City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

То:	Scott C. Stiles	From:	William E. Murray
Dept:	City Manager	Dept:	Public Works
Subject:	OCTOBER – DECEMBER 2017 END-OF-YEAR ANIMAL CARE SERVICES UPDATE	Date:	February 8, 2018

OBJECTIVE

To provide the City Council with an update regarding Animal Care Services for the months of October, November and December 2017 with a year-end summary.

BACKGROUND

On January 1, 2017, the City's new Animal Care Services (ACS) program assumed animal care and control operations from Orange County Animal Care (OCAC). The purpose of the transition was to better manage escalating costs while also providing more responsive services to the community. The new model called for ACS to provide field services in Garden Grove and for shelter services to be provided by the Orange County Humane Society (OCHS).

As part of the ACS program, if staff can identify who owns a lost animal through use of a pet license or microchip, that animal is returned directly to their owner in the field. Not only does this reduce the number of animals taken to the shelter, but it also saves Garden Grove residents time and money as they do not have to pay shelter impound fees.

DISCUSSION

Field Services

During the quarter, ACS received approximately 756 field service calls, for a total of 3,243 calls in 2017. The busiest month was June, with 322 field calls. A summary is attached for your review (Attachment A).

During the Thanksgiving holiday, ACS staff was on call for urgent and emergency situations and was called in on Thanksgiving night to assist the Police Department at a crime scene. ACS also worked during the City's administrative closure between December 22, 2017, and January 1, 2018. On Christmas Day, ACS staff responded to three calls.

In 2017, ACS participated in several community events, including Career Day at Excelsior Elementary, Open Streets and National Nightout. In December, ACS participated in the City's Annual Christmas Tree Lighting Ceremony at Village Green Park and also at the Jingle Jam celebration at Eastgate Park. At each of these events, staff was on hand to

answer questions and provide information on the program, including dog licensing. Staff also handed out pet emergency notification stickers, Frisbees, and pet waste disposal bag holders shaped as a mini-fire hydrant.

Animal Care Services Webpage

At the start of the program, the Animal Care Services webpage was added to the City website to provide the community with comprehensive information about the City's ACS program. Specific information is provided on pet licensing and registration and lost and found animals, including links to relevant contractors' pages. Enhancements to the webpage continue to be implemented on an ongoing basis to achieve greater program efficiency and effectiveness. In November 2017, minor website updates were made to the Lost and Found Animal page to clarify the reporting and response process for lost and found dogs.

Presently, ACS staff is working with the Information Technology Department to implement a Frequently Asked Questions (FAQ) section and other enhancements to make it easier to track the status of found animals. The FAQ section should be in place by April of 2018, with the other enhancements following thereafter.

Shelter Operations

As mentioned above, shelter operations are contracted with the OCHS. For 2017, there were 1,535 animals brought in by ACS staff, Good Samaritans, and/or owner surrenders from Garden Grove, including 687 dogs, 798 cats, and 50 various other animals such as roosters, snakes, rabbits, and iguanas. This is a substantial reduction in the number of animals sheltered the prior year. A summary of statistics for the Humane Society is attached for your review (Attachment B). Of particular importance is the reduction in euthanasia from 1,044 in 2016 to 435 in 2017.

Going forward, ACS anticipates substantially fewer cats will be taken to the shelter each year. This is due to the pending implementation of the Stray Cat Alliance (SCA, below) program, which is expected to result in up to 400 less cats entering the shelter in 2018.

Stray Cat Return-To-Field Program

Staff is continuing to work with SCA to implement a Return to Field and Targeted Trap Neuter Return program, which is planned to begin in March 2018. SCA has prepared a budget and secured a local veterinary office to perform the spay/neuter. Due to the number of cats expected to be involved in the two programs, SCA plans to hire one individual to serve as their main program coordinator. SCA and ACS staff are presently working on securing private funding and grants to help offset the cost of the program. Therefore, the full program will be implemented in stages as funding is available.

Additional Animal Care Initiatives

Staff is progressively working to complete specified program initiatives. To this end, the new temporary animal holding facility and office space will be operational before the end of February 2018. This facility will be used to hold animals for short periods of time (i.e., a few hours as needed) before animals are routinely transported to OCHS the same day they are picked up. Construction photos can be seen in Attachment C. ACS is also working with OCHS to further develop and implement partnership programs with animal rescue and welfare organizations.

<u>SUMMARY</u>

Since the City took over animal care services in January, staff has been working diligently to establish and refine protocols, become more knowledgeable about the program, provide public information, implement effective training, and strengthen relationships with contractors. As a result of these efforts the program is continuing to evolve and improve. ACS staff would like to acknowledge all the City departments and staff, including the Police Department, Information Technology, Community Relations, Public Works and Human Resources for their collaborative support during the creation and implementation of the ACS program.

As a result of these collective efforts, many successes were achieved in 2017 including fewer animals being sent to the shelter, more animals being returned directly to owners, reduced euthanasia and greater cost management. Staff is committed to providing quality animal care services and will continue to implement ongoing program enhancements. The next update on the Animal Care Services program will be provided in April 2018.

WILLIAM E. MURRAY Public Works Director

By: Mark Ladney Public Works Supervisor

Attachment A: Field Service Call SummaryAttachment B: OCHS StatisticsAttachment C: Photos of Temporary Animal Holding Facility and Office Space





FIELD STATUS JANUARY 2017 – DECEMBER 2017

FIELD SERVICE CALL	CITY OF GARDEN GROVE								
DESCRIPTION	DOG	CAT	OTHER	TOTAL					
Animal Bite	73	10	1	84					
Animal Confined	290	343	111	744					
Animal Dead Pick Up*	95	544	372	1,011					
Animal Injured	66	92	129	287					
Animal Stray/at Large	384	13	75	472					
Animal Noise Complaint	69	0	0	69					
Animal Sick	13	43	13	69					
Vicious Animal	66	0	3	69					
Live Wildlife	0	0	107	107					
Animal Cruelty	121	14	2	137					

			ΤΟΤΑ	L SERVIC	E/FIELD C	ALLS REC	EIVED				
JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	ОСТ	NOV	DEC
241	211	272	273	287	322	317	301	263	306	217	233

BARKING DOG	JAN	FFB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	ОСТ	NOV	DEC
Complaints												
Received	5	14	4	4	6	8	4	10	2	3	2	3
Hearings	0	0	3	0	0	0	0	0	0	0	0	1
Citations	0	0	3	0	0	0	0	0	0	0	1	0

*In 2016, OCAC had 1,056 requests to pick up dead animals from Garden Grove





SHELTER STATUS JANUARY 2017 – DECEMBER 2017

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY								
INTAKE DESCRIPTION	DOG	CAT	OTHER						
Received for Impound	460	469	35						
Surrendered by Owner	90	22	8						
Returned to Owner	206	7	1						
Strays turned in by Public	137	307	7						
Transferred Out	25	37	16						
Died in Care	2	53	2						
Euthanized	87	344	4						
Adopted Out	309	255	4						



