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**Re: NSE Annual report, Animal Services CC 25-127 Putting lipstick on a pig**

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**From** Jenna Skinner [REDACTED]

**Date** Mon 10/6/2025 3:40 PM

**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

**Cc** The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; Rios, Angel <Angel.Rios@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>; Loesch, Matthew <Matt.Loesch@sanjoseca.gov>

 3 attachments (163 KB)

2959 Fallwood (Brad Dunham) Cat List.xlsx; Ian Barker 1\_3\_25 and 1\_4\_25.pdf; Ian Barker 12\_28\_24.pdf;

**[External Email. Do not open links or attachments from untrusted sources. [Learn more](#)]**

Good afternoon,

The Animal Care and Services Annual Report dated September 26, 2025, states, *ACS worked collaboratively with Gatos de la Noche, The Dancing Cat, Humane Society Silicon Valley (HSSV) and Nine Lives to humanely address a hoarding case in San Jose. Collectively the organizations collaborated to provide to TNR for all the cats living in and around the residence and find homes for a house where approximately 100 cats and kittens were living.*

The reported "collaboration" contrasts sharply with the actual events and highlights SJACC's culpability in allowing the situation to escalate.

Starting in 2019, Brad Dunham repeatedly sought help from SJACC regarding the growing cat problem in his neighborhood, where neighbors were feeding cats and allowing them to breed unabated. Brad and his wife did their best to help, spaying, neutering, bringing litters indoors, and feeding cats. Even after Animal Control received reports about the overwhelming number of cats at Brad's home, they never followed up effectively.

In late December 2024, following the sudden death of Brad's wife, his family found upwards of 100 cats in the house. On December 28, Ian Barker, Brad's son-in-law, attempted to surrender five crates of nursing mothers and kittens at SJACC.

Intake staff initially suggested that this was an Animal Control issue, then, after consulting management, declared they couldn't help, and deemed TNR out of the question because Brad was moving. They

insisted it was an owner surrender, charging a fee. They charged Mr. Barker \$220 for the cats and the unweaned kittens, agreeing to take only one mother and her litter and a pregnant cat. They turned him away, telling him other shelters wouldn't help. Ian, a highly respected attorney, reported being "scoffed" at in some of his interactions with staff. I've attached his statements. Let me just reiterate, Mr. Barker told SJACC staff there were upwards of 100 cats in his father-in-law's home and they turned him away, taking only one mother and her kittens and a pregnant cat.

Three days later, I was contacted by one of my rescue partners about Brad's situation. With communication absolutely impossible with SJACC, I was had to work with a rescue partner, Kim McIntyre, to contact Jay Terrado. Jay subsequently instructed Mr. Barker to return to the shelter to surrender the nursing mothers and kittens, and instructed staff to return Mr. Barker's \$220.

For the next five months, I was at the home at least 3 times a week, working to separate males from females, facilitate surgeries, and contact rescues. I actively worked to keep the cats out of the shelter, given concerns that the burden of these cats would pose for the facility and ongoing concerns about the medical care there. With the vital assistance of rescue partners (HSSV, Nine Lives, Cat Welfare Advocates, and The Dancing Cat), we rehomed over 100 cats and performed TNR on at least 50 more.

While SJACC's actions were invaluable, their involvement was reactive, not collaborative.

After initially rejecting the cats, SJACC eventually accepted 19 surrendered cats and kittens, They returned five cats that were failing in the shelter environment three of which were eventually adopted. They also provided essential TNR services and transportation through their partnership with Nine Lives and through their medical department at SJACC..

These crucial steps were only secured through my direct and persistent requests following the initial turn-away. Given this reactive nature, calling the effort a "collaboration" is a significant stretch and feels like putting lipstick on a pig, masking the fact that advocacy was required to leverage the shelter's resources.

This incident underscores a systemic issue. There is a breakdown in responsiveness and communication at the municipal level that forced a crisis into the community's hands. As the person on the ground for five months, I know firsthand that the exhaustive dedication of private rescue groups and individual advocates resolved a dangerous, escalating situation that should have been mitigated years earlier through effective Animal Control intervention. The claim of "collaboration" in the annual report serves only to diminish the immense personal effort required by people like me and our community partners, and to obscure the initial operational failures that allowed the cat population to explode in the first place. And the absolute shocking behavior of staff and management when Mr. Barker came to them with such a heartbreaking and stressful situation, turning him away with a car full of cats and kittens.

My hope is that the truth of this event compels real change, because until SJACC demonstrates proactive engagement and transparent communication, the burden of crisis management will continue to fall unfairly on the individuals who step up to save lives.

Jenna Skinner  
Director  
Gatos de la Noche

Attachments: Fallwood Ln. Spreadsheet, Ian Barker's statements

Jenna, per your request, here's a summary of my initial visit to SJAC. Please let me know if you have any questions:

Visited SJAC on 12/28/2024

Brought 5 crates with 4 nursing mothers and multiple kittens and a pregnant cat

They came out to my vehicle where I showed them the crates

Told them we had 50 to 100 cats at the house in a hoarding situation where owner had invited in and fed neighborhood cats

Told them the owner needed to leave the home because his wife had recently passed away and couldn't afford to stay in the home

They asked if they were "feral" and I told them that most did not have shots and were not fixed

Initially they said this was an animal control situation

Then went back into the building for 10 or 15 minutes, came out, and then said that animal control could not help

They said that TNR was not appropriate, given that we intended to leave the property and did not want to take the cats back

They said that, because the owner had been feeding the cats, this was an owner surrender and fees would apply

Said it would cost \$210 and, due to space constraints, they would only take one litter and the pregnant cat

I asked if they could take two mothers and litters, plus the pregnant cat, and they said they couldn't

Went inside with the two crates inside where I filled out the paperwork and they charged me \$220, more than the \$210 since the kittens were unweaned

They told me that other shelters would not help, and would send me back to SJAC, but that I could try contacting rescues

I returned the remaining mothers and kittens to the home and started contacting rescues

On 1/3/2025 I brought 4 nursing mothers and kittens in two crates

I had some confusion about what was in the crates, and initially said that there were two “coparenting” moms and kittens in one crate and one mom and kittens in the other

Derrick looked in the crates and told me that wasn’t the case, with what sounded to me like a scoff

I called Megan on speakerphone and she explained to us that two litters and mothers were combined in one, and described which kittens went with each mother

Derrick asked that, going forward, we keep the litters in separate carriers

On 1/4/2025 I brought in two pregnant cats in two carriers

There were several people waiting outside

After I rang the bell, Derrick came to the door and told me that he would assist me with surrender after he dealt with another matter

10 minutes or so later I was invited in with the crates to fill out paperwork

During transfer from the crate by Amber, one of the pregnant cats escaped and ran away to another part of the lobby

They had trouble finding the net, and used a different clamping device to capture the pregnant cat, but the cat escaped again while they tried to transfer from the clamping device

They went and found a net, but it was discovered that the net had a hole in it

They also tried to use the feral box to capture the cat

After about 5 minutes, the pregnant cat was finally captured and transferred to the feral box

Derrick told me to in the future, bring in cats in traps, rather than crates, to avoid further escapes

I thanked Derrick and Amber for their help, and let them know that I would be returning to Southern California the next day, and that, in the future, it might be the homeowner or his sister bringing in cats

Location	Name/Description	Age	Number of cats	Total per Rescue	Plan	Fixed (T = tipped)	Status	Notes
<b>Cats that have left house:</b>								
Private Adoptions								
	All black male - midnight		1			T		Adopted by Lori's sister in law Connie
	All black male - Frosty		1			T		Adopted by Lori's sister in law Connie
	Peanut (male; grey collar)		1		Malik	F		
				3				
Brad								
	All black (male) Loki		1					Megan took to try to socialize
	Prince (All Orange, polydactyl right foot; puffy tail)	>1	1			F	Need to meet other people	Megan took to try to socialize
	Q-tip, lynx point	12 year	1		Brad	F		Flea meds 1/19; Will go with Brad if no other options
	Fuzzy Mama		1		Brad	F		Her people left her
	Clare— Torti - female orange right eye/mustache - Pink collar		1		Brad	T		Bonded with Kiki - need a garden
	Kiki- Torti		1		Brad	T		Bonded with Clare - need a garden
	Cherry - all black (no collar)		1		Brad	Y		All Black Returned from SJ Animal Center <b>Has Symblepharon</b>
	Torti - orange chin		1			T		
	Willy (All black; bad eye)		1			T		semi-feral/ eye problem but has started to lay on the bed and pet
	Tuxedo cat "Big Boy"		1		Needs to be fixed			Barn
	All black		1					
				11				
SF-SPCA								
	Carrot - Orange white belly and feet (neon yellow collar)	1 year	1		SF-SPCA			friendly, not fixed, FVRCP given 2/4
	Fletcher - (Orange white belly and feet; orange collar)	1 year	1		SF-SPCA			friendly, not fixed, FVRCP given 2/4
	Francis (black; little chocolate color; medium hair; orange/reddish)		1		SF-SPCA			Friendly, fixed 1/29/2025 flea meds 1/26/25
	Elsa II (Tuxedo (2 white rings around tail) black collar)		1					
	Black female black collar Sabrina?)	6 month	1					Friendly FVRCP Revolution 2/2/25
	Dimitra- torbie	1 year	1		SF-SPCA			Friendly, fixed 1/29/2025 fvrcp revolution 1/19/25
	Anna Pink Collar	6 month	1		SF-SPCA			friendly, FVRCP Revolution 2/2/25 spay/rabies/drontal 2/5/25
	Blk??		1					
				8	Taken by SF-SPCA so far			
Taken by CWA								
	Torti		1					
	Torti		1					
	Melba (Tabby; pink collar)	6 month	1					
	Brown Tabby		1					
	Jiji Black female	5/6 mor	1					Going to Acacia 1/20; adopter --Flea meds 1/19
	orange male (light green with lemons collar)		1					
				6	Total CWA so far			
Taken by SVACA								
	Big Foot (male) all black, fluffy P Fixed	6 years	1		SVACA		SVACA took 1/18	
	Flurkin tabby, Fixed	5 years	1		SVACA		SVACA took 1/18	
	Nala Poly Calico	<1 yr	1		SVACA		SVACA took 1/18	
				3	Total SVACA			
Taken by TDC								
	◦ Queenie (male)	6 years	1		TDC intake 1/10/2025		TDC picked up 1/10	Littermates are Queenie, Elvis, Big Foot, Little Foot, and Luna
	◦ Luna (sister to Queenie)	6 years	1		TDC intake 1/10/2025		TDC picked up 1/10	
	◦ Monkey (fixed)	5 years	1		TDC intake 1/10/2025		TDC picked up 1/10	
	◦ Felix (fixed)	5 years	1		TDC intake 1/7/2025		TDC picked up 1/7/2025	Littermates are Felix, Monkey and Target
	◦ Target (Monkey's brother)	5 years	1		TDC Intake 1/7/2025		TDC picked up 1/7/2025	
	Marshmallow (brown collar)	1 year	1	6	TDC garden home		Taken by TDC 2/11	Flea meds 1/19 , TNR at HSSV 2/5
Adopted	Cheeto Puff (9-12 months)		1	1	Adopted			fvrcp 1/13/25, 1/27/25





This Thursday there was supposed to be a San Jose City Council NSE meeting with an update on the progress of the Animal Services Department. You can read the report here. The meeting was cancelled.

<https://sanjose.legistar.com/View.ashx?M=F&ID=14834621&GUID=3495CCD3-A464-4F16-92FC-FE9FDA510FDB>

GDLN was mentioned in the report, so I felt compelled to respond to the City Council, Mr. Loesch and the Mayor with this email. I do not know now, since the meeting was cancelled, if the response will be put into the public record. So I'd like to make it public here. It is important to understand how hoarding happens and what the general public finds when looking for help. It's very long, thank you for taking the time to read it.

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In late December 2024, following the sudden death of Brad's wife, his family found upwards of 100 cats in the house. On December 28, Ian Barker, Brad's son-in-law, attempted to surrender five crates of nursing mothers and kittens at SJACC.

Intake staff initially suggested that this was an Animal Control issue, then, after consulting management, declared they couldn't help, and deemed TNR out of the question because Brad was moving. They insisted it was an owner surrender, charging a fee. They charged Mr. Barker \$220 for the cats and the unweaned kittens, agreeing to take only one mother and her litter and a pregnant cat. They turned him away, telling him other shelters wouldn't help. Ian, a highly respected attorney, reported being "scoffed" at in some of his interactions with staff. I've attached his statements. Let me just reiterate, Mr. Barker told SJACC staff there were upwards of 100 cats in his father-in-law's home and they turned him away, taking only one mother and her kittens and a pregnant cat.

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For the next five months, I was at the home at least 3 times a week, working to separate males from females, facilitate surgeries (subsidized by Chris Queen of Purrific Rescue), and contact rescues to find homes for the many friendly cats. I actively worked to keep the cats out of the shelter, given concerns that the burden of these cats would pose for the facility and ongoing concerns about the medical care there. With the vital assistance of rescue partners (HSSV, Nine Lives, Cat Welfare Advocates, and The Dancing Cat), we rehomed over 100 cats and performed TNR on at least 50 more.

While SJACC's actions were invaluable, their involvement was reactive, not collaborative.

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Jenna Skinner  
Director  
Gatos de la Noche



# Memorandum

**TO:** NEIGHBORHOOD SERVICES AND EDUCATION COMMITTEE **FROM:** Matt Loesch

**SUBJECT:** Animal Care and Services Annual Report **DATE:** September 26, 2025

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Approved

Date:

10/1/2025

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## **RECOMMENDATION**

Accept the annual report on the Animal Care and Services Division's accomplishments for Fiscal Year 2024-2025.

