

# FIRST LOOK: ANIMAL CARE AND CONTROL & STREETS AND SANITATION

**DPS Workshop Series | Hosted by: Jackie Umbles**

The Department of Procurement Services is committed to Communications and Outreach, which is key to keeping citizens informed of bid opportunities, new programs, and innovations.

Also, ensure that you download a copy of our most recent **Consolidated Buying Plan**. This is a 15-month forecast including hundreds of upcoming opportunities for 12 city agencies. To download, go to: [www.chicago.gov/dps](http://www.chicago.gov/dps).

We encourage you to follow us on our website [www.chicago.gov/dps](http://www.chicago.gov/dps) for the latest news, updates, and our calendar of events. Go online, [www.chicago.gov/DPS](http://www.chicago.gov/DPS) and click on the letter icon and sign-up for our **Email Newsletter: DPS Alerts** full of news that you can use.

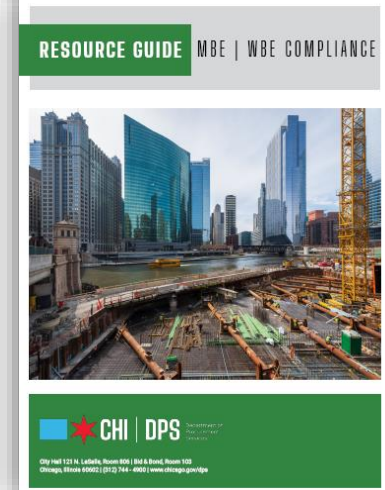
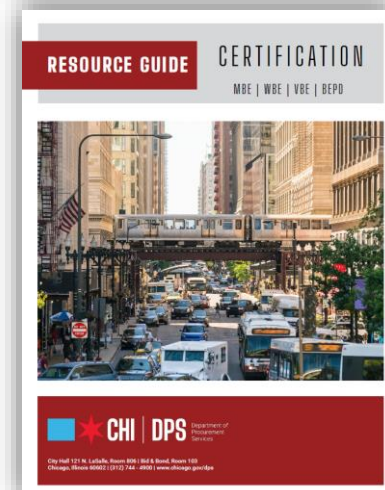
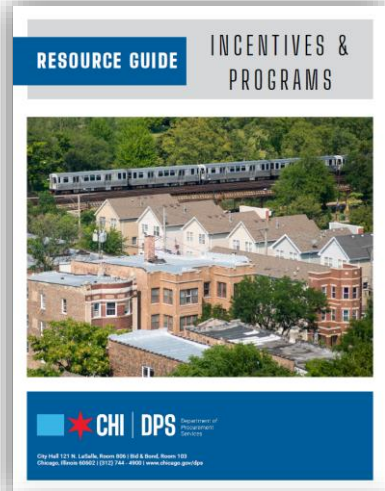
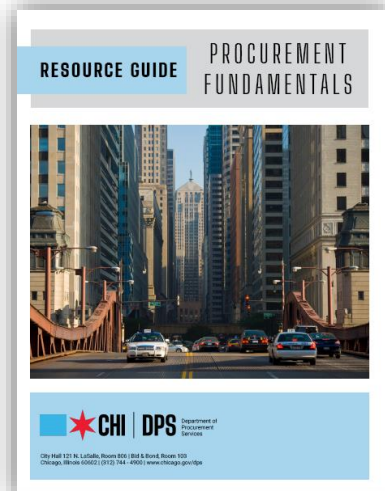
**Follow us on social media to stay informed:**

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- NOTE: Legal advertisements for the City of Chicago Department of Procurement Services (DPS) appear in the Chicago Tribune. Information about DPS contracting opportunities will be available at [www.chicago.gov/bids](http://www.chicago.gov/bids).

# Welcome

# RESOURCE GUIDES

- DPS has published a four-volume set of Resource Guides, expanding on the guiding principle of transparency.
- The Resource Guides were divided into key areas of the procurement process:
  - Contract Administration
  - Incentives and Programs
  - Certification
  - Compliance
- Download now at [www.chicago.gov/dpsguides](http://www.chicago.gov/dpsguides)



# Today's Workshop

- Everyone is muted upon entry for the presentation portion of the workshop
- We ask that you hold your questions to the end of the presentation. You can use the chat feature to type out your question and the speaker will answer the questions at the end of the presentation.
- To Send a Question: **Use only the Q & A panel to ask your question. Do not use the chat panel**
  - Use the **Q & A panel** on the right side of your screen.
  - In the Send to or To drop-down list, select the recipient of the message.
  - Enter your message in the chat text box, then press Enter on your keyboard.

Note: If you join a meeting, session, or event in progress, you can see only the Q & A that participants send after you join.

# DEPARTMENT OVERVIEW

DPS is the contracting authority for the procurement of goods and services for the City of Chicago. We work together as a team and with our customers to guarantee an open, fair, and timely process by establishing, communicating and enforcing superior business practices.

