes for better efficiency

Volunteer Services/Community Outreach

The Volunteer Coordinator/Community Outreach director provides direction and supervision of over 100 volunteers who work within the shelter, at off-site locations and events, and coordinates off-site foster care for MADACC animals. Additionally, this department oversees the marketing and information distribution to the residents in all 19 municipalities in Milwaukee County.

Goals:

- Increase the number of regular volunteers who can provide assistance to staff and provide the animals with enrichment activities such as dog walking
- Provide accurate, appropriate and complete information to the public and the media regarding MADACC operations and public service information
- Develop humane education programs for the public
- Increase the number of foster homes that can care for adoptable animals off-site until adoptive homes are found
- Increase animal license compliance and return to owner rates

Objectives:

- Develop marketing plan to inform the public of organization services and programs
- Establish partnerships with local media outlets, community organizations, and municipal officials to ensure that organization news, updates, programs and animals are promoted to the community
- Increase contact with the public through increased responses to service requests and visitors to the facility
- Increase website, social media, and educational information to update the public on events, activities and information on various animal related topics

Operations Department

The Operations Manager is a multifaceted position and includes roles in the financial, technical, human resource, vendor purchasing, maintenance and safety and security aspects of MADACC. The role of the Operations Manager is to ensure MADACC runs efficiently and in a cost effective manner.

Goals:

- Manage financial expenditures to meet organizational budget objectives
- Maintain all facets of technology to ensure efficiency of system applications to manage shelter operations
- Execute human resource processes to ensure compliance for all MADACC employees
- Manage general building and equipment maintenance schedules and repairs to support shelter operations
- Maintain proper security controls for people, process and technology

Objectives:

- Create standard operating procedures and implement process improvements in Chameleon shelter software to improve operational productivity
- Control operational costs through competitive supplier analysis and donations
- Re-design MADACC's website to improve consumer usability in an effort to reunite owners with their lost pets and generate a more positive impression of MADACC to the public
- Generate statistical data to set baselines for making informed decisions to advance future MADACC goals and objectives

Member Billing - Debt Service Fund

MADACC 2017 Budget

Amended 4/25/2017 to reflect actual financing cost. See Debt Service Fund - page 19

2017 1st Installment (2nd Qtr.)	\$7,071.70
2017 2nd Installment (4th Qtr.)	<u>\$175,565.47</u>
	<u>\$182,637.17</u>

Municipality	Equalized Value	Valuation Percentage	1st Installment	2nd Installment	Member Billing
Bayside	606,013,100	1.06	\$74.82	\$1,857.64	\$1,932.46
Brown Deer	871,820,900	1.52	\$107.64	\$2,672.43	\$2,780.07
Cudahy	904,789,300	1.58	\$111.71	\$2,773.49	\$2,885.20
Fox Point	1,107,760,900	1.93	\$136.78	\$3,395.67	\$3,532.44
Franklin	3,629,055,600	6.34	\$448.08	\$11,124.29	\$11,572.37
Glendale	1,709,084,900	2.98	\$211.02	\$5,238.93	\$5,449.95
Greendale	1,271,454,400	2.22	\$156.99	\$3,897.44	\$4,054.43
Greenfield	2,783,224,200	4.86	\$343.65	\$8,531.53	\$8,875.18
Hales Corners	657,293,900	1.15	\$81.16	\$2,014.83	\$2,095.99
Milwaukee	25,530,193,300	44.58	\$3,152.23	\$78,258.75	\$81,410.98
Oak Creek	3,014,976,300	5.26	\$372.26	\$9,241.93	\$9,614.19
River Hills	495,681,900	0.87	\$61.20	\$1,519.43	\$1,580.64
Saint Francis	544,264,200	0.95	\$67.20	\$1,668.36	\$1,735.56
Shorewood	1,449,243,400	2.53	\$178.94	\$4,442.43	\$4,621.36
South Milwaukee	1,127,175,000	1.97	\$139.17	\$3,455.18	\$3,594.35
Wauwatosa	5,519,699,400	9.64	\$681.52	\$16,919.76	\$17,601.28
West Allis	3,639,905,800	6.36	\$449.42	\$11,157.55	\$11,606.97
West Milwaukee	287,204,000	0.50	\$35.46	\$880.38	\$915.84
Whitefish Bay	2,125,525,900	3.71	\$262.44	\$6,515.46	\$6,777.90
TOTALS	57,274,366,400	100.00	\$7,071.70	\$175,565.47	\$182,637.17

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Member Billing - Total

MADACC 2017 Budget

Municipality	Prior-Year Operations			2017			
	2014	2015	2016	Operations	Capital	TOTAL	Debt Service
Bayside	\$1,161	\$1,084	\$1,036	\$950	\$22	\$972	\$1,932.46
Brown Deer	\$8,682	\$8,331	\$10,606	\$11,971	\$281	\$12,252	\$2,780.07
Cudahy	\$27,374	\$30,242	\$32,122	\$32,872	\$773	\$33,645	\$2,885.20
Fox Point	\$2,599	\$3,367	\$3,779	\$3,420	\$80	\$3,501	\$3,532.44
Franklin	\$20,959	\$18,031	\$19,383	\$21,661	\$509	\$22,171	\$11,572.37
Glendale	\$24,609	\$24,650	\$23,832	\$18,494	\$435	\$18,929	\$5,449.95
Greendale	\$8,793	\$11,811	\$12,190	\$13,428	\$316	\$13,743	\$4,054.43
Greenfield	\$59,947	\$62,252	\$58,392	\$53,267	\$1,253	\$54,519	\$8,875.18
Hales Corners	\$7,300	\$6,448	\$4,693	\$4,054	\$95	\$4,149	\$2,095.99
Milwaukee	\$1,644,222	\$1,663,400	\$1,708,131	\$1,678,186	\$39,463	\$1,717,648	\$81,410.98
Oak Creek	\$38,932	\$38,287	\$41,813	\$40,156	\$944	\$41,100	\$9,614.19
River Hills	\$1,272	\$1,426	\$1,341	\$1,077	\$25	\$1,102	\$1,580.64
Saint Francis	\$15,429	\$16,776	\$13,836	\$13,681	\$322	\$14,003	\$1,735.56
Shorewood	\$5,254	\$5,763	\$6,217	\$6,144	\$144	\$6,288	\$4,621.36
South Milwaukee	\$31,688	\$33,095	\$34,865	\$33,379	\$785	\$34,164	\$3,594.35
Wauwatosa	\$32,462	\$34,464	\$37,059	\$38,129	\$897	\$39,026	\$17,601.28
West Allis	\$123,156	\$122,165	\$128,000	\$133,578	\$3,141	\$136,720	\$11,606.97
West Milwaukee	\$19,521	\$19,743	\$17,920	\$18,368	\$432	\$18,800	\$915.84
Whitefish Bay	\$5,862	\$3,880	\$4,206	\$3,484	\$82	\$3,565	\$6,777.90
TOTALS	\$2,079,222	\$2,105,215	\$2,159,421	\$2,126,297	\$50,000	\$2,176,297	\$182,637.17
Annual % Change		1.3%	2.6%	-1.5%	0.00%		