## **BACKGROUND**

This annual report provides an update on the activities of the Animal Care and Services (ACS) Division, a division of the Public Works Department. ACS is made up of four units; Shelter Operations, Medical Services, Field Operations, and Administration.

ACS leads the local efforts to care for unwanted, lost, found, and unclaimed domestic pets in San José, Cupertino, Saratoga, and Milpitas, and to ensure rabies compliance and licensing requirements are met by pet owners. All domestic pets who come into the care of ACS receive vaccines (including rabies), sterilization surgery, a microchip, and if they require it, medical care at the Division's Animal Care Center on Monterey Road. Exotic, wild, or farm animals that come into care are transferred to rescue partners who specialize in those species.

This report details the activities of the fiscal year 2024-2025, unless otherwise indicated.

ACS acknowledges the audit released in November 2024 and supports its recommendations. While the landscape of community-based animal care has shifted significantly since the Division's founding 20 years ago, the core mission remains unchanged: to serve as the temporary caretakers of adoptable pets until they find permanent homes or rescue partners. Like shelters across the nation, ACS continues to face pressures from higher intake volumes and longer stays—particularly among large-breed dogs.

Despite these ongoing challenges, ACS achieved measurable progress throughout the past fiscal year. The Division remains committed to implementing the audit's recommendations and strengthening our role as a trusted resource for pets and the community across the South Bay.

## **ANALYSIS**

### **Overview**

The Division continues to navigate through the national pet overpopulation crisis that many animal shelters are facing. ACS worked throughout this Fiscal Year to improve animal outcomes. Dedicated staff work with volunteers, rescue partners and the community to address animal welfare issues and create collaborative solutions. Focusing on quality of care and reducing an animal's stay, ACS has improved outcomes for pets entering the shelter, thanks to work of the Division, the community, rescue, and shelter partners.

ACS took into its care 11,193 pets, found homes for 4,639 pets, and secured temporary foster homes for 2,964 pets. Rescue partners and other shelters helped ACS by accepting 2,212 animals. An additional 1,141 pets were reunited with their owners. Some of the animals who arrive at ACS could not be saved due to extreme medical trauma, disease, behavior, or at the request of the owner (euthanasia requests by owners are assessed by a medical or animal behavior professional to verify the most humane outcome). A total of 1,785 pets were humanely euthanized which includes 604 at the request of the owner.

As reported in the Division's fiscal year 2022-2023 Annual Report, the buyout of private veterinarian practices causing costly veterinarian care across the country, coupled with landlord pet fees and breed restrictions, and the general cost of living in the Bay Area, continues to greatly effect some owner's abilities to care for the pets that they love<sup>123</sup>.

ACS intake staff has witnessed an increase in abandoned pets brought to the Animal Care Center (Center) by good Samaritans, or good-intentioned neighbors rescuing outdoor pets that live in the community who are not lost but are just wandering. Pets who come to the Center are scanned for a microchip and the owners are contacted if a chip or any identification is found. The overpopulation crisis that is being seen nationwide is impacting municipal shelter veterinarians' ability to keep up with spay and neuter services, vaccinations, and check-ups because they must account for treating

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<sup>1</sup> <https://bestfriends.org/network/blog/data-analysis-reveals-reasons-owner-surrender>

<sup>2</sup> <https://www.aaha.org/trends-magazine/publications/corporate-consolidation-and-the-rise-of-private-equity/>

<sup>3</sup> <https://www.theatlantic.com/ideas/archive/2024/04/vet-private-equity-industry/678180/>

sick and injured strays that require emergency medical intervention, or treatment plans that require weeks of medical care<sup>456</sup>.

The remainder of this report details the activities of the four units within ACS and closes with a discussion of the strategies employed by ACS over the past fiscal year and its goals for the current year.

## **Shelter Operations**

Shelter operations include adoptions, animal enrichment, animal feeding, kennel cleaning, stray animal intake, and animal euthanasia (for medical and behavioral issues that affect the animal's quality of life or to protect public safety). Shelter operations also include the Volunteer Program. Volunteers help socialize adoptable animals, walk adoption dogs, assist with some cleaning, provide enrichment, help with adoptions, conduct play groups, and support other shelter activities. Volunteers have also continued to help with the coordination and transport of animals for spay and neuter surgeries. The volunteers continue to be an important part of the operation.

### *Animal Intake*

The number of cats and kittens fluctuate every season. Combined the shelter saw a decrease of the number of cats and kittens who entered the shelter. From 7,342 (fiscal year 2023-2024) to 7,176 (fiscal year 2024-2025), there was a 2 percent decrease in feline intake. This decrease is wholly attributed to a reduction in the number of kittens the shelter accepted in fiscal year 2024-2025. In February of 2025, through community education and engagement, the shelter began implementing the audit recommendations and attempting to decrease the tide of kittens that arrive at the shelter. From 3,824 kittens accepted (fiscal year 2023-2024) to 3,581 kittens accepted (fiscal year 2024-2025), the shelter experienced a 6 percent decrease in kitten intake. The number of cats the shelter accepted increased. From 3,518 cats (fiscal year 2023-2024) to 3,597 cats (fiscal year 2024-2025) there was a 2 percent increase in cat intake.

Shelter dog and puppy intake decreased. From 4,171 dogs/puppies (fiscal year 2023-2024) to 3,532 dogs/puppies (fiscal year 2024-2025), there was a 15 percent decrease in canine intake.

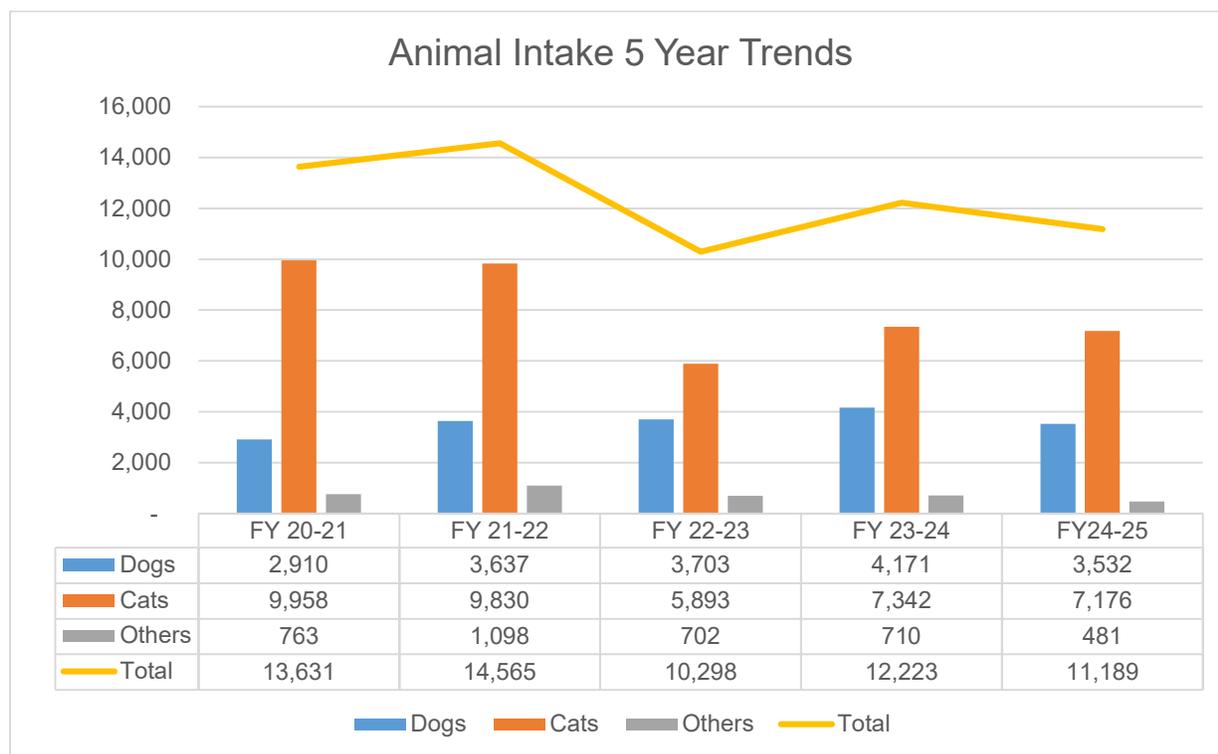
As shown in the chart below, the animal intake at the shelter decreased by 8 percent from the prior year.

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<sup>4</sup> <https://economichardship.org/2024/04/americas-animal-shelters-are-overwhelmed-pets-and-staff-are-at-breaking-point/>

<sup>5</sup> [https://www.shelteranimalscount.org/wp-content/uploads/2024/08/Mid-Year\\_2024\\_Report.pdf](https://www.shelteranimalscount.org/wp-content/uploads/2024/08/Mid-Year_2024_Report.pdf)

<sup>6</sup> <https://fohowv.org/wp-content/uploads/2024/02/New-Mexico-legal-article.pdf>



In the previous fiscal year 2023-2024, the shelter experienced a 19 percent increase in animal intake. Coupled with a prolonged length of stay, the shelter was most often operating above its Capacity for Care (C4C). To transition the animal population to be uniform with the shelter’s C4C, the shelter prioritized the intake of sick, injured, and aggressive animals, and worked to get them on the pathway of foster, rescue, or adoption as quickly as possible. Healthy animals were taken in on a case-by-case basis when staffing resources and space were available.

The condition of all animals is evaluated based on the weCARE Pet Evaluation Matrix<sup>7</sup>. ACS attempts to prioritize animal intake to sick and injured animals. The number of unhealthy and untreatable animals (U/U) that were impounded at the shelter decreased from 3,566 animals (fiscal year 2023-2024) to 3,098 animals (fiscal year 2024-2025). That is a decrease in the percentage of U/U animals accepted as part of total intake from 29 percent (fiscal year 2023-2024) to 28 percent (fiscal year 2024-2025).

It should be noted that the prior year numbers have been updated with current numbers based on current reporting structures. We improved our intake statics reporting this year to align to audit recommendations and clarity i.e removing wildlife and TNR animals from intake numbers. We reran the prior year reports to generate a consistent and comparable reporting structure.

<sup>7</sup> [https://www.hssv.org/wp-content/uploads/2019/04/weCARE\\_Pet\\_Evaluation\\_Matrix.pdf](https://www.hssv.org/wp-content/uploads/2019/04/weCARE_Pet_Evaluation_Matrix.pdf)

### *Animal Outcomes*

The average Length of Stay (LOS) for dogs and cats both decreased during the past fiscal year. The LOS was 25 days for dogs and 15 days of cats (fiscal year 2023-2024). The average LOS was 20 days for dogs and 14 days for cats (fiscal year 2024-2025).

ACS continues to work collaboratively and in coordination with rescue and shelter partners. There was a small gain in the number of Rescue Partners that accepted animals from ACS from the prior year involvement; from 104 active Rescue Partners (fiscal year 2023-2024) to 110 active Rescue Partners (fiscal year 2024-2025). Overall, the number of animals pulled by rescue partners decreased by 12 percent from 1,598 animals (fiscal year 2023-2024) to 1,412 animals (fiscal year 2024-2025). The number of dogs accepted by rescues was virtually flat. 464 dogs were transferred to rescue (fiscal year 2023-2024) compared to 466 dogs (fiscal year 2024-2025). There was a decrease of 16 percent in cats pulled by rescues. 823 cats were pulled by rescues (fiscal year 2023-2024) compared to 691 cats (fiscal year 2024-2025.) ACS staff continues to work on meeting the rescues needs for information and outreach with audit recommended improvements, such as updated rescue agreements and rescue reimbursement processes streamlining.

ACS continues to perform strongly with animal adoptions. Last year's five-year high of 4,650 animals (fiscal year 2023-2024) was almost matched with 4,639 animals adopted (fiscal year 2024-2025). ACS continues to work with the community, rescues, and shelter partners to improve an animal's outcome.

In addition to adoptions, ACS has a laudable stray dog "Return to Owner" (RTO) rate of 43 percent. The benchmark<sup>8</sup> for a shelter of this size in this region is 40 percent.

Our shelter partnerships are also an important positive outcome for the animals that come to us. 800 total animals have been pulled by other shelters to fill their adoption opportunities or to ease the amount of medical care we need to provide the animals.

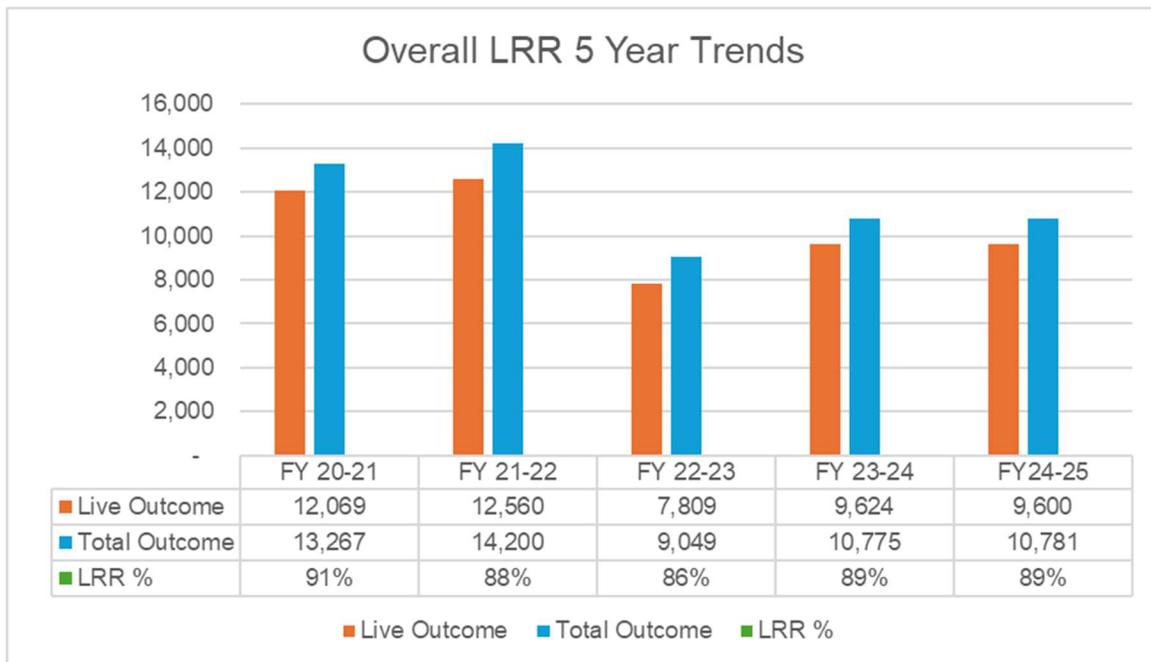
Non-live outcomes include animals that died or are euthanized. The number of animals that died decreased dramatically (45 percent) while animals that were euthanized increased slightly (3 percent) in this past fiscal year. For non-owner requested euthanasia, 1,150 animals were euthanized (fiscal year 2023-2024) compared to 1,181 animals euthanized (fiscal year 2024-2025). The number of ACS owned animals who died decreased with 555 animals died in fiscal year 2023-2024 compared to 308 animals in fiscal year 2024-2025, a decrease of 45 percent over the prior year.