The First Look Series is aimed to assist the vendor community in learning how to navigate processes related to City procurement. Our hope is that the business community can garner resources and insight into detailed requirements needed for upcoming contracting opportunities in city government.

# **OUR GOALS AT A GLANCE**



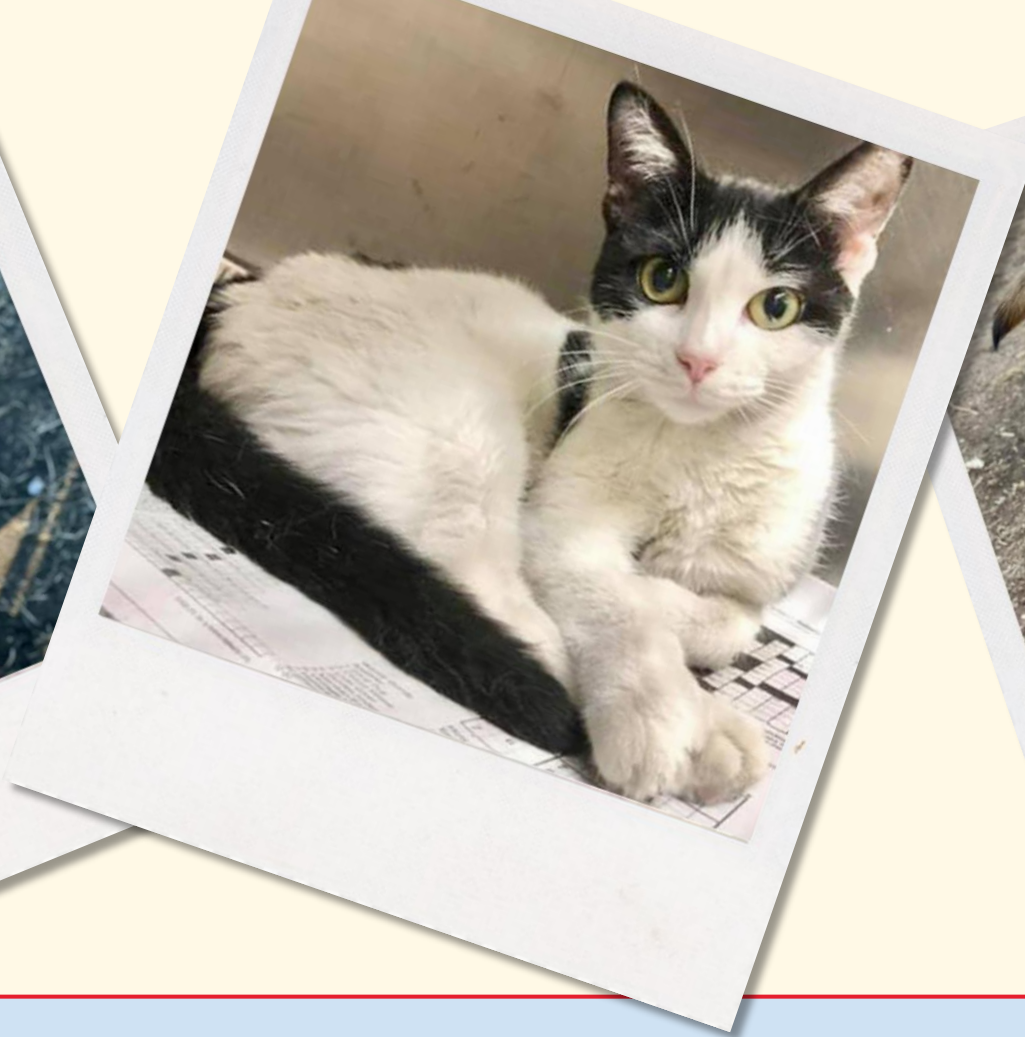
# FIRST LOOK: ANIMAL CARE AND CONTROL & STREETS AND SANITATION

Today's Workshop | Presented by: Susan Cappello and Blanca Guzman, ACC  
Erik Colon, DSS

# ANIMAL CARE AND CONTROL







**CHI | CACC**

Chicago Animal Care & Control

# CACC MISSION & VISION



**#CareIsWhatWeDo**

Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

CACC is committed to increasing live outcomes, improving animal welfare and strengthening the human-animal bond through education, community outreach and excellence in animal care

*More info:*

*<https://www.chicago.gov/city/en/depts/cacc.html>*



# ABOUT CACC



Chicago's largest (and only) open intake animal shelter benefited from the "pandemic effect"

