

City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

To:	Scott C. Stiles	From:	William E. Murray
Dept:	City Manager	Dept:	Public Works
Subject:	QUARTERLY ANIMAL CARE SERVICES UPDATE	Date:	November 2, 2017

OBJECTIVE

To provide the City Council with a quarterly update regarding Animal Care Services for the months of July, August and September 2017.

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.

DISCUSSION

Field Services

During the quarter, ACS received approximately 881 field service calls, for a total of 2,486 since January 1. A summary is attached for your review (Attachment A). As shown in the attachment, a majority of the calls received involved either cats or other non-domesticated wildlife.

ACS regular hours and staffing remain unchanged from last quarter, with one ACS staff member on duty in the City seven days a week from 7:00 am to 5:30 pm, Sunday through Tuesday, 7:00 am to 7:00 pm, Wednesday, and 8:30 am to 7:00 pm, Thursday through Saturday. On July 4th, ACS modified its operational hours to ensure sufficient staff coverage to address anticipated animal related calls. Two field staff members worked from 1:30 pm to 12 midnight. Additionally, one office assistant worked in the office to answer phone calls and questions from 6 to 11 pm. During this period, a total of 8 calls were received, three for loose animals, two for stray dogs that were confined at people's homes and one for an injured cat. Based on the relatively low call volume, staffing levels may be adjusted accordingly next year.

Animal Care Services Webpage

The ACS webpage continues to serve as the primary resource for comprehensive information about the City's ACS program. At the end of June and in early July, the City's Information Technology Department implemented a "Reunited with Owner" feature. This

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page shows the dogs that have been reunited with their owners within the last 30 days. Staff will continue to look for new, innovative ways to share program news and information through effective use of the webpage.

Shelter Operations

During the quarter, 189 dogs, 272 cats, and 18 various other animals (roosters, snakes, rabbits, iguanas, etc.) were taken to the Orange County Humane Society by ACS staff, Good Samaritans, and/or owner surrenders from Garden Grove. A summary of statistics for the Humane Society is attached for your review (Attachment B). Staff estimates that this calendar year, we will have taken 650 dogs to the shelter. Staff's current projection for cats is 900, up from the last reports projection of 550. This is still a substantial reduction in the number of animals that were taken to the shelter in 2016. It is important to note that the City's ACS program is also continuing to project a significant reduction in total euthanasia for 2017 as compared to 2016 (Attachment C).

Through the use of the pet license database, numerous animals are being reunited with their owners with minimal involvement from ACS. On multiple occasions, an animal has been found wearing its license tag by a member of the community who has contacted our office for assistance in locating the owner. We have been able to connect the dog finder with the dog owner to facilitate a reunion much faster than if the animal had been taken to the shelter.

STRAY CAT RETURN-TO-FIELD PROGRAM

Staff has continued to work with Stray Cat Alliance to implement a Return to Field and Targeted Trap Neuter Return program. Stray Cat Alliance 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, Stray Cat Alliance plans to hire one individual to be their main program coordinator. Stray Cat Alliance and ACS staff are working on securing private funding and grants to help offset the cost of the program. ACS anticipates this program starting within the next six months.

PUBLIC OUTREACH EVENT

Staff provided Animal Care Services information at Garden Grove's "National Night Out" Against Crime event on Tuesday, August 2, from 5:00 p.m. to 8:30 p.m., at Village Green Park. As community members came out to learn about crime prevention, they also had an opportunity to speak with ACS staff regarding pet licensing and animal care services. An estimated 500 people visited the Animal Care Services booth to pick up refrigerator magnets imprinted with the ACS phone number, ask questions and learn about services.

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ANIMAL CARE BUILDING AND OFFICE SPACE

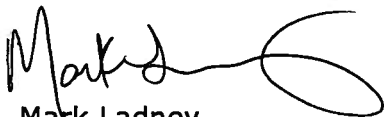
Construction on the temporary animal holding facility and dedicated office space at the Municipal Service Center is continuing and should be completed by the end of the year. Upon completion, the facility will be used to hold animals for short periods of time (i.e., a few hours). Animals will still routinely be transported to OCHS the same day they are picked up.

SUMMARY

Since the City took over animal care services in January, staff has been diligently working to provide a responsive, cost effective program to the community. Staff is committed to providing quality animal care services and is continuing to implement ongoing program enhancements. We are pleased to report more dogs are being reunited directly with their owners, less animals are being sent to the shelter, and euthanasia rates continue to be lower than 2016 rates. The next update on the Animal Care Services program will be provided in January 2018.