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<sup>8</sup> <https://rth-benchmark-8162-main-nsmk7fdqza-wm.a.run.app/>

*Live Release Rate*

Beginning last fiscal year (2023-2024), ACS has reported the live release rates (LRR) consistent with the Asilomar Accords<sup>9</sup>, an industry standard for calculating live outcomes. The LRR increased to 89 percent for all animals. By species, dogs have a 95 percent LRR, cats have an 86 percent LRR, and other small animals have a 94 percent LRR.



**Medical Operations**

The medical operations team consists of Animal Health Assistants, Animal Health Technicians, Veterinarians, Operations Supervisor, and a Division Manager (Medical Director). The medical team provides medical care, treatment, herd health management, and emergency care for all animals within the shelter. Medical staff perform procedures such as vaccinations, x-rays, blood analysis, dental procedures/extractions, major surgeries, emergency procedures, orthopedic procedures, forensic analysis for criminal investigations, in addition to spay and neuter surgeries for shelter animals, owned pets, and stray community cats.

<sup>9</sup> [https://shelteranimalscount.s3.us-east-2.amazonaws.com/2004aaccords5\\_c97fa2dafd.pdf](https://shelteranimalscount.s3.us-east-2.amazonaws.com/2004aaccords5_c97fa2dafd.pdf)

### *Spay and Neuter and TNR*

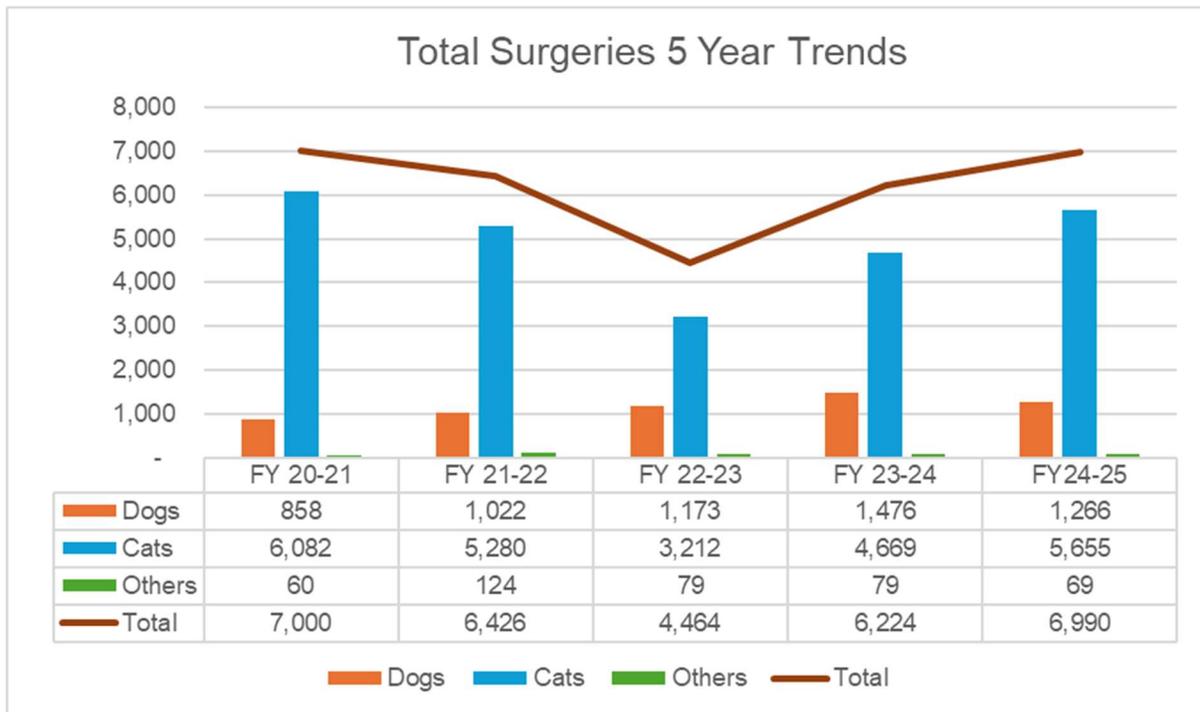
Sterilization of pets may help with behavioral issues, provide protection against some serious health problems, and most importantly, reduce the overall pet population. Spay and neuter aims to provide surgeries for the animals in the shelter and the community.

Internally, the goal is to provide spay and neuter to shelter animals. Sterilizing an animal increases its ability for a timely outcome for adoptions, foster, and transfer to a rescue partner. Staff prioritized surgery for animals who had an immediate outcome to the community or partner.

Externally, the intent is to have spay and neuter services available to pet owners, community members, and community trappers. ACS faced the head wind of sick and injured animals in the care of the shelter that decreased the availability of staff Veterinarians and Animal Health Technicians who could perform public spay and neuter including Trap-Neuter-Return (TNR). ACS utilized contracts to outsource surgical services. Externally outsourced surgeries required more resources. Acquiring the contracts involved the administrative team for the proper documentation and insurance requirements. ACS shelter staff and volunteers helped with coordination and transport of the animals to the location of the contracted entity.

ACS acquired contracts with the Humane Society of Silicon Valley, Valley Humane Society, Spay Neuter Imperative Project (SNIP) and Nine Lives Foundation for veterinary services and spay and neuter surgeries. The contracts and purchase orders, helped with animal adoptions, rescue transfers, and foster placements, which helped decrease the population at the shelter. The contracts and purchase orders demonstrated the commitment to the spay and neuter program, the animals, and community.

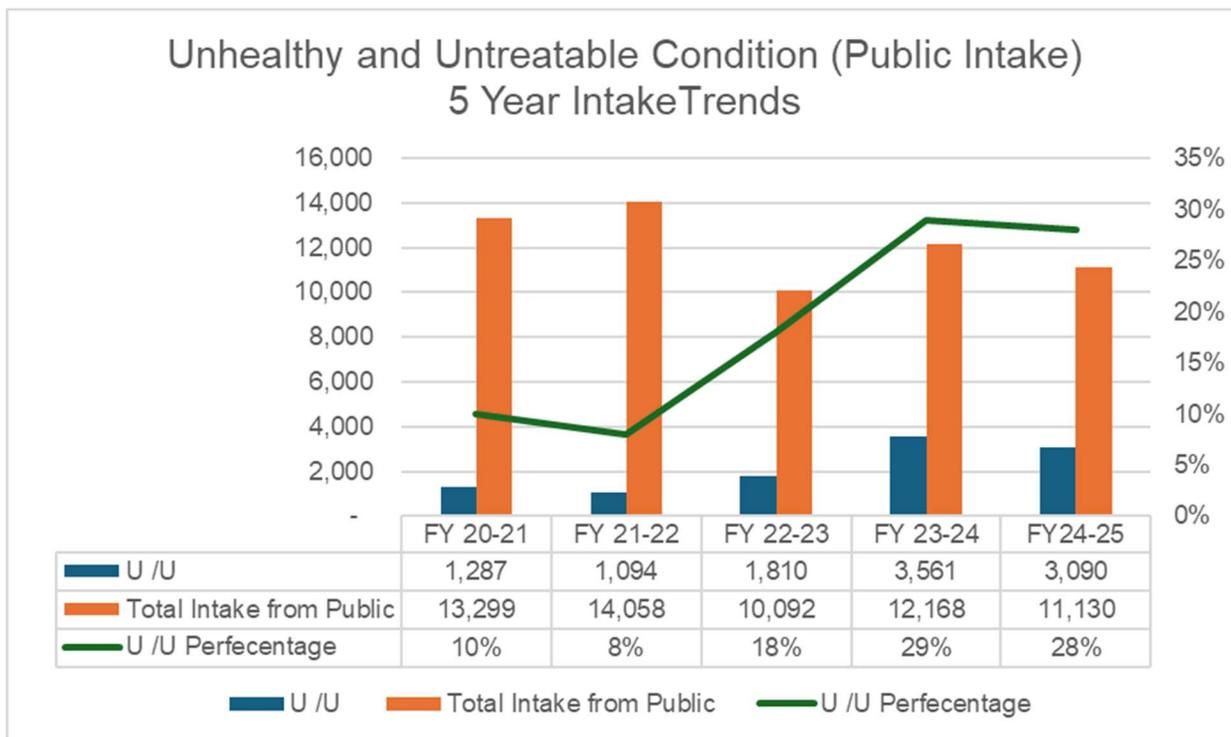
Including spay and neuter, the ACS team and partner organizations completed a total of 6,990 surgeries (fiscal year 2024-2025), which was an increase of 12 percent when compared to 6,224 completed surgeries (fiscal year 2023-2024). 96 percent of all surgeries performed last year were spay or neuter surgeries.



**Medical Treatment**

The medical team provides treatment for animals that need care. In fiscal year 2024-2025, 4,333 animals were brought into the shelter categorized as "Healthy" and typically only required basic vaccines and spay/neuter surgery. 2,999 animals were brought to the shelter with "Treatable Rehabilitatable" illnesses. 759 animals arrived at the shelter with "Treatable Manageable" illnesses. 3,090 animals were brought to the shelter with "Unhealthy and Untreatable" (U/U) illnesses. Of these U/U animals with mostly incurable illnesses, 739 had live outcomes through either adoption, rescue, or were returned to their owners.

The high number of sick and injured animals continue to strain staff resources. The medical and shelter team continued to work to ensure that disease spread was limited and provide medical care and treatment to all animals entering the shelter.



## Field Operations

During the fiscal year 2024-2025, San José Animal Services Field Unit provided services to the residents of San José, as well as contract cities, Milpitas, Cupertino, and Saratoga. These services included responses to emergency calls, stray and sick domestic and wild animals, criminal investigations, public safety investigations involving aggressive dogs, municipal investigations and inspections and permitting of animal facilities.

### *Calls For Service*

San José Animal Services Field Unit responds to numerous types of calls for service and are organized by levels of priority.

Priority 1 calls are emergency situations that have a 1-hour response time, and include first responder assists, sick or injured animals, public safety calls involving aggressive animals, active crimes involving animal victims and any other emergent situations involving public safety or animal welfare. The ACS Field Unit responded to 2,602 Priority 1 Calls.

Priority 2 and Priority 3 calls include bite and exposure investigations, dangerous dog and humane investigations, municipal complaints, dead animal pick-ups, stray animals, and facility inspections. The ACS Field Unit responded to 14,643 Priority 2 and 3 calls.

Criminal investigations are a priority for the Field Unit. The opportunity to get justice for an animal who was criminally abused or neglected is a goal for the team. The reporting of these crimes is also on the Federal radar.

The National Incident Based Reporting System (NIBRS) is a federally run information system that documents crimes against humanity, and animal crimes are part of that reporting. Within the past year, San José Animal Services Field Unit has reported over 1,256 reported cases of animal crimes, neglect, and abuse into the NIBRS system.

Over the past 5 years, the San José Animal Services Field Unit has responded to over 92,000 calls for service. The field unit average response time for all Priority 1 calls was 29 minutes. The average response time for Priority 2 calls was 1 day and Priority 3 calls was 2 days. The San José Animal Services Field Unit continue to provide service to the citizens and animals within The City of San José and contracted cities.

## **Administration**

The Administration unit oversees customer service, licensing, fees, accounts receivable/payable, billing, purchase order and contract management, human resources and onboarding, and budget tracking.

### *Donations and Revenues*

Throughout the year, Animal Care and Services (ACS) conducts fundraising efforts for donations. These funds cover a wide range of treatments from foster care supplies for newborn kittens to dental work, broken bone repairs, and other serious health issues. Additionally, the funds help enrich the lives of shelter animals by providing stimulating activities and support marketing efforts to promote adoptions. Currently, there is a fundraising effort underway to upgrade the dog play yards.

Part of ACS's donations, fund the Guardian Angel Program, which are primarily used to provide additional medical care for unowned animals at the facility and to assist rescue partners with animals they save from the shelter.

Total donations accounted for in fiscal year 2024-2025 were \$684,969 which was an increase from \$476,641 when compared to fiscal year 2023-2024. The overall revenue for fiscal year 2024-2025 was \$3,303,280 which was a decrease from \$3,491,632 when compared to the previous fiscal year. Overall revenues resulted in a 20 percent cost recovery against the ACS operating budget.