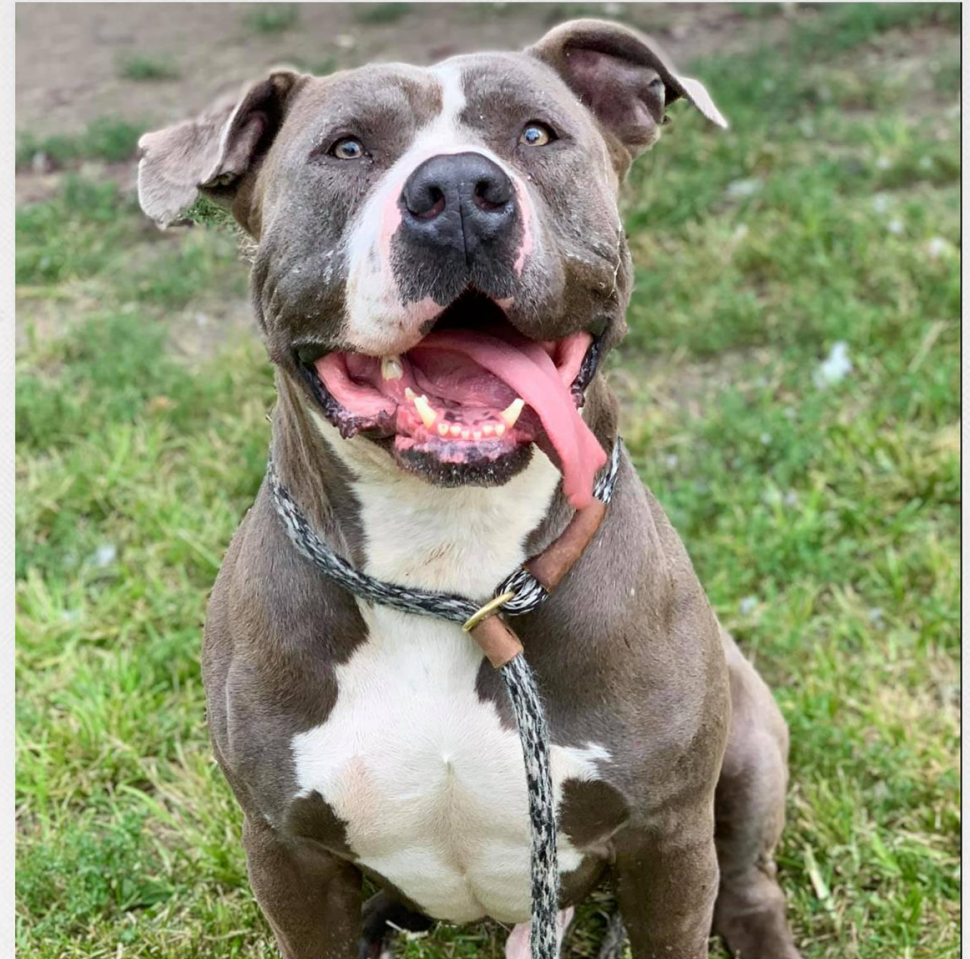
CACC is located at 2741 S Western Ave., Chicago, IL  
CACC has staff in the facility from 7 am until 10:30 p.m. daily. We are open to the public by appointment only to Adopt a new pet, drop off a lost pet, surrender an owned pet or look for your lost pet from 12 pm to 7 pm daily. CACC does have security in the facility 24 hours per day.

## Intake

- 2019: 17,000 animals
- 2020: 11,000 (Pandemic Effect/Managed Intake)
- 2021: 11,988 animals