WILLIAM E. MURRAY
Public Works Director



By: Mark Ladney
Public Works Supervisor

Attachment A: Field Service Call Summary

Attachment B: OCHS Statistics

Attachment C: 2016 Statistics



**FIELD STATUS REPORT
JULY 2017- SEPTEMBER 2017**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE		
	DOG	CAT	OTHER
Animal Bite	27	5	0
Animal Confined	77	98	19
Animal Dead Pick Up	31	147	103
Animal Injured	12	25	32
Animal Stray/at Large	79	8	11
Animal Noise Complaint	1	0	0
Animal Sick	2	13	5
Vicious Animal	19	0	0
Live Wildlife	0	0	24
Animal Cruelty	35	2	0

TOTAL SERVICE/FIELD CALLS RECEIVED		
JULY	AUGUST	SEPT
317	301	263

BARKING DOG	JULY	AUG	SEPT
Complaints Received	4	10	2
Hearings	0	0	0
Citations	0	0	0



**FIELD STATUS
ANNUAL UP TO DATE REPORT
JANUARY 2017 – SEPTEMBER 2017**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE		
	DOG	CAT	OTHER
Animal Bite	52	6	0
Animal Confined	185	223	77
Animal Dead Pick Up*	72	336	282
Animal Injured	46	66	83
Animal Stray/at Large	261	14	29
Animal Noise Complaint	21	0	0
Animal Sick	12	31	13
Vicious Animal	44	2	0
Live Wildlife	0	0	67
Animal Cruelty	85	6	1
Fire Assistance	1	0	0

TOTAL SERVICE/FIELD CALLS RECEIVED								
JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT
240	211	272	273	287	322	317	301	263

BARKING DOG	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT
Complaints Received	5	14	4	4	6	8	4	10	2
Hearings	0	0	3	0	0	0	0	0	0
Citations	0	0	3	0	0	0	0	0	0

*In 2015, OCAC had 1,013 requests to pick up dead animals from Garden Grove



**SHELTER STATUS REPORT
JULY 2017- SEPTEMBER 2017**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	106	137	11
Surrendered by Owner	26	10	6
Returned to Owner	54	1	0
Strays turned in by Public	57	125	1
Transferred Out	2	0	3
Died in Care	1	23	0
Euthanized	28	149	1
Adopted Out	105	94	0



**SHELTER STATUS
ANNUAL UP TO DATE REPORT
JANUARY 2017 – SEPTEMBER 2017**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	315	322	22
Surrendered by Owner	62	19	6
Returned to Owner	124	2	0
Strays turned in by Public	11	224	4
Transferred Out	24	29	11
Died in Care	2	42	1
Euthanized	64	268	3
Adopted Out	203	206	1



Shelter Animals Count National Shelter Statistics Project Data Matrix For the City of Garden Grove, 2016

	SPECIES BY AGE	DOG		CAT		ALL		
		ADULT	JUVENILE 0-5 Months	ADULT	JUVENILE 0-5 Months	TOTAL		
INTAKE	A BEGINNING SHELTER COUNT: 01/01/2016	13	2	10	0	25		
	B Stray/At Large	696	57	668	1,042	2,463		
	C Relinquished by Owner	80	2	22	4	108		
	D Owner Intended Euthanasia**	42	0	6	0	48		
	E Transferred in from Agency	0	0	0	0	0		
	F Other Intakes (Includes Confiscates resulting from bites or cruelty investigations and Disaster related impounds)	85	5	19	4	113		
	G TOTAL LIVE INTAKE (B+C+D+E+F)	903	64	715	1,050	1,765		
	H ADJUSTED TOTAL INTAKE (G-D)	861	64	925	709	1,759		
LIVE OUTCOMES	I Adoption	366	43	132	201	742		
	J Returned to Owner	327	2	25	0	354		
	K Transferred to another Agency	143	9	24	60	236		
	L Returned to Field (TNR Program)	0	0	293	45	338		
	M SUBTOTAL LIVE OUTCOMES (I+J+K+L)	836	54	890	474	780		
OTHER OUTCOMES	N Died in Care	4	0	9	8	21		
	O Lost in Care	0	0	8	1	9		
	P Shelter Euthanasia	39	5	231	721	996		
	Q Owner Intended Euthanasia**	42	0	6	0	48		
	R SUBTOTAL OTHER OUTCOMES (N+O+P+Q)	85	5	90	730	954		
	S TOTAL ASILOMAR OUTCOMES (M+P)	875	59	934	705	1,027		
	T ENDING SHELTER COUNT: 12/31/2016	1	0	0	0	1		
ANNUAL LIVE RELEASE RATE/PERCENTAGE (I+J+K+L)/S*		95.54%	91.53%	95.29%	67.23%	29.80%	45.03%	62.64%
		Adult Dogs	Juvenile Dogs	All Dogs	Adult Cats	Juvenile Cats	All Cats	

These results were verified by an independent statistical consultant

*Live release rate was calculated by dividing the Live Outcomes by the Total Asilomar Outcomes. Note that owner surrender for euthanasia (owner intended euthanasia) and died/lost in care were removed from totals per the Asilomar accords formula.

**Proof of animal suffering impacting life quality or aggressive behaviors presenting a risk to public safety are required by owners requesting this service.



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