### *Animal Licensing*

Fiscal year 2024-2025 resulted in an overall revenue of \$1,610,477, which was higher than the previous fiscal year of \$1,575,495. ASC will continue to evaluate how to increase license compliance rates for pet owners within the City of San José.

### *Communications & Outreach*

ACS changed the overstrength Public Information Representative position into a full-time position in September 2024. The recruitment for a new full-time Public Information Manager resulted in a candidate that will start this fall. The Public Information Representative took over shelter communication efforts with guidance from the City Manager's Office. The team utilizes a storytelling-based strategy with social media and continues to foster a collaborative relationship with shelter staff, volunteers, and partners. To meet audit recommendation 5, the shelter's webpages have been updated to include information, how-to guides, and community resources. The team conducted a seven-month educational "Kitten Season" social media campaign which focused on what to expect before and during kitten season and when intervention with community cats is appropriate.

### **ACS Continuous Improvement Strategies**

During fiscal year 2024-2025, ACS identified strategies with the intent of improving the lives of the animals at the shelter and the community.

### *Healthier Animals at ACS*

The animal population at the animal shelter decreased significantly in September 2024 compared to the previous fiscal year. Even prior to the delivery of the audit recommendations, the Division began taking steps to operate within the shelter's "Capacity for Care" (C4C). Simply put an animal shelter's C4C is determined by the number of animals in the shelter, the amount of time the animals are expected to be in the shelter, trained staff available to care for the animals, and physical kennel space. The shelter is ensuring that animals have been consistently housed in a manner that is aligned with humane housing standards set by the Association of Shelter Veterinarian Guidelines.

The Division team closely managed intakes. When possible, attempted shelter diversion with rescue partners, as well as striving to reduce each animal's Length of Stay (LOS), by removing barriers to an appropriate outcome. The results of these efforts have been dramatic. On June 27, 2024, 822 animals were in the shelter. On June 27, 2025, 408 animals were in the shelter.

### *Rebuilding Relationships with Rescues and Shelter Partners*

ACS has updated its policy and process to improve on providing financial support for rescue partners. New partnerships have been created, and ACS anticipates continuing to strengthen rescue and shelter transfer relationships in fiscal year 2025-2026. On July

2, 2025, ACS launched a new “Rescue Portal”, which is a web-based platform that securely connects with ACS’s database. The Rescue Portal allows registered rescue partners to access real-time and behavior information for pets on “Needs Rescue.” It also allows registered rescue partners to place “holds” on animals, immediately.

### *Spay and Neuter and Enhancing TNR*

ACS worked with external resources and created contracts to outsource TNR services. A new appointment scheduling system allowed the public to request TNR appointments. 984 appointments were scheduled from October 2024 - June 2025 through the new booking system.

### *Animal Behavior*

ACS has worked to improve processes and behavior evaluation for dogs at the animal shelter. Beginning in February 2025, a vast majority of the dogs were given at least two-weeks visibility on “Needs Rescue Urgent” lists, before being placed on a “Final” list for a week. For dogs with verified aggression issues, humane euthanasia decisions were made within a reasonable timeframe.

### *Medical Service Protocols Expanding Live Outcome Options and Opportunities*

Fiscal Year 2024-2025 shepherded in a host of best practices, including having specific isolation rooms for specific diseases. Cats with panleukopenia, dogs with parvovirus, and shelter pets with ringworm were all treated in specific housing set-up for their particular needs.

The humane reduction in the shelter’s animal population directly supports healthier operations by making it possible to designate and maintain isolation rooms for animals with infectious diseases. When the shelter operates over the capacity for care, sick animals are often housed in close proximity to healthy ones, increasing the risk of illness spreading rapidly throughout the animal population. By lowering intake and the average length of stay, the shelter was able to reallocate critical space for quarantining sick animals and providing medical care. This has improved overall animal health and welfare, improved staff efficiency, and reduced stresses on the animals in the shelter’s care.

These housing strategies dropped the number of feline panleukopenia cases by 12%. And it also increased the survival rate for cats diagnosed with what is potentially a deadly disease. Fiscal Year 2023-2024 there were 124 cats who survived their panleukopenia, out of 219 cases (a 57% survival rate). Fiscal Year 2024-2025 there were 131 cats who survived panleukopenia, out of 193 cases (a 68% survival rate).

Although the dogs who were diagnosed with canine parvovirus remained the same number since last year, their survival rates also improved. Fiscal Year 23-24 there were 24 dogs who survived their parvovirus, out of 36 cases (a 67% survival rate). Fiscal Year 24-25 there were 26 dogs who survived parvovirus, out of 36 cases (a 72% survival rate).

Several medical protocols and procedures were updated including, Zoonotic and Infectious Disease, Isolation Housing, Neonatal Kitten Intake, Kitten Nursery Guidelines, and Bird Flu Precautions.

Training was also a central focus point with medical and animal care staff completing training on Infectious and Zoonotic Diseases, Proper Use of PPE, Kitten Nursery Guidelines, Feline Upper Respiratory Infection, Feline Panleukopenia, Ringworm, Canine Parvovirus, Manage, and Canine Infectious Respiratory Disease.

#### *Communication and Problem-Solving Protocols*

ACS staff continues to engage in dialogue and communication with the community and partners through social media and direct communication. ACS staff has continued to work with the CMO to improve communication and effective problem-solving strategies. One of the projects that helped make ACS services more accessible was to translate forms that the community fills out or provided while conducting business with ACS. The translated forms will improve customer service and equity.

### **ACS Accomplishments**

#### *Tails and Trails Program*

In 2022, ACS made a big request of Silicon Valley Pet Project (SVPP) to address a critical need at the shelter that ACS did not have the resources to support. Large dogs coming to the shelter were increasing in numbers, and they were staying at the shelter longer. Taking large shelter dogs for a long walk or hike, and burn off some of their pent-up energy, improves their mental well-being and also increases their chances for being adopted. SVPP created and launched the program known as Dog Day Out (DDO) in partnership with ACS. For over two and a half years, specially trained SVPP volunteers took ACS shelter dogs out for extended walks and hikes. After ongoing discussions, it was decided that ACS should take responsibility for the program moving forward. In December of 2024, SVPP transferred the program and volunteers to ACS, and "Tails and Trails" was born. SVPP's Operations Manager now volunteers for ACS and continues to schedule shelter dogs for walks with ACS trained volunteers. Nearly every day, these volunteers take a shelter dog for a fun and safe adventure. After their trip is over the volunteers complete a report card for each trip, detailing what the dogs did, what they liked and other observations that will help a potential adopter know more

about their personality. ACS staff import these report cards to the dog's animal profile and reviews these notes and interactions with potential adopters. ACS would like to thank SVPP and their Operations Manager for this incredible program their continued support for our shelter dogs, and the opportunity to continue it as a program of ACS.

### *PAWp-Up*

In December of 2024, Public Works made modest improvements to a previously empty store front in downtown San Jose and ACS's first PAWp-Up was born. 3-days a week between December and February, ACS brought dogs, cats and rabbits to the location for adoptions and meet and greets. The response from the community was extremely positive and 40 animals found homes through these efforts. The number of smiles and goodwill this earned the Division is difficult to measure. It should also be noted that the space is now rented. We think that animal's spotlight, and our improvements helped to gain interest for the City to be able to secure a long-term lease for the space.

### *Partners in Care*

ACS worked collaboratively with Gatos De La Noche, The Dancing Cat, Humane Society Silicon Valley (HSSV), and Nine lives to humanely address a hoarding case in San Jose. Collectively the organizations collaborated to provide to TNR for all the cats living in and around the residence and find homes, for a house where approximately 110 cats and kittens were living.

In December of 2024, HSSV had a fire in their medical/surgical room, rendering their medical clinic space for a period of approximate 8 months. ACS reached out and offered assistance, including the use of spay and neuter room. HSSV used ACS's surgery suite one to two times a week to spay and neuter their shelter pets and public appointments.

### *HVHQ Spay/Neuter Training*

On May 4, 2025, ACS Partnered with two nonprofits, Bay Area Cats and United Spay Alliance to perform a High Quality High Volume (HQHV) Training for Community Veterinarians. The concept was simple, provide local and licensed veterinarians with an opportunity to learn HQHV Spay/Neuter techniques, under the guidance of experts in the field. The shelter provided the surgical space and a veterinarian experienced HQHV spay/neuter to help lead the training. The shelter also supplied necessary tools needed for the day, including surgical supplies, medications, and microchips.

The results were 3 community veterinarians who were trained on these techniques, and 47 community cats were sterilized.

## **Community Support**

### *Public Spay/Neuter Services*

With strengthened capacity to perform Spay and Neuter Services, ACS resumed offering spay and neuter animals being redeemed by their owners at a low cost. This program allows ACS to get at the root cause of overpopulation by ensuring these animals can't continue reproducing. Since the launch of this program in January 2025, 47 owned dogs and cats have been sterilized prior to returning to their owners.

### *Support for the Unhoused*

As capacity allows, ACS worked with Community Outreach Specialist VHHP- Valley Homeless Healthcare Program, Office of Diversion and Re-Entry. These efforts helped unhoused pet owners get medical treatment and care. ACS agrees to hold their animals temporarily and spays or neuters their animals if needed.

ACS also partnered with the Housing Department to provide vaccinations and food distribution to the newly opened EIH residents at Via Del Oro on May 6th. ACS also provided free spay and neuter services to residents who accepted the spay and neuter offer.

In coordination with St. Francis, ACS provided spay and neuter appointments weekly for unhoused pet owners.

### *Serving the Underserved*

In collaboration with Chewy and the Humane Society of the United States, ACS accepted a large pet food donation in February. This food was designated to be used exclusively for distribution to pets in the community. This pet food was handed out to San Jose's underserved community at: the shelter, Via Del Oro, through our partners at the Housing Department, and the nonprofit St Francis.

### Community Event Participation

1. National Night Out Participation 08/06, Locations Visited:
  - a. Los Lagos Golf Course Club House Patio – District 7
  - b. Valley Palms Apt, 2245 Lanai Ave – District 7
  - c. Welch Park – District 8
2. Movies in the Park 08/15
3. Bark in the Park 08/21
4. Field Unit participated in Saratoga Safety Day event 08/24

5. National Clear the Shelters Adoption Event 09/8
6. Celebrated 20-years of the ACS Shelter 10/01
7. CMO Open House 10/16
8. Samsung Adoption Event 10/28
9. SJ Barracuda's Pucks and Paws with Adoptable dogs 11/10
10. Launched Pets for Patriots to promote military veterans adopting shelter pets 11/11
11. Christmas in the Park Tree Display 12/06
12. Mayor's Faith Leader's Breakfast 01/23
13. Bi-Weekly Large Dog Playgroups Launched 01/25
14. State Senator's Cortese's 2025 Unhoused Health Fair 01/31
  - a. ACS Provided Microchips and Vaccinations for approximately 30 pets who are owned by members of the Unhoused Community
15. District 3 Leadership Committee Presentation by Shelter Division Manager 02/19
16. Apple Inc. conducted beta testing for their AI software at the shelter 02/27-02/28
17. Employee Health and Wellness Fair Participation 05/06
18. California Pet Adoption Day Participation 06/07
19. Viva Calleja Participation 06/08

### **Audit Recommendations Update**

ACS continues to be focused on implementing the recommendations of the 2024 Audit - Animal Care and Services: Addressing Capacity Constraints and Updating Shelter Protocols Will Help Improve Animal Outcomes<sup>10</sup>. As reported in September by the City Auditor, all recommendation targets dates have been met or exceeded (15 recommendations of the 39 are "Implemented", 16 are "Partially Implemented", and 8 are "Not Implemented"). While this has taken a tremendous focus, the results of the recommendations are being felt by a smaller, healthier population of animals in the shelter. At the beginning of calendar year 2026, staff anticipates producing an information memorandum to City Council to report out the results of the audit implementation work through end of the calendar year.

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<sup>10</sup> <https://www.sanjoseca.gov/home/showdocument?id=116106>

## **Fiscal Year 2025-2026 Goals**

ACS continues to be committed to serving the animals and the community. For fiscal year 2025-2026, ACS will implement the following categories and strategies.

1. Leadership
  - a. Onboard a new ACS Deputy Director and Public Information Manager
  - b. Establish clear expectations and supervisory oversight responsibilities
2. Animal Care and Capacity Management
  - a. Complete a shelter capacity assessment based on capacity for care
  - b. Develop a newborn kitten intake reduction plan
  - c. Adopt ASV Guidelines and expand implementation of Maddie's Guidelines
  - d. Strengthen policies for sanitation, feeding, and medical oversight to ensure consistent practices
3. Community Engagement and Services
  - a. Expand contract spay/neuter services and public outreach campaign
  - b. Propose sustainable funding options for low-cost veterinary care for unhoused residents and those in Emergency Interim Housing
  - c. Strengthen communication with rescue partners
4. Training
  - a. Implement a recurring training calendar covering PPE, sanitation, cleaning, feeding, infectious disease identification, and documentation
  - b. Onboarding and training for infectious disease protocols and safe handling
5. Volunteer Engagement and Development
  - a. Streamline volunteer enrollment, application, and orientation processes
  - b. Create role-specific volunteer training materials aligned to ASV Guidelines
  - c. Ensure all volunteers complete zoonotic and infectious disease training
  - d. Identify an effective repository for volunteer resources
  - e. Evaluate alternate volunteer management software
6. Facility and Infrastructure Planning
  - a. Study kennel space required with intake and animal inventory data
  - b. Produce a funding needs analysis for kennel improvements or expansion
  - c. Formalize a plan to outsource licensing software
7. Data, Reporting, and Technology
  - a. Strengthen timely and accurate data entry in Chameleon
  - b. Expand internal dashboards to include metrics
  - c. Formalize physical inventory tracking with defined staff responsibilities
8. Policy and Procedure Standardization
  - a. Standardize policy and protocol formats across the shelter
  - b. Create a policy change communication process for staff and volunteers
  - c. Create a timeline for review of all existing policies and procedures

September 26, 2025

**Subject: Animal Care and Services Annual Report**

Page 18

**COORDINATION**

This memorandum and attached report have been coordinated with the Budget Office and City's Attorney Office.