## Field Service Requests

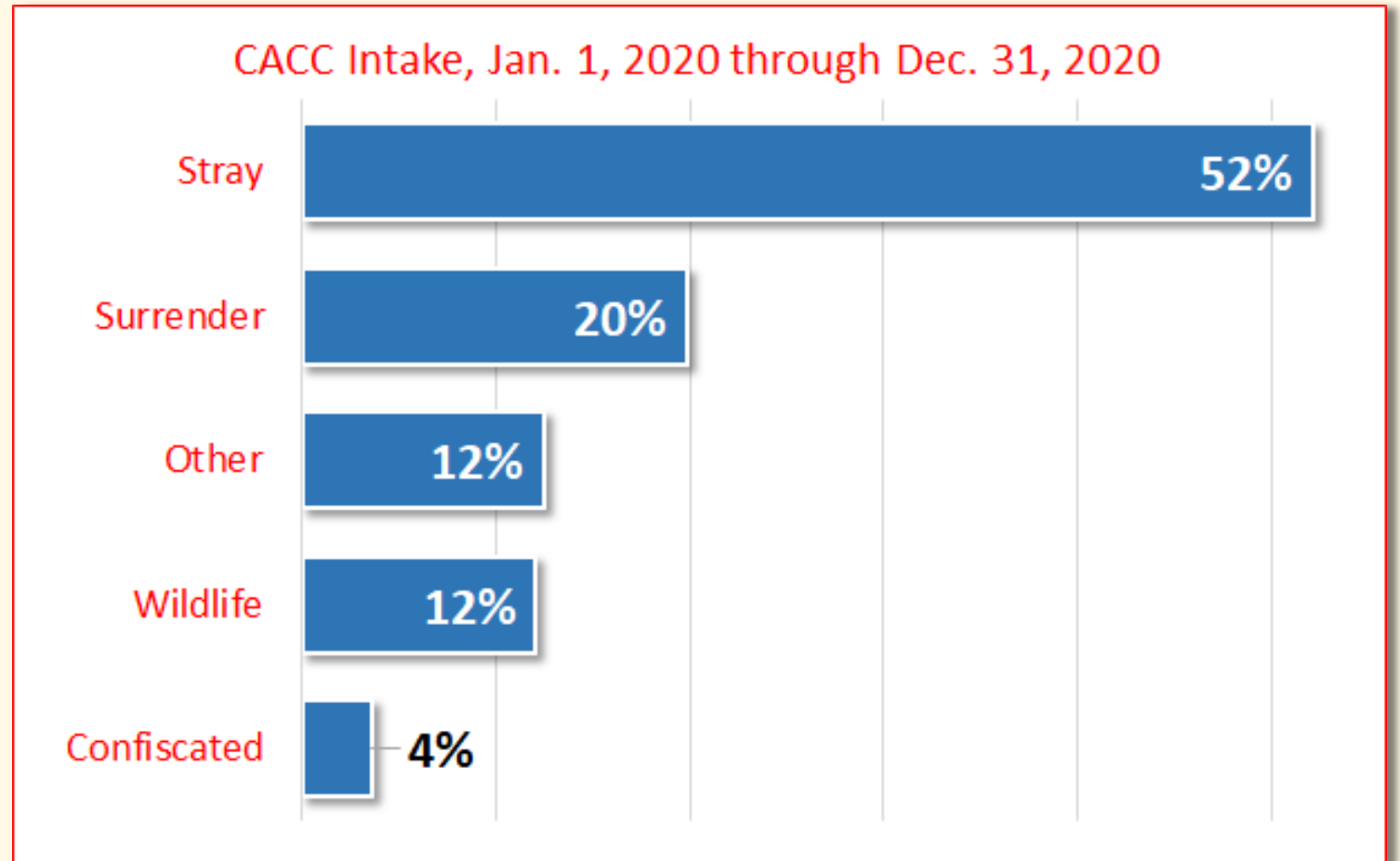
- 2019: 40,000
- 2020: 37,305
- 2021: 35,630



# CACC INTAKE

Animals are sheltered at CACC for many reasons. They might be found stray, surrendered by their owner, confiscated for animal cruelty, held for rabies observation, etc.

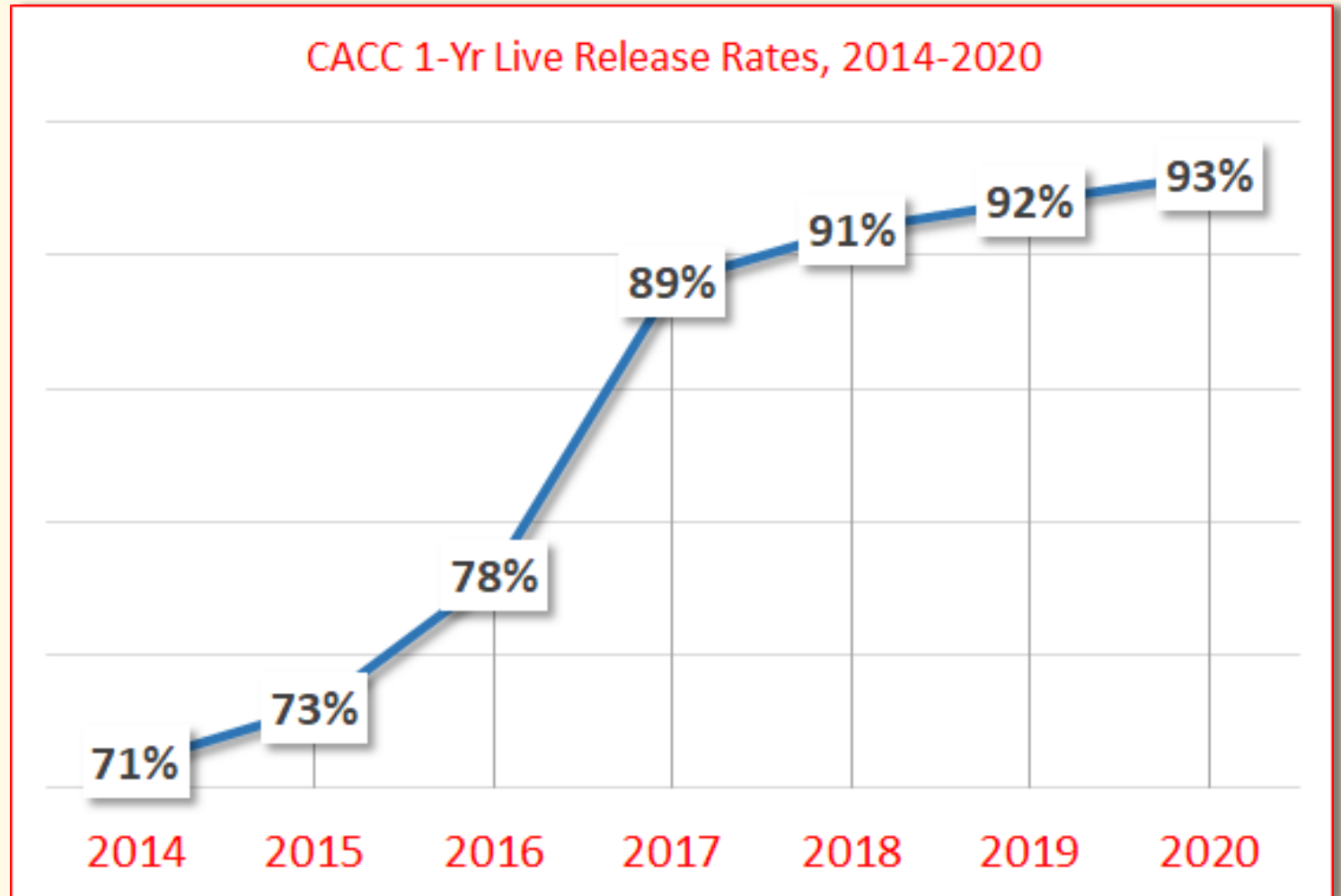
More than 70% come to CACC after being found stray or surrendered by their owners.



