

**City of Garden Grove**

**INTER-DEPARTMENT MEMORANDUM**

To: Scott C. Stiles  
Dept.: City Manager  
Subject: ANIMAL CARE UPDATE  
CALENDAR YEAR 2018 AND  
JANUARY TO JUNE 2019

From: William E. Murray  
Dept.: Public Works  
Date: July 18, 2019

**OBJECTIVE**

To provide the City Council with an update regarding Animal Care Services (ACS) for calendar year 2018 and January through June 2019.

**BACKGROUND**

On January 1, 2017, the City's ACS took over animal care and control duties from Orange County Animal Care. The purpose of the transition to a city-run program 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). The program is run through the Public Works Department and receives support from Police Department dispatchers and officers.

**DISCUSSION**

**Field Services**

In 2018, ACS received approximately 3,178 field service calls (Attachment A). The number of calls for service were consistent with the calls from 2017. In the first six months of 2019, ACS received approximately 1,611 field service calls (Attachment B). As shown, the call volume has been consistent from year to year.

In December 2018, ACS hired a third Animal Care Officer, Alexis Tarin. Alexis has over 10 years of experience working in the animal field and four years of experience working as an Animal Control Officer for the City of El Monte. The addition of a third animal care officer has allowed ACS to better manage its busy workload and provide faster, more proactive service to the community.

In addition to managing the many routine calls for service, ACS responds to various non-routine calls for service. These calls have included a skunk trapped in a fence, a vicious dog in a backyard attacking a cat, a dog trapped underneath a house while chasing a squirrel, and a dog trapped in a ditch. ACS staff were able to resolve all of these unusual calls with the added help of a veterinary facility and the Fire Department in a few cases.

**Shelter Operations**

Shelter operations are contracted with OCHS. For 2018, there were 1,198 animals brought in by ACS staff, Good Samaritans, and/or owner surrenders from Garden Grove; this included 608

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dogs, 518 cats, and 72 various other animals (Attachment C). The vast majority of these animals were returned to their owners, adopted or returned to the field as part of the stray cat return to field program.

As of June 30, 2019, year to date there were 670 animals brought in by ACS staff, Good Samaritans, and/or owner surrenders from Garden Grove; including 233 dogs, 374 cats, and 63 various other animals (Attachment D). Likewise, the vast majority of these animals were returned to their owners, adopted or returned to the field as part of the stray cat return to field program.

Stray Cat Return-To-Field Program

The Stray Cat Return to Field (RTF) and Trap, Neuter, Release (TNR) program became active on March 22, 2018. Through June 30, 2019, 406 cats were treated and released through the RTF and TNR program. Additionally, 303 kittens were fostered and adopted out through the City's partnership with Stray Cat Alliance.

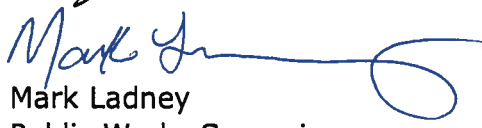
Service Hours and Emergency Response

Garden Grove Animal Care Services staff are available to respond to all calls for service during normal working hours, and after hour emergency calls. Voicemail messages left after hours and on the weekend are forwarded to the ACS staff member on duty.

SUMMARY

ACS staff continues to provide high-quality animal care services to the community. We are pleased to report consistent progress in reuniting found animals directly with owners, fewer animals taken to the shelter, reduced euthanasia and responsible cost management. The next scheduled report will be in July 2020 reviewing FY 2019-2020 activities.

  
WILLIAM E. MURRAY  
Public Works Director

By:   
Mark Ladney  
Public Works Supervisor

- Attachment A: Field Service Call Summary 2018
- Attachment B: Field Service Call Summary January – June 2019
- Attachment C: OCHS Summary 2018
- Attachment D: OCHS Summary January – June 2019



**FIELD STATUS  
JANUARY 2018 – DECEMBER 2018**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE			TOTAL
	DOG	CAT	OTHER	
Animal Bite	73	4	1	78
Animal Confined	313	179	61	553
Animal Dead Pick Up	85	560	427	1072
Animal Injured	47	93	164	304
Animal Stray/at Large	408	20	9	437
Animal Noise Complaint	19	0	0	19
Animal Sick	6	38	16	60
Vicious Animal	57	0	0	57
Live Wildlife	0	0	82	82
Animal Cruelty	86	19	4	109

TOTAL SERVICE/FIELD CALLS RECEIVED											
JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
263	212	248	285	183	275	317	276	292	283	228	216

BARKING DOG	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Complaints Received	4	4	3	4	11	4	4	2	7	5	4	5
Hearings/Citations	1	2	0	0	1	2	0	1	0	1	0	1



**FIELD STATUS REPORT  
JANUARY 2019- JUNE 2019**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE		
	DOG	CAT	OTHER
Animal Bite	46	0	0
Animal Confined	115	58	31
Animal Dead Pick Up	48	309	209
Animal Injured	28	45	88
Animal Stray/at Large	178	10	2
Animal Noise Complaint	23	0	0
Animal Sick	0	19	6
Vicious Animal	22	0	0
Wildlife	0	0	56
Animal Cruelty	46	2	0

TOTAL SERVICE/FIELD CALLS RECEIVED					
JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
258	217	267	268	279	322

BARKING DOG	JAN	FEB	MAR	APRIL	MAY	JUNE
Complaints Received	4	4	2	2	4	4
Hearings/Citations	0	1	0	1	0	1



**Orange County Humane Society  
2018**

INTAKE DESCRIPTION	ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	419	285	72
Surrendered by Owner	73	20	0
Returned to Owner	188	4	0
Strays turned in by Public	116	213	26
Transferred Out	16	182	71
Died in Care	8	14	0
Euthanized	55	77	0
Adopted Out	285	167	4
Stolen/Escaped	0	1	0



**Orange County Humane Society  
January – June 2019**

INTAKE DESCRIPTION	ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	157	205	63
Surrendered by Owner	32	11	0
Returned to Owner	87	1	1
Strays turned in by Public	44	158	14
Transferred Out	6	103 (106 RTF/TNR)	32
Died in Care	0	1	0
Euthanized	19	25	3
Adopted Out	129	55	1
Stolen/Escaped	0	2	0