*/s/*

MATT LOESCH

Director, Department of Public Works

For questions, please contact Matt Loesch, Director, Public Works Department at [Matt.Loesch@sanjoseca.gov](mailto:Matt.Loesch@sanjoseca.gov)

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**Fw: Jenna Skinner - Gatos de la Noche**

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**From** Agendadesk <Agendadesk@sanjoseca.gov>

**Date** Tue 10/14/2025 8:47 AM

**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

 1 attachment (1 MB)

Gatos De La Nochas\_FacebookPost\_SJACS\_NSE report commentary .pdf;

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**From:** City Clerk <city.clerk@sanjoseca.gov>

**Sent:** Tuesday, October 14, 2025 7:31 AM

**To:** Agendadesk <Agendadesk@sanjoseca.gov>

**Subject:** FW: Jenna Skinner - Gatos de la Noche

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**From:** M Wagner [REDACTED]

**Sent:** Friday, October 10, 2025 5:03 PM

**To:** Loesch, Matthew <Matt.Loesch@sanjoseca.gov>

**Cc:** Icard, Kiska <Kiska.Icard@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>

**Subject:** Re: Jenna Skinner - Gatos de la Noche

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Good afternoon Mr. Loesch,

It's interesting to note that on Page #14 of the SJACC Annual Report, you celebrate "collaborative" partnerships with a number of rescue groups including Gatos De La Noche, Dancing Cat, HSSV, and Nine Lives.

*"ACS worked **collaboratively with Gatos De La Noche**, The Dancing Cat, Humane Society Silicon Valley (HSSV), and Nine lives to humanely address a hoarding case in San Jose. Collectively the organizations collaborated to provide to TNR for all the cats living in and around the residence and find homes, for a house where approximately 110 cats and kittens were living."*

Interestingly enough, your perception and definition of "collaboration" is not shared one bit by Jenna Skinner of cat rescue group *Gatos de la Noche*.

In fact, Miss Skinner recently posted a scathing assessment on social media of your claim. (see attached)

Miss Skinner contrasts your preposterous narrative with actual events that occurred and in fact highlights SJACC's culpability in allowing the hoarding situation to escalate. According to Miss Skinner, the response by your management team at SJACC's was nothing more than "reactive" as opposed to "collaborative".

This really begs the question just how "involved" you are when it comes to the operations of SJACC.

You appear far removed from what is actually going on with the "boots on the ground" and the hard work that rescue partners and the community repeatedly provide while your management team fails to be proactive and transparent.

Once again, the burden of this hoarding situation fell onto the community.

Your claim of "collaboration" is terribly false and misguided and does great harm to the hardworking rescue community which has been invaluable to the San Jose community.

I've found that Miss Skinner can be quite vocal.

I'm sure that her having taken exception to your idea of "collaboration" is making the rounds at City Hall.

Quite frankly, you and your management team continue to fail in a *systematic manner* when it comes to basic "blocking and tackling" and offering of animal control services. The continued lack of substantive TNR or low-cost public spay neuter as promised last November by Kiska Icard and again by you in June - - - results in nothing more than continued "kicking the can down the road".

The Community sees right through your inability to deliver.

Sincerely,

Mike Wagner

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Re: NSE Committee Meeting - SJACS Public Submission (Agenda Item #5)

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From M Wagner [REDACTED]

Date Tue 12/9/2025 6:40 PM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Cc Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Campos, Pamela <Pamela.Campos@sanjoseca.gov>; Moreno, Brisa <Brisa.Moreno@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; Yamamoto, KiyomiH <Kiyomi.Yamamoto@sanjoseca.gov>

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Dear City Council,

On Friday, August 8th, 2025 a rescue partner by the name of ***Whiskers, Tails, and Ferals*** pulled the following kitten (#A1390630) out of the shelter after the kitten had eye enucleation surgery performed by SJACS Medical Director, Elizabeth Kather just two days earlier.

The kitten had been given a Final Date of August 9th for euthanasia because the shelter had found it had ringworm. Ringworm is a non-fatal infection that the shelter claims it doesn't have the capacity to care for.

To the rescue partners shock, this is what the kitten looked like when they opened up the box in their car in the parking lot of the animal shelter. - - - The kitten's eye was clearly infected.

The rescue partner had to obtain emergency medical treatment over the weekend at their own expense in order to remedy a most horrific situation.

Although top City Administrators and Shelter Directors such as Matt Loesch, Kiska Icard, Jennifer Maguire, Angel Rios and the medical director Elizabeth Kather were all notified and made aware of this patient's condition on August 8th - - - to this day, **no one at the City of San Jose or SJACC has ever reached out to rescue partner *Whiskers' Tails and Ferals*** to offer an explanation as to what had happened, nor offered the courtesy of any GAP funds.

Cat rescue participation as a percentage of live outcomes has collapsed to record lows at just 10%

Is anyone in the San Jose community really surprised as to why?

- Mike Wagner







Save A Kitten San Jose

★ Favorites · August 6 at 10:23 PM · 🌐

🌟 Kitten with Final Date: August 9th by 6pm 🌟

W... See more

URGENT single, 5 week old male RINGWORM kitten on FINAL who arrived at the shelter today 8/6. He is weighing approximately 1.0lbs. Kitten is eating wet and dried food every 4 hours.

Kitten had surgery for Enucleation (eye removal) He is on treatment with Clavamox until 08/13

Also, Kitten received:  
FVRCP  
Ponazuril  
Pyrantel

If you are able to help or know anyone who might be interested, please reach out so we can get this kitten the individualized care it needs.

Thank you so much.  
#A1390630



🔥 KITTEN  
FINAL DATE:  
AUGUST 9TH  
BY 6PM 🔥

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

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Re: NSE Committee Meeting - SJACS Public Submission (Agenda Item #5)

---

From M Wagner [REDACTED]

Date Wed 12/10/2025 9:03 AM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Cc Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Campos, Pamela <Pamela.Campos@sanjoseca.gov>; Moreno, Brisa <Brisa.Moreno@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; Yamamoto, KiyomiH <Kiyomi.Yamamoto@sanjoseca.gov>

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Dear City Council,

At an NSE Committee Meeting on December 12th of last year and in response to a question posed by Chairman Peter Ortiz - - - Public Works Director Matt Loesch told the Committee that there was no reason to request and perform a "third-party" necropsy on a dog named RUFUS that had died after a simple neuter surgery on December 3rd because he said:

*"We believe we understand how the dog died"*

Strangely enough, Mr. Loesch never wound up telling the Committee how the dog died. Moreover, his medical director Elizabeth Kather remarked that:

*"It was a freak accident. There was no fault, no neglect".*

Yet, neither Mr. Loesch nor Miss Kather shared with the Committee how Rufus died.

Interestingly enough, SJACC veterinarian Dr. Marissa McKinley performed an in-house necropsy on Rufus.

On page #2 of the report, she listed the Cause of Death as: **UNDETERMINED**

(see below)

Mr. Loesch and Miss Kather were in possession of material information regarding the death of this patient named Rufus and yet they **chose not to share it with the NSE Committee.**

Why was Mr. Loesch and Miss Kather not transparent with this key information?  
Why did they choose not to share it with the Committee?

- Mike Wagner

Summary of Examination Findings:

Post-mortem changes present

Oral buccal mucosal ecchymoses – likely post-mortem changes, r/o coagulopathy (no other signs of significant hemorrhage appreciated on necropsy)

Epistaxis from right naris

Severe sanguineous congestion of pulmonary parenchyma in all lung lobes – likely post-mortem changes +/- sequelae of CPR actions

Moderate gas and fluid within gastrointestinal tract

Cause of Death:

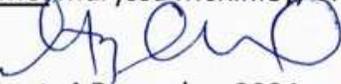
Undetermined

Conclusions:

Patient exhibited signs of post-mortem changes and CPR compressions. No definitive cause of death was found on examination.

Printed name: Maryssa McKinley, VMD

Signature:



Date of report: 4 December 2024

---

Re: NSE Committee Meeting - SJACS Public Submission (Agenda Item #5)

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From M Wagner - [REDACTED]

Date Wed 12/10/2025 1:47 PM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Cc Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Campos, Pamela <Pamela.Campos@sanjoseca.gov>; Moreno, Brisa <Brisa.Moreno@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; Yamamoto, KiyomiH <Kiyomi.Yamamoto@sanjoseca.gov>

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Dear City Council,

According to a volunteer group that is partnered with the shelter called ***San Jose Animal Advocates***, 100 Dogs have been on FINAL this year in 2025.

Many of these dogs were not allowed a 2-week notice of being listed as URGENT nor did they get the additional 1-week of being on FINAL as mandated via shelter policy from Director Icard.

Many of these dogs put on FINAL were given nothing more than 72 hours before FINAL and being euthanized.

Of those **100 Dogs listed as FINAL**, the outcomes are as follows:

81 placed into rescue due to *San Jose Animal Advocates*

10 placed into rescue through exogenous means without any help from SJACS staff

7 were euthanized

2 placed into rescue by SJACS staff

For an animal shelter with a budget of \$17.5 million dollars and 3 Directors making well over \$220,000 a year, why were paid shelter staff only able to get 2 dogs that were on FINAL out of the shelter and to a rescue?

- Mike Wagner

## SJACS Public Comment

---

**From** Namwong, Tiffany <Tiffany.Namwong@sanjoseca.gov>

**Date** Wed 12/10/2025 8:33 AM

**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Hello Katerina,

I would like to submit a brief public comment for the SJ City Hall meeting for this THU 12/11:

In the past SJACS held a San Jose Pawp-Up event. Can the center partner with other businesses like Petco and Petsmart to showcase adoptable pets. In San Jose there are 2 cat cafes: The Dancing Cat (non-profit) and Nabi Cat café (business) and a system should be created where highly adoptable cats can be shown at these locations with the help of volunteers and a special fund set aside to support both of these establishments on a trial basis. The faster we can adopt out socialized animals the more room it will free up at the center and bring down the overcrowding and stress.

More outreach in Spanish and Vietnamese media such as radio, newspaper and even busy places like Grand Century Mall should be done to educate the public. Grand Century Mall would actually make a wonderful location for vaccination clinic, pawp-up adoption preview and provide info on spay and neutering pets. Immigrant communities still rely on traditional media such as radio and newspaper to get information. Many people are still unaware of the animal overpopulation crisis and the gap in outreach needs to be addressed.

I am writing to you as a donor to SJACS and I adopted Alley SJACS ID A0837575 a senior female cat who went to rainbow bridge in May 2025.

Thanks for taking the time to read my email.

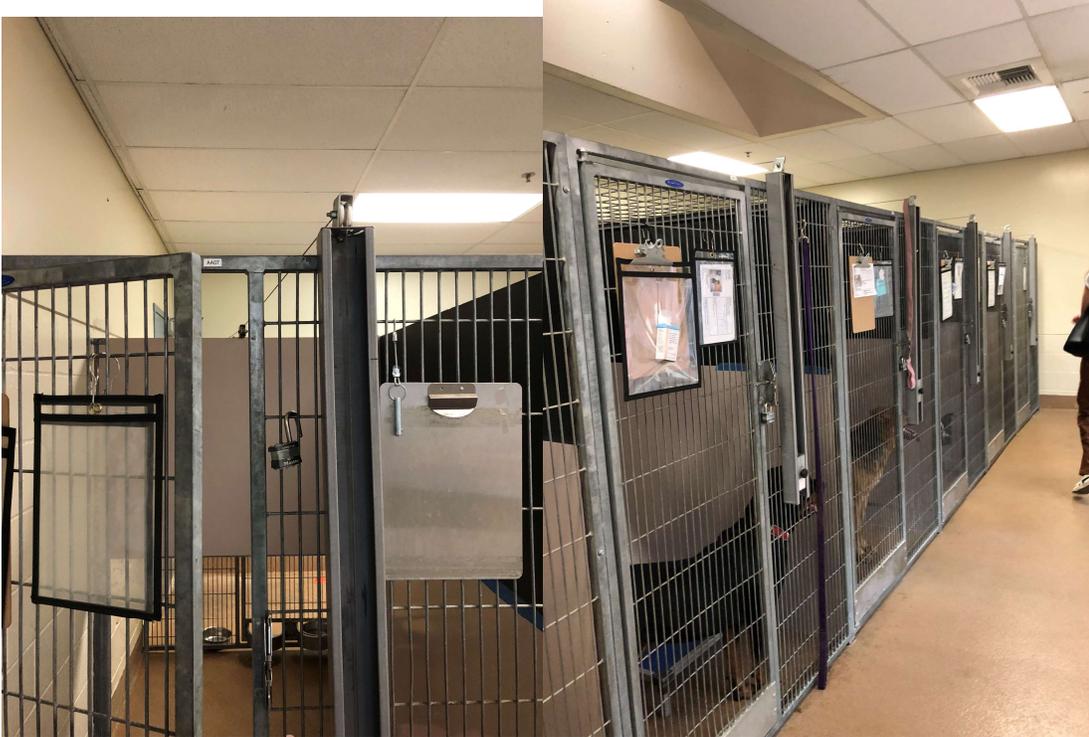
Very respectfully,  
Tiffany Namwong #1409N

Sr Office Specialist  
San Jose Police Department | Assaults  
201 W. Mission St, 3rd Floor  
San Jose, CA 95110  
T: (408) 277-4161 Assaults  
T: (408) 537-1343 Desk  
F: (408) 277-3663