# CACC LIVE RELEASE RATE

Despite thousands of dogs and cats being sheltered each year, **93% had a positive outcome** (adopted, transferred to a rescue org., or returned to their owner) **in 2020**, and the CACC Live Release Rate continues to increase year after year.

#ChicagoProud





# ADOPTIONS

All adoptable animals receive a health evaluation, microchip, vaccinations, and spay or neuter surgery. Not all animals at CACC are available for adoption, some are only available to be transferred to a rescue org or are on stray hold and eventually returned to their owners.

A thorough and informative conversational adoption process helps us to set up new pet parents for success and keep animals in their new homes!

## Adoption Fees:

- ❖ **DOGS: \$65.00** – *Includes health evaluation, spay or neuter, City license, rabies inoculation, other core vaccinations, microchip*
- ❖ **CATS: \$65.00** – *Includes health evaluation, spay or neuter, rabies inoculation, other core vaccinations, microchip (licenses are not required for cats in Chicago)*



# TRANSFERS



## Homeward Bound Transfer Program

CACC is the central intake hub for pets (and wildlife) from Chicago. Most homeless pets in our area start their journey to new lives at our facility.

Part of our mission is to place every adoptable animal in a loving home. In order to accomplish this, we need to “distribute” the animals across the entire region (and sometimes beyond!).

Our HB Transfer Program has been very successful in placing thousands of animals with other agencies. We are proud of our relationships with over 200 shelters and rescue groups.

You may think of us as the central warehouse or wholesaler and our network of private shelters and rescue groups as the boutiques. We are truly #BetterTogether!



# LOST PET REDEMPTION



**Lost Pet Tours are provided every afternoon by appointment**

- To redeem a lost pet at Chicago Animal Care & Control, a valid government issued photo ID is required to sign in at the facility and proof of animal ownership (veterinary records, purchase receipt, or pictures of the pet) must be provided. Redemption fees will vary per situation.
- The following may be required upon redemption:
  - Rabies vaccination
  - City license for dogs
  - Spay/neuter surgery
  - Microchip for dogs and cats.





# LOST PET REDEMPTION



CACC currently licenses four other partner agencies to accept strays:

- ❖ **Animal Welfare League Intake Center**, 6224 S. Wabash Ave., 773.667.0088
- ❖ **APA Harmony House** (*Cats only*), 3809 N. Kedzie Ave., 773.463.6667
- ❖ **Tree House** (*Cats only*), 7225 N. Western Ave., 773.262.4000
- ❖ **Garrido Stray Rescue Foundation**, 5310 N. Harlem Ave., [garridostrayrescue@gmail.com](mailto:garridostrayrescue@gmail.com)

Most strays still go to CACC:

- ❖ **Chicago Animal Care and Control**, 2741 S. Western Ave., 312.747.1406



# VOLUNTEER OVERVIEW



Volunteers have a variety of roles at CACC including: walking and one-on-one exercise, TLC and enrichment, facilitating the introduction of pets to potential adopters or fosters, taking photos/videos, and writing bios to help promote the pets for adoption and rescue, conducting leash tests and meet and greets with other dogs.

Volunteers, staff and other partners work together to offer free or low-cost vaccine and microchip clinics to pets of Chicago Residents over the warmer summer months. We perform one almost every Saturday outside between the months of May and September.

# Top Priorities 2022

- ❖ Continue to Develop Community Partnerships especially in the Invest South/West Focus Communities
- ❖ To build a robust safety net of resources for residents and companion animals who need the most assistance
- ❖ Continued focus on ensuring equity in access to all services
  - Whether its adoption, return-to-owner, volunteering, or any other service or program, we will ensure that all Chicagoans feel welcome at CACC and view our department as a clearinghouse for animal services in the City
  - Everyone should be treated the same regardless of race, ethnicity, class, age or sexual orientation
  - We will continue to provide Diversity, Equity and Inclusion training and facilitating discussions for staff and volunteers
- ❖ Continue to Increase Live Outcome Rate
- ❖ Use Salesforce as a management tool to better prioritize Service Requests



# TOP PRIORITIES 2022



- ❖ Maintain Healthy Population via:
  - Intake Diversion – Counselling and providing solutions for pet guardians to keep their animals instead of bringing them to the shelter
  - Resource Referrals – Referring residents to partner agencies to provide them with resources to help them keep their pets healthy and at home
  - Appointment-based services – communicating with residents before they come to the shelter and scheduling visits to be better prepared to serve them and to keep everyone safe and healthy
  - Other evolving “before-the-door” strategies – we are always innovating to find the best ways to serve animals and their guardians to support the human-animal bond and maintain space and resources for those who really need it -especially in underserved communities
    - Including partnerships with and referrals to community cat programs, officers carrying pet food and other supplies on their trucks to distribute to pet guardians in need, training and behavior referrals, and more

# SOCIAL MEDIA

*CACC has the following official social media pages:*



***Chicago Animal Care and Control***



***Chicago Animal Care***



***ChicagoACC***



# 2022 Upcoming Contract Needs



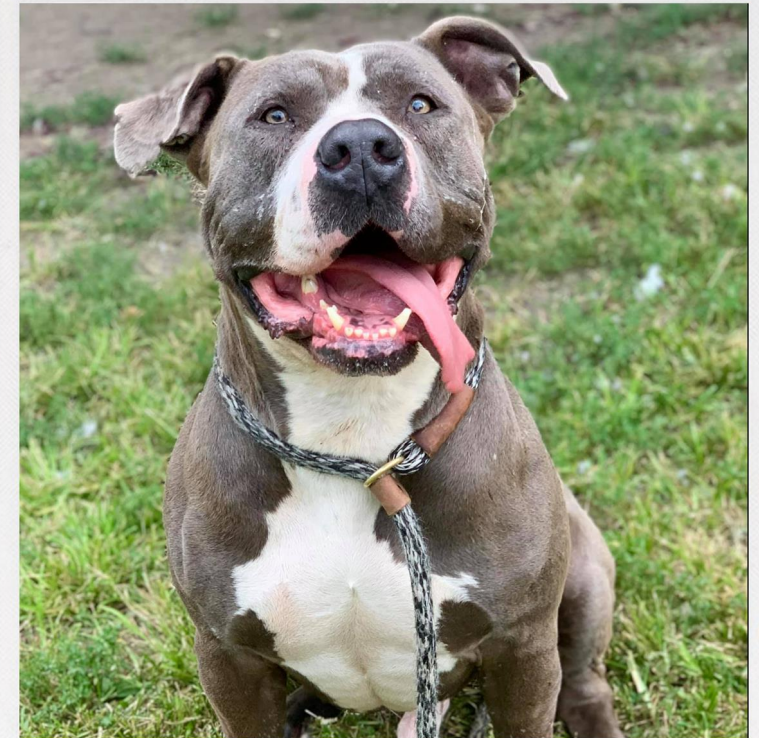
## Anticipated Ad Dates

**Injectable Microchips – 3<sup>rd</sup> Qtr 2022**

**Dead Animal Cremation & Removal – 3<sup>rd</sup> Qtr 2022**

**Animal Pharmaceutical Vaccines & Drugs – 3<sup>rd</sup> Qtr  
2022**

**Compounded Animal Pharmaceutical Drugs – 4<sup>th</sup> Qtr  
2022**





*Questions?*

*Please contact Jenny or Mamadou at  
[Jennifer.Schlueter@cityofchicago.org](mailto:Jennifer.Schlueter@cityofchicago.org)  
[Mamadou.Diakhate@cityofchicago.org](mailto:Mamadou.Diakhate@cityofchicago.org)*