## San Jose Animal Center – Dog Area Improvement Suggestions

### **Problem #1: Bad design for dog pens – NOISY and UNSAFE for dogs, the public and dog volunteers.**

Here are pics of the SJACC design:



- **‘Cage-like’ enclosures too noisy and stressful for dogs AND volunteers. No soundproofing for dogs, who have very sensitive ears.**
  - Children sometimes bang on metallic doors, shriek, yell, etc., agitating the dogs.
  - Dogs often stressed by constant barking/whining of OTHER dogs. No ceilings to minimize echoed noise.
  - Side walls too thin – Stressed dogs sometimes bang or scratch on the side walls, causing stress to dogs next to them.
  - Too noisy and stressful for shy dogs who need more quiet, gentle socializing, making it IMPOSSIBLE for volunteers to help them. Not enough ‘quiet rooms’.
- **Unsafe for dogs – Unsupervised public area, with open gaps in front door ‘cage’, which allows public to feed them or put items in room. Some dogs frightened by fingers in their door.**
- **Unsafe for the public – Adults and children put their fingers through the cage doors, which could cause dog to nip, bite or scratch them accidentally from stress or excitement.**
- **Too open – Allows dogs to see & hear public too easily, with some scared when approached too loudly or quickly. Also: Public might get a FALSE impression of adoptable dogs due to their stress reactions – Barking, hiding in pen, growling, etc. Quieter = Calmer.**

## **SOLUTION #1: Use Humane Society Silicon Valley design! Soundproofed, enclosed dog 'suites', with quieter public engagement.**



- **Noise minimized. Better soundproofed 'suite', reducing public & dog noises.**
  - **NO metal, so no banging metal noise, reducing overall stress.**
  - **Fully enclosed pen area, including ceiling. Window allows public to see them.**
  - **Walls are thicker, minimizing noise from dog next door.**
  - ***Side note: HSSV 'Suites' might be larger than SJACC needs. Can be smaller so more dogs can be housed. HSSV does double up dogs too sometimes.***
- **Safer for dogs – Frosted glass on bottom part of door, but higher windows, dogs can't see the public from their height, allowing children to run up to door without scaring dog by sudden movement towards them. Impossible for unapproved items to be put into dog's room.**
- **Safer for the public – Public can SEE the dogs from the higher windows, but not put fingers or hands inside their area. Dog are CALMER and less stressed here, showing them at their BEST for adoption chances. Public interaction with dogs can be scheduled in a 'social' room.**
- **Larger amounts of volunteers here due to the PLEASANT, clean, quiet and low stress environment to work in to help dogs. Easier for volunteers to be successful in preparing dogs for their forever homes, and to 'show off' relaxed, playful dogs in their 'suites'.**

## **Problem #2: Unsafe and uncomfortable ACCESS for volunteers to assist with dog walks, socialization and clean up.**

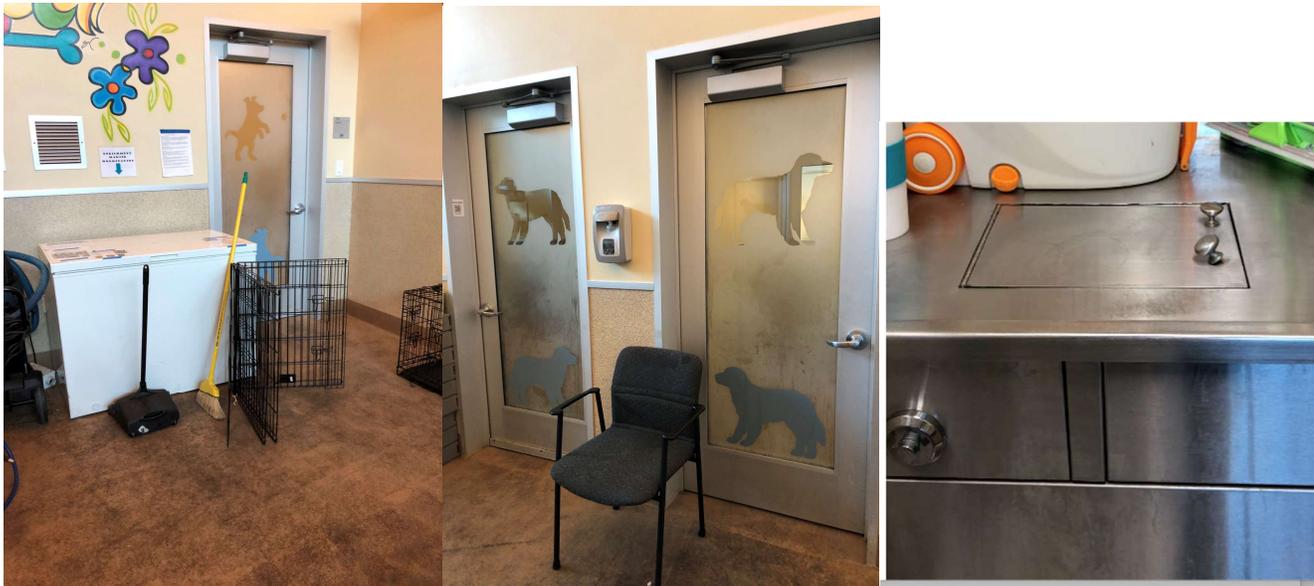
Here's SJACC pictures of design with 'guillotine' in pen, and messes:



- **Unsafe for dogs – Volunteers lack BACK access to dog areas, forcing dog walkers to enter and exit through the FRONT—Right where the public is standing, causing stress and anxiety for the dog with a bunch of strangers and noise.**
- **Unsafe for the public – If the volunteer has to enter/exit right in front of the public, it raises risk when dog accidentally 'darts' out before leashed. A stressed dog could accidentally jump up on someone or even nip if public tries to touch them on way in or out.**
- **The middle 'Guillotine' splits the room, preventing the volunteer from walking to the back if a shy dog is hovering there, or even cleaning properly. Uncomfortable because forces volunteer to crawl on the floor to socialize with the dog or clean.**
- **NO adequate cleaning supplies or way to clean for volunteers due to ONLY FRONT access. Public is there, and dog could escape. Filth problem is result of staff being overwhelmed, which volunteers can help with if they have safe, easy BACK access.**
- **SJACC has low dog volunteerism due to stressful, noisy and uncomfortable access to help dogs in this facility due to poor design. Make it nicer and easier-they will come!**

## **SOLUTION #2: Establish BACK ACCESS for volunteers, with cleaning supplies and NO 'divider' in pen.**

*Here's pics of HSSV 'Back door' areas, which includes supplies, and a 'flush' device for disposing of droppings. Non-public area, and gates are used to prevent dogs from darting out during cleaning.*



- **Safe for dogs – Volunteers use BACK door ONLY to walk dogs, with NO public, and no dogs barking at them. Frosted glass prevents dogs from being disturbed by people using back areas. Very quiet, and low stress for dog.**  
*Note: Back area doesn't have to be this large...just enough to transport dogs and have some cleaning supplies.*
- **Safe for the public – Entering through the back avoids any contact with public or other dogs, so if dog accidentally darts out, no risk because they can be easily contained by volunteer alone. Also, no chance of public trying to pet, etc. in stressful environment.**
- **Volunteers easily walk in and out of dog 'suite', and can calmly socialize with nervous dogs to reduce anxiety, as well as easy leashing once they're ready for a walk. Nicer to move around suite for cleaning too. No 'dividers' causing volunteers to go on floor.**
- **Full cleaning supplies just outside of back door area so volunteers can clean help with clean up as needed. Volunteers are important to assisting overloaded staff.**
- **HSSV has WAY MORE regular dog volunteers compared to SJACC due to a clean, quiet and calm environment. Much easier way to calm nervous, scared dogs, which can**

**increase adoptions. Lower rate of messes too, and pleasant for the public to visit as well.**

---

Re: NSE Committee Meeting - SJACS Public Submission (Agenda Item #5)

---

From M Wagner [REDACTED]

Date Wed 12/10/2025 3:22 PM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Cc Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Campos, Pamela <Pamela.Campos@sanjoseca.gov>; Moreno, Brisa <Brisa.Moreno@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; Yamamoto, KiyomiH <Kiyomi.Yamamoto@sanjoseca.gov>

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**TOPIC: LOLA**

On Monday, May 12th, 2025 a critical care patient that was an "owned" pet by the name of **LOLA** was left unattended/unmonitored in her kennel in the medical clinic of SJACS with a slip-lead leash still around her neck and an IV (see photo below).

An animal care attendant named Courtney Ferro came across this patient in acute distress at approximately 9:30 PM displaying neurological issues given that the dog was "circling" and "head-bobbing" in its kennel and unable to respond to voice or touch.

The dogs blood work had come back earlier in the day around 1:20 PM and showed that the liver was suffering acute organ failure with an ALT value of 656 and ALP at 1484 and a GGT of 13.

Notes in the medical record suggested "suspected acute hepatic injury/toxicity, possible xylitol toxicity"

In other words, the liver was no longer functioning.

The Association of Shelter Veterinarian (ASV) Guidelines clearly states on page #42 that **"the legal status of an animal must not prevent treatment to relieve suffering."**

In other words, even if the shelter was having difficulty locating the owner of the dog, the sole priority expressed by ASV Guidelines was to avoid allowing the dog to suffer - - - **"including providing euthanasia if suffering cannot be alleviated."**

In the case of LOLA, this did not happen and the dog clearly suffered for roughly 8 hours AFTER the blood work became known showing liver failure.

The City Manager's Office allegedly conducted an investigation into the death of LOLA.

To date, the City Manager and Public Works Director have never provided the public with any "findings" from their investigation.

- 1.) There has been no sharing of what protocols or procedures may have been broken.
- 2.) There has been no explanation as to why the dog was not humanely euthanized.
- 3.) There has been no explanation as to why the dog was allowed to suffer.
- 4.) There has been no explanation as to why the dog was left unmonitored.
- 5.) There has been no explanation as to why the medical director did not send the dog to MedVet

Instead, the medical staff and medical director went home leaving LOLA unattended. This is pure negligence.

Key Points:

There was a delay of 1-hour between finding LOLA alive and in distress and being able to obtain emergency transit authorization to an emergency clinic.

The "night shift" that City Manager Jennifer Maguire had allocated roughly \$1 million dollars to lacked overnight medical staff and had two (of the three positions) for night coordinator roles vacant for months, if not longer.

The slip-lead leash and IV entanglement clearly created a life-threatening hazard.

Equally puzzling was the fact that an IV monitor had been "beeping" - - - but a shelter employee was "ordered" to turn the monitor off.

The question remains, when will Matt Loesch release the "findings" of the investigation into LOLA's death?

When will Matt Loesch share with the public what "corrective" actions were taken so that a critical care patient is never allowed to be left unmonitored and suffering?

When will the NSE Committee request a copy of this report and make it available to the public?

Will yet another tragic death get swept under the rug because it embarrasses the City?

Where is the transparency?

Where is the leadership?

- Mike Wagner

COURTNEY FERRO

SHELTER. THE MOST RECENT DEATH  
WAS LOLA, WHO WAS

**VIGIL FOR SAN JOSE ANIMAL SHELTER DEATHS**  
ANIMAL ADVOCATES DEMAND CHANGE AFTER LATEST DOG DEATH

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12/10/2025

To: City of San Jose Neighborhood Services and Education Committee

From: Lynne Paulson, email [REDACTED]

Subject: December 11, 2025 Meeting Agenda Item d) 5. Animal Care and Services Report

Reference: 10/1/2025 Memorandum to Neighborhood Services and Education Committee, from Matt Loesch, Director of Department of Public Works, subject "Animal Care and Services Annual Report dated September 26, 2025"

Your Committee's oversight of the San Jose Animal Care Center is important since its issues have the attention of the public and the media.

I appreciate the work of the Animal Care and Services Division in making improvements to their processes and procedures. I, and I am sure others, anxiously await a detailed status of the Implementation of the 2024 Audit-Animal Care and Services. I understand from the referenced document for this agenda item that this update is estimated to be provided at the beginning of 2026. Your review of this will be important.

As I reported during Public Comment at recent San Jose City Council meetings, I am concerned that the timetable for implementation for audit items is taking so long. In addition, the action plan appears to be missing some key activities that are needed. Please ensure that the action plan addresses the following concerns:

1. Page 17 of the referenced document mentions work on implementation of Maddie's Guidelines with respect to Animal Care and Capacity Management. Please make visible the detailed progress on implementation of all of the recommendations in the July 2022 Maddie's Million Pet Challenge Shelter Consult for San Jose Animal Care Services—rather than just the details on implementation of the 2024 Audit recommendations.
2. Page 5 mentions efforts to improve animal outcomes. My own experience with two recent attempted dog rescues indicates that more effective rescue coordination must take place using adequate staff resources with a proven track record of success in matching dogs in need with potential rescue groups and/or adopters. The Center got rid of the rescue coordinator that helped me break through staff barriers to rescue a dog in 2024. You did not have a rescue coordinator respond to my interest in helping to rescue a dog in 2025.
3. Pages 5 and 12 briefly reference euthanasia statistics and criteria and procedure. The Euthanasia Criteria was documented in response to the 2024 audit recommendations. However, the process lacks transparency as exemplified by the case of the dog Tippy who was euthanized without adequate communication to the public or rescue groups. The information on Tippy on the website did not provide the FINAL warning that is supposed to be posted with the scheduled date of euthanasia. Instead, the dog was euthanized, no one was informed, and the listing for Tippy just disappeared from the website that evening. A better process could have potentially avoided Tippy's euthanasia or at least provided access to a more comforting environment for Tippy during his last days. Also, many animals are negatively affected by the shelter environment and /or lack of intensive medical treatment. When an animal's needs are not met, this can cause the animal to suffer behavioral or medical issues. If this is not factored into the process, these animals may be improperly considered candidates for euthanasia. This must be mentioned in the Euthanasia Criteria.