**CACC**

# STREETS AND SANITATION







**First Look:  
Department of  
Streets and  
Sanitation**



# Agenda

1. Welcome
2. Introduction
3. DSS Organization
4. Overview of each Bureau
5. Potential Opportunities
6. Questions/Feedback?
7. Concluding Remarks



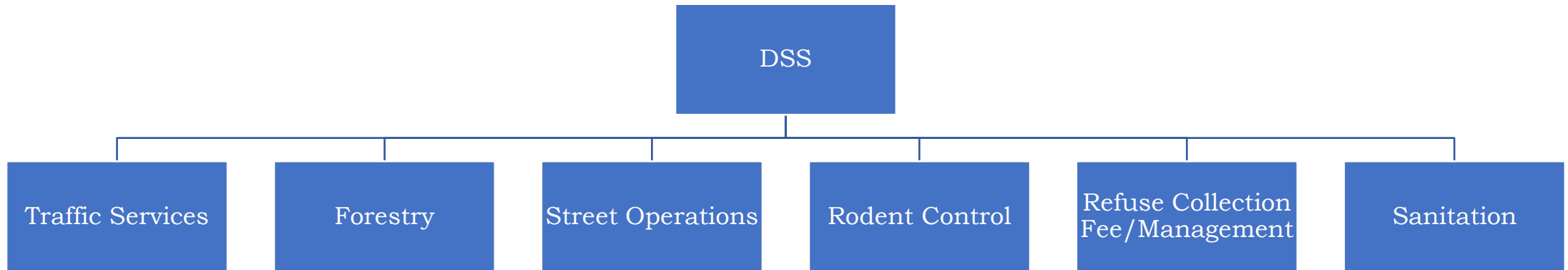
# Department of Streets and Sanitation

The Department of Streets and Sanitation (DSS) is one of the largest non-emergency departments with a team of over 2,000 employees. DSS responds to an average of one million service request per year making a difference in communities across the city.

DSS seeks to achieve equity in the city's service delivery, decision-making, and resource distribution.



# Operating Bureaus





# DSS – Forestry

1. Tree Trimming and Removal
2. Tree Planting
3. Emerald Ash Borer Mitigation



# DSS – Rodent Control

1. Rodent Baiting
2. Dead Animal Recovery
3. Cart Management



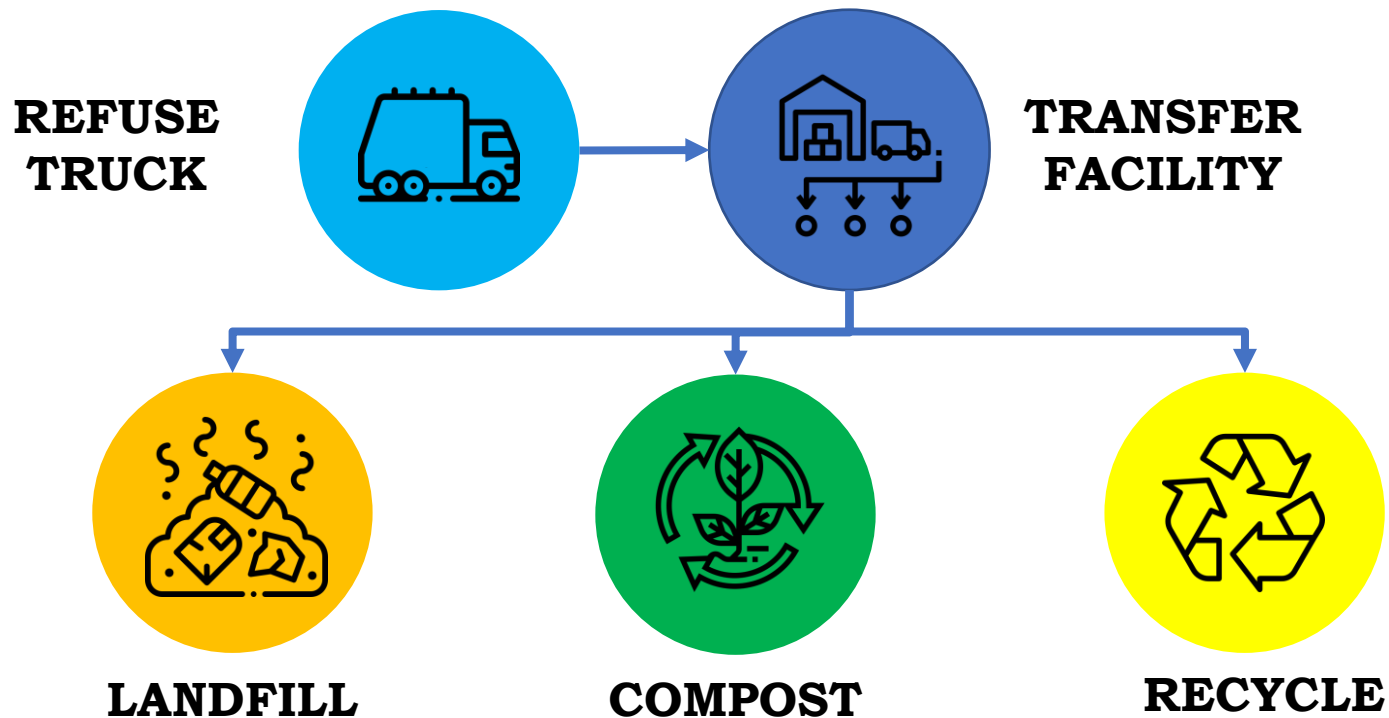
# **DSS – Refuse Collection Fee Management**