4. Page 6 discusses Medical Operations and the many treatment actions provided by the staff. However, it does not highlight that there are not enough staff or resources to provide all the necessary care or surgeries to bring each animal to basic health. Although the Animal Care Center provides many procedures as listed on page 6, there are too many dogs arriving in the shelter for the Center to perform all the necessary procedures. There is sometimes reference to this limitation in notes on individual adoptable dogs. However, the issue of limited capacity at the Center for medical treatment won't be resolved unless the issue is identified in management reports. Additional fundraising may be needed or increased work with rescue groups. It is helpful that there are grants to assist with medical care for animals pulled from the shelter by rescue groups, as this ultimately increases the capacity for outside medical care and helps remove initial barriers to pet adoption.

If these items will not be addressed in the present action in the December 11 meeting, please request that they be addressed in the next report in early 2026.

## Animal welfare

---

**From** Lisa Rocha [REDACTED]  
**Date** Wed 12/10/2025 11:50 PM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

[External Email. Do not open links or attachments from untrusted sources. Learn more <<https://aka.ms/LearnAboutSenderIdentification>>]

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I am writing with my concerns about the lack of low cost spay and neuter services. Our city is struggling with an increased population of dogs/cats which is directly linked to lack of affordable spay/neuter services. This service needs to be offered ASAP to start to put a dent in the number of puppies/kittens that are being dumped and left to die. This is a necessary service that is needed now not later.  
Sent from my iPhone

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NSE, December 11, 2025. Public Comment. Valentina Martynchik

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From val.martynchik [REDACTED]  
Date Thu 12/11/2025 12:26 AM  
To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

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My name is Valentina Martynchik.

I volunteered at San Jose Animal shelter for six years. I know that by speaking today, I'm likely losing any remaining chance of ever being allowed to volunteer again, because this shelter is managed through retaliation, bullying, and harassment.

San José Animal Shelter shows very little respect for the volunteers who are essentially running their own program. In the dog volunteer program, volunteers are doing roughly 90% of the work that should be handled by the Volunteer Coordinator — a position currently held by Alain Rodriguez with an \$85,000 salary.

The volunteer lead is leaving soon, and shelter management is now looking for another unpaid person to take on the responsibilities of a paid position. So I ask: shouldn't a qualified, paid professional be hired to do this job?

Shelter management often treats volunteers as a problem or a nuisance, not as help. Good suggestions are ignored, and when volunteers speak up because they are frustrated and want things to improve, they are punished or pushed out — without any explanation.

Shelter staff have a union to protect them. The union has already raised concerns about the culture of retaliation and intimidation at the shelter, but nothing changed. Volunteers, on the other hand, have no protection. And without volunteers, far more animals would suffer and die in this shelter.

Volunteers deserve respect, transparency, and protection from retaliation.

There are many cases of bullying and intimidation, but people are afraid to speak up. In the 21st century, in a county where free speech is protected by the Constitution? It's a

shame on San José.

Thank you,  
Valentina Martynchik.

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---

**San Jose**

---

**From** Emmy Munoz [REDACTED]  
**Date** Thu 12/11/2025 1:15 AM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

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### **Hello City Council Members,**

I am writing as a concerned community member to voice my serious worries about how our city's animal shelter is currently being managed. Many of us place our trust in this shelter to provide animals with proper care, clean facilities, and adequate staffing until they can be placed in their permanent homes. Unfortunately, based on what I and others in the community have observed or experienced, it feels as though the shelter is not meeting those expectations.

With a budget of \$17.5 million, it is difficult to understand why issues such as untreated animals, unclean kennels, and apparent staffing and training shortages continue to arise. These concerns raise questions about whether the shelter's resources are being used effectively.

I believe it is important for city leadership to review the shelter's management practices and ensure that accountability, transparency, and proper oversight are in place. In the past, the city has successfully offered low-cost vaccines and spay/neuter programs with far fewer resources, which makes the current situation even more troubling.

The animals in our care deserve leadership that is highly qualified, experienced, and committed to their well-being. I urge the city to evaluate whether the shelter's current leadership structure is meeting those standards, and if not, to take appropriate steps to ensure improvement.

Our community can—and should—do better for the animals who depend on us.

Thank you for your time and attention.

Emmylou Munoz

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**Public comment- City of San Jose Animal Care Center**

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**From** Jo Denk [REDACTED]  
**Date** Thu 12/11/2025 1:27 AM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

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Hi,

I wanted to sent my comments regarding the City of San Jose Animal Care Center.

I have been a foster for the shelter for 3 years, primarily focusing on neonatal kittens (under 4 wks).

This would be my suggestions on how the shelter can be run better.

There needs to be better management of the shelter with people who have experience running an animal shelter.

- Shelter should listen to the Rescue/Foster community regarding kittens and cats and what items can be improved upon with the kitten/cats. Several fosters have documented suggestions on how to work with Rescue/fosters , gave the documentation to management and requested a meeting with management of the shelter which never happened. There seemed to be no interest from the shelter side to discuss.
- Shelter needs to have better communication with Rescues/Fosters on kittens/cats coming into the shelter who need placement. Many are not posted to the groups.
- Ridiculous to give ringworm kittens 72 hours to find placement before they are euthanized. Work with Rescue/Fosters and staff to give them time to get placed and healed. Hold more training sessions for fosters to know how to handle these sick kittens.
- Kitten hut and Shelter are understaffed and under trained on how to deal with sick or neonatal kittens. They do not allow volunteers or fosters to help in the kitten hut so knowledge cannot be shared and experience for volunteers/fosters cannot be gained. ADD additional training classes on how to care for kittens for workers, volunteers, and fosters.

Bottom line is shelter management needs to find better ways to work with Rescues/fosters to save more kittens/cats lives, there is no need to euthanize them.

We need CHANGE!

I do want to thank the Shelter for having a **24 hr Kitten hut** and to save the very very small kittens.  
Please do not get rid of the Kitten hut.

**Help us help you!**



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Peter Ortiz  
Chairman Neighborhood and Education Committee  
San Jose City Council

December 11, 2025

Your Honor,

Over one year has passed since the Audit of the San Jose Animal Care Facility and assignment of action items to improve the shelter. Animal intake is still under 12,000 animals per year and live release rates are so “under water” the shelter cannot be considered a “no kill” facility. Trap neuter and release services are non-existent, as they have been for the past five (5) years. Kitten season is now year around as our neighborhoods are inundated with stray cats. SJACS operating budget was increased in June of this year from 15.2 million dollars to over 17 million dollars per annum. Operational management staff has doubled, and a 50 percent increase in kennel attendant staff. It was not that long ago the same facility regularly had intakes of over 17,000 animals per annum with half the budget and staff. Productivity and cost effectiveness is still an issue. I am concerned even with a new shelter director these productivity and cost issues will be resolved. As stated in the year end report SJACS spent over \$200,000 for a satellite adoption center and only adopted less than 50 animals. Clearly, our general fund dollars are being mis-spent.

First, a financial audit with an outside accounting firm to investigate exactly how our general fund dollars are being spent. Since our city manager uses “encumbered positions” to balance the City’s budget it is necessary to analyze the number of hours the kennel attendants work along with the total number of animals at SJACS to see if established industry benchmarks for animal care are being met.

Second, there needs to be a reorganization of SJACS. SJACS should not be in the public works department since the Public Works Director has a great deal of difficulty properly managing and supervising that organization. For example, it would not be surprising to hear the Public Works Director has not completed Audit action items as agreed and promised last year. SJACS would benefit from directly reporting to the Deputy City Manager Angel Rios.

The issues with SJACS have been going on for at least three election cycles now. The Neighborhood Education and Service Committee needs to show stronger leadership in regards to SJACS so general fund dollars are not wasted for another year, and neighborhoods receive the services they are paying for and not getting for their tax dollar.

Sincerely Yours

Rosario Consiglio  
Resident District 10

CC: B.Doan, D. Cohen, D. Candelas, P. Campos

**today's council meeting**

---

**From** Sara Lewis [REDACTED]

**Date** Thu 12/11/2025 7:01 AM

**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>

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You don't often get email from [REDACTED] [Learn why this is important](#)

Hi, I am unable to attend today's meeting, so I am emailing my comment for the record.

Please prioritize returning a robust TNR program to SJACS. This has proven to significantly reduce the number of cats that end up in the shelter. Our current program is simply not enough. There are far too many cats in need of TNR and not enough appointments to meet the need.

Thank you,

Sara Lewis  
D7

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## Animal welfare

---

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**Date** Wed 12/10/2025 11:50 PM  
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**San Jose**

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**From** Emmy Munoz [REDACTED]  
**Date** Thu 12/11/2025 1:15 AM  
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**Hello City Council Members,**

I am writing as a concerned community member to voice my serious worries about how our city's animal shelter is currently being managed. Many of us place our trust in this shelter to provide animals with proper care, clean facilities, and adequate staffing until they can be placed in their permanent homes. Unfortunately, based on what I and others in the community have observed or experienced, it feels as though the shelter is not meeting those expectations.

With a budget of \$17.5 million, it is difficult to understand why issues such as untreated animals, unclean kennels, and apparent staffing and training shortages continue to arise. These concerns raise questions about whether the shelter's resources are being used effectively.

I believe it is important for city leadership to review the shelter's management practices and ensure that accountability, transparency, and proper oversight are in place. In the past, the city has successfully offered low-cost vaccines and spay/neuter programs with far fewer resources, which makes the current situation even more troubling.

The animals in our care deserve leadership that is highly qualified, experienced, and committed to their well-being. I urge the city to evaluate whether the shelter's current leadership structure is meeting those standards, and if not, to take appropriate steps to ensure improvement.

Our community can—and should—do better for the animals who depend on us.

Thank you for your time and attention.

Emmylou Munoz

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**Public comment- City of San Jose Animal Care Center**

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**From** Jo Denk [REDACTED]  
**Date** Thu 12/11/2025 1:27 AM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

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Hi,

I wanted to sent my comments regarding the City of San Jose Animal Care Center.

I have been a foster for the shelter for 3 years, primarily focusing on neonatal kittens (under 4 wks).

This would be my suggestions on how the shelter can be run better.

There needs to be better management of the shelter with people who have experience running an animal shelter.

- Shelter should listen to the Rescue/Foster community regarding kittens and cats and what items can be improved upon with the kitten/cats. Several fosters have documented suggestions on how to work with Rescue/fosters , gave the documentation to management and requested a meeting with management of the shelter which never happened. There seemed to be no interest from the shelter side to discuss.
- Shelter needs to have better communication with Rescues/Fosters on kittens/cats coming into the shelter who need placement. Many are not posted to the groups.
- Ridiculous to give ringworm kittens 72 hours to find placement before they are euthanized. Work with Rescue/Fosters and staff to give them time to get placed and healed. Hold more training sessions for fosters to know how to handle these sick kittens.
- Kitten hut and Shelter are understaffed and under trained on how to deal with sick or neonatal kittens. They do not allow volunteers or fosters to help in the kitten hut so knowledge cannot be shared and experience for volunteers/fosters cannot be gained. ADD additional training classes on how to care for kittens for workers, volunteers, and fosters.

Bottom line is shelter management needs to find better ways to work with Rescues/fosters to save more kittens/cats lives, there is no need to euthanize them.

We need CHANGE!

I do want to thank the Shelter for having a **24 hr Kitten hut** and to save the very very small kittens.  
Please do not get rid of the Kitten hut.

**Help us help you!**



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Peter Ortiz  
Chairman Neighborhood and Education Committee  
San Jose City Council

December 11, 2025

Your Honor,

Over one year has passed since the Audit of the San Jose Animal Care Facility and assignment of action items to improve the shelter. Animal intake is still under 12,000 animals per year and live release rates are so “under water” the shelter cannot be considered a “no kill” facility. Trap neuter and release services are non-existent, as they have been for the past five (5) years. Kitten season is now year around as our neighborhoods are inundated with stray cats. SJACS operating budget was increased in June of this year from 15.2 million dollars to over 17 million dollars per annum. Operational management staff has doubled, and a 50 percent increase in kennel attendant staff. It was not that long ago the same facility regularly had intakes of over 17,000 animals per annum with half the budget and staff. Productivity and cost effectiveness is still an issue. I am concerned even with a new shelter director these productivity and cost issues will be resolved. As stated in the year end report SJACS spent over \$200,000 for a satellite adoption center and only adopted less than 50 animals. Clearly, our general fund dollars are being mis-spent.

First, a financial audit with an outside accounting firm to investigate exactly how our general fund dollars are being spent. Since our city manager uses “encumbered positions” to balance the City’s budget it is necessary to analyze the number of hours the kennel attendants work along with the total number of animals at SJACS to see if established industry benchmarks for animal care are being met.

Second, there needs to be a reorganization of SJACS. SJACS should not be in the public works department since the Public Works Director has a great deal of difficulty properly managing and supervising that organization. For example, it would not be surprising to hear the Public Works Director has not completed Audit action items as agreed and promised last year. SJACS would benefit from directly reporting to the Deputy City Manager Angel Rios.

The issues with SJACS have been going on for at least three election cycles now. The Neighborhood Education and Service Committee needs to show stronger leadership in regards to SJACS so general fund dollars are not wasted for another year, and neighborhoods receive the services they are paying for and not getting for their tax dollar.

Sincerely Yours

Rosario Consiglio  
Resident District 10

CC: B.Doan, D. Cohen, D. Candelas, P. Campos

**today's council meeting**

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**From** Sara Lewis [REDACTED]

**Date** Thu 12/11/2025 7:01 AM

**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>

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Hi, I am unable to attend today's meeting, so I am emailing my comment for the record.