1. Recycling Outreach
2. Fee Collection Management
3. Legislative Policy



## What are transfer stations:

A transfer station serves as the link between the waste picked up at your home or business and a final disposal facility.







# DSS – Sanitation

1. Solid Waste Collection
2. Recycling and Compost Collection
3. Weed Cutting



# DSS – Traffic Services

1. Contractual Towing Management
2. City Towing
3. Auto Pounds Management
4. Vehicle Impoundment Programs
5. Special Traffic Services



# DSS – Street Operations

1. Inspections and Surveys
2. Vacant Lot Cleaning
3. Graffiti Removal
4. Garage Demolition
5. Sheriff's Work Alternative Program
6. Winter Operations
7. Central Business District Operations
8. Street Sweeping

## **FUTURE OF DSS**

We want to partner with organizations who share our vision of building a greener and more sustainable Chicago.

Our goal is to start transforming our future contracts to incorporate greener and sustainable ideals.



# Questions/Feedback



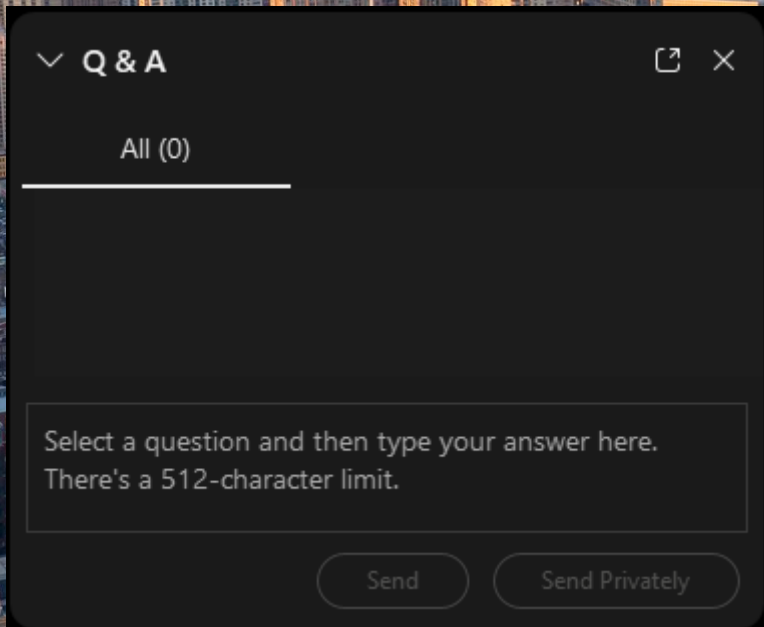
# Thank You

We encourage you to follow us on social media to learn more about the Department of Streets and Sanitation.

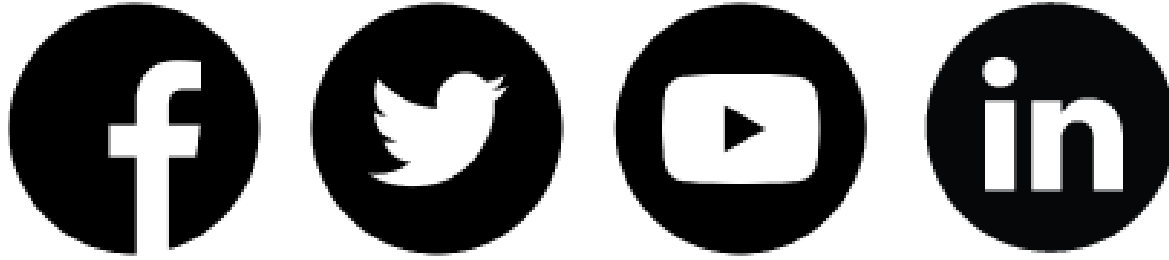
**@StreetsandSan**



# QUESTIONS?



Do you have a question? Please use the WebEx Q&A feature as shown.



**@CHICAGODPS**

Did you find this workshop helpful? Share it on social media using **#DPSWorkshops** and spread the word to help the City business community learn about the programs and initiatives available at the City of Chicago.

**FOLLOW US ON  
SOCIAL MEDIA**