Please prioritize returning a robust TNR program to SJACS. This has proven to significantly reduce the number of cats that end up in the shelter. Our current program is simply not enough. There are far too many cats in need of TNR and not enough appointments to meet the need.

Thank you,

Sara Lewis  
D7

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companion & community  
animal project

**To:** Neighborhood Services and Education Committee (“NSE”)

**From:** Companion & Community Animal Project

**Date:** December 10, 2025

**Subject:** Analysis and Recommendations regarding San José Animal Care & Services (“ACS”) Annual Report (FY 2023-24 & FY 2024-25)

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## Summary

- The ACS annual report presents successes (adoptions, live-release rate, and intake reduction). Still, it lacks the necessary context, trend data, and performance metrics to enable a meaningful evaluation of whether *community needs* are being met, whether outcomes are improving, and whether resources are being utilized efficiently.
  - Key weaknesses include a lack of data on healthy animals turned away, a lack of root-cause analysis of why so many animals are sick or injured, incomplete animal control call metrics, vague targets for preventive services, and the absence of a proactive strategy to reduce demand on the shelter.
  - Without clearer, measurable commitments (e.g., targets for spay/neuter/TNR, outreach, call-response, diversion), NSE cannot reliably assess whether ACS is succeeding in reducing animal homelessness or merely managing capacity by restricting intake.
  - We urge NSE to direct ACS to provide additional data, more precise metrics, and measurable prevention goals; and to consider policy and budget support for proactive programs (TNR, low-cost spay/neuter vouchers, community outreach, better tracking of turned-away animals, and call loads).
-



## Detailed Analysis

### 1. Framing of Demand as “Inevitable” Without Local Root-Cause Analysis

- The report relies heavily on broad national trends in animal homelessness to explain high intake and illness rates. Still, it provides **no substantive analysis** of what is causing animals in San Jose to require shelter services (e.g., owner surrenders due to cost, health, behavior, housing insecurity, abandonment, lost pets, community cat overpopulation, etc.).
- ACS explicitly admits it **prioritizes** sick, injured, and pregnant animals, and that healthy animals are accepted only on a *case-by-case* basis, depending on capacity. This means the shelter is **deliberately selecting** for higher-needs cases, thereby increasing the burden (medical cost, length of stay, euthanasia risk) among accepted animals.
- The combination of selective intake and framing the “influx as inevitable” obscures whether preventive and supportive services could reduce demands before animals become sick or overburden the system.

### 2. Intake & Turn-Away Data Gaps

- The report states total intake numbers and adoption numbers, but does *not* include how many animals were **refused**, deferred, or diverted. Without that, it is impossible to assess how many animals remain untreated or unsheltered.
- There is no tracking (or at least no reporting) of whether animals turned away later re-entered the system in worse condition, or required medical attention, or posed public safety/nuisance concerns.
- The “8 % drop” in intake is portrayed as positive, but without acknowledging the consequence of more animals remaining in the community without shelter care, the metric is one-sided.



### 3. Animal Control Call/Response Data Incomplete

- The report does *not* clearly present the **total number of calls** to Animal Control by type (e.g., stray, injured, bite, dead animal, aggressive animals, etc.), nor does it indicate how many calls were successfully responded to, resolved, or left unattended.
- Trends over multiple years for call volume, response rate, and outcomes per call type are not clearly presented.
- Without knowing the full volume and distribution of calls, the NSE cannot accurately assess how much demand is increasing, where to focus prevention or outreach efforts (neighborhoods, stray vs. nuisance vs. injured animals), or how well Animal Control is performing.

### 4. Reactive Orientation, Limited Preventive Commitments

- The shelter and animal control functions appear mostly **reactive** — handling animals surrendered or found, responding to calls, placing animals, or transferring them.
- No emphasis is placed on **prevention** (reducing the number of animals needing care in the first place).
- While the report mentions the goal to “expand spay/neuter services” and increase TNR of community cats, it does **not include numeric targets**, timeframes, baselines, or measurement of progress.
- Without clear preventive targets, it is impossible to determine whether resources are being effectively applied to reduce demand rather than merely managing it.

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## Key Recommendations for Council

1. **Require ACS to publish a multi-year “dashboard”** including:
  - Total animals *admitted vs turned away/diverted*, by reason (healthy, injured, owner-surrender, stray, etc.).



- Intake condition breakdown (healthy, injured, sick, pregnant, etc.), and trends over at least five years.
  - Outcome data (adoption, return to owner, transfer, foster-adopt, euthanasia, death) by condition and length of stay.
  - Animal Control call volume by type, including the number of calls responded to/resolved, left unattended, response times, and trends.
2. **Establish and publish specific preventive service goals** with measurable metrics and timelines, such as:
- Number of spay/neuter surgeries per year (with target).
  - Number or percentage of community cats served via TNR per year (with target).
  - Outreach programs (e.g., low-cost or voucher-based veterinary care access; public education) with metrics (e.g., vouchers issued, outcomes, etc.).
  - Diversion or assistance metrics (e.g., number of owner surrenders prevented; animals kept in owner homes via support services; etc.).
3. **Ensure transparency on resource needs vs capacity.**
- Clarify what level of funding, staffing, veterinary care capacity, and facility space would allow ACS to accept a higher proportion of healthy animals without compromising care for sick/injured ones.
  - Use data (from dashboards) to justify budget or policy adjustments, or to demonstrate that preventive measures can reduce intake and sustain care costs.
4. **Mandate quarterly reporting to the NSE** on metrics and progress, not just annual summaries. This promotes accountability and enables mid-course corrections.
-



## Conclusion

The animal shelter is a vital public service; the work of San Jose Animal Care & Services is deeply appreciated. However, current reporting does **not** provide a comprehensive picture of demand, capacity, outcomes, or cost efficiency.

Improved data transparency, clear preventive goals, regular progress reporting, and proactive community outreach can help shift ACS from managing animal homelessness to *reducing* it. This benefits animals, supports public health and safety, and allows the San Jose budget to be more sustainable.

### companion & community animal project

Catherine Valentine  
Dinah Hayse

## Rally for change meeting

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**From** mariya crisler [REDACTED]  
**Date** Thu 12/11/2025 7:53 AM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

 5 attachments (11 MB)  
IMG\_3266.jpeg; IMG\_3252.jpeg; IMG\_3248.jpeg; IMG\_3262.jpeg; IMG\_3243.jpeg;

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Good Morning 🌻

I am a current Foster for the San Jose animal shelter in Monterey Road and on November 20 I went in for a medical appointment and this is the disgusting conditions the kitty enclosures were in, it was the middle of the afternoon, dozens of volunteers and staff were present because of what appeared to be a meeting and no one cared about what was happening or the smell because of the filthy conditions in their cages. I just honestly feel like a place like this should act like a family. I understand their titles but when there's something as urgent as this to be done, it shouldn't matter who does it, the front desk people are comfortably sitting on their chairs, chatting, laughing, drinking their drinks, snacking on their snacks with no customers to help, but the kitties are laying on top of feces, drinking yellow water and it clearly didn't just happen so if they've been eating it drinking it and laying in it for who knows how long and it's not acceptable.

ChefMariya

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Manufactured  
The long term, includes  
1 Year  
S RB

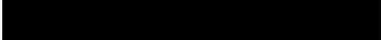




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**RE: NSE Committee Meeting - SJACS Public Submission (Agenda Item #5)**

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From M Wagner 

Date Thu 12/11/2025 8:04 AM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Cc Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Campos, Pamela <Pamela.Campos@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Moreno, Brisa <Brisa.Moreno@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; Yamamoto, KiyomiH <Kiyomi.Yamamoto@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>

 6 attachments (813 KB)

SX\_report\_w\_tnr\_7-4-24\_to\_12-31-24\_1\_(2).pdf; jan-jun25\_SXWithTNR.pdf; TNR-Page\_60audit.PNG; AnnualReport\_Page4.PNG; Maddies\_Fund.PNG; Kather-RTF.PNG;

[External Email. Do not open links or attachments from untrusted sources. [Learn more](#)]

## **The Cat Live Release Rate is Not 86% The Cat LRR is 81%**

The FY 2024-2025 Annual Report states that the LRR for Cats is 86%  
This is False.

Staff's calculation of the LRR for the cat population clearly ***misleads the public*** into thinking that the performance of SJACC is much better than it really is. The NSE Committee needs to REJECT this Annual Report and send it back for staff to correct it.

Unfortunately, there has been a "history" of SJACC Annual Reports having been presented to the NSE Committee that are highly "flawed".

In fact, the FY 2023-2024 Annual Report neglected to include the Average Length of Stay metric - - - perhaps one of the most important metrics when it comes to operating a high-volume animal shelter. The most recent FY 2024-2025 Annual Report key performance metrics is no different.

The calculation of the LRR for Cats is a simple fraction with Live Outcomes / Total Outcomes

As it relates to SJACC for FY 2024 - 2025, using data from the shelter's own Public Dashboard the calculation is as follows:

**Live Outcomes** = Adoption + Rescue + Transfer + RTF + RTO

3,160 + 690 + 553 + 1,603 + 129 = 6,135

**Total Outcomes** = Live Outcomes + Euthanasia + Died in Care + Missing - Owner Requested Euthanasia

6,135 + 1,004 + 264 + 24 - 117 = 7,310

Total Live Outcomes / Total Outcomes: 6,135 / 7,310 = **83.9%**

If you back-out the 1,076 TNR cats that were put into the RTF live outcome of 1,603, the Cat LRR is really 5,059 / 6,234 = **81.1%**

(Surgical Report including TNR data attached)

It appears that the LRR for Cats has been "inflated" by taking a public service such as TNR and including it as a live outcome. This is not industry practice as the City Auditor had recommended SJACC to stop doing this.

Maddie's Fund shelter consultant Cameron Moore who performed the first audit on SJACC in July of 2022 also agrees that TNR as a shelter service should not be included in the calculation of the Live Release Rate.

(see attached)

How did SJACC even get to an 86% LRR for Cats in FY 2024 - 2025 if adding in TNR only gets you to 83.9%?

It appears as though they took the category of Foster, which is clearly only a "location" and not a live outcome and they added it as a live outcome. From July 2024 - April 2025 there were 1,047 cats in foster.

Adding this number to the numerator of Live Outcomes and denominator of Total Outcomes gets you the following: 7,182 / 8,357 = **85.93%**

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Interestingly enough, page #60 of the City Audit recommended that *"the Shelter Animals Count advises that **TNR as a public service should not be included in intakes and outcomes data.**"*

(attached)

The Annual Report states that *"We improved our intake statics reporting this year to align to audit recommendations and clarity, **ie removing wildlife and TNR animals from intake numbers.**"*

(attached)

However, excluding TNR as a public shelter service from intake and outcomes data does not appear to be complied with per the Auditor's instruction, given that just 7-weeks after the release of the City Audit the SJACC Medical Director Elizabeth Kather is seen ordering staff to do the following in an email dated December 26th, 2024:

**"When outcoming TNR and RTF cats the outcome type is always RTF"**

**Terrado, Jay**

---

**From:** Kather, Elizabeth  
**Sent:** Thursday, December 26, 2024 1:40 PM  
**To:** \_PW\_All-ACS-Staff  
**Subject:** Outcoming TNR and RTF cats

When outcoming TNR cats and RTF cats the outcome type is always RTF. Do NOT use SPAY as an outcome, that outcome type was used when the shelter was able to provide low cost spay/neuter services to owned animals which is not something we are able to provide at this time.

Elizabeth J. Kather, DVM  
Medical Director  
City of San Jose Animal Services Center  
2750 Monterey Rd, San Jose CA

(attached)

It is unclear to me why the Medical Director would order staff to not comply with the City Auditor's recommendation.

Sincerely,

Mike Wagner

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# Surgeries with TNR

1/1/2025 - 6/30/2025

Printed on 7/24/2025

		CAT	DOG	OTHER	Total
In-House	<b>CASTRATION</b>	837	255	12	1,104
	<b>CRYPTORCHID</b>	1	1	0	2
	<b>PARTIAL</b>	0	1	0	1
	<b>TORSION</b>	0	1	0	1
	<b>Total</b>	838	258	12	1,108
	<b>MISC SURGERY</b>	1	1	0	2
	<b>204 REMOVAL</b>	0	1	0	1
	<b>604, 102 REMOVE</b>	0	1	0	1
	<b>ABDO EXPLOR</b>	1	0	0	1
	<b>ABSCESS</b>	2	0	0	2
	<b>ABSCESS REMOVA</b>	0	0	1	1
	<b>ABSCESS REPAIR</b>	2	0	0	2
	<b>ABSCESS SX</b>	0	0	1	1
	<b>AURAL HEMATOMA</b>	0	1	0	1
	<b>BILAT ENUC</b>	1	0	0	1
	<b>CHERRY EYE OD</b>	0	1	0	1
	<b>CHERRYEYEREPAI</b>	0	1	0	1
	<b>COHAT</b>	3	2	0	5
	<b>CYSTOTOMY</b>	0	2	0	2
	<b>DEC EXTRACTS</b>	0	1	0	1
	<b>DENT EXT 604</b>	0	1	0	1
	<b>DENT EXTRACTS</b>	0	1	0	1
	<b>DENT, EXTRACTS</b>	0	1	0	1
	<b>DENTAL</b>	5	2	0	7
	<b>DENTAL EXT</b>	1	0	0	1
	<b>DENTAL EXTRACTI</b>	1	0	0	1
	<b>DENTAL EXTRACTN</b>	0	1	0	1

			CAT	DOG	OTHER	Total
In-House	MISC SURGERY	DENTAL EXTRACTS	1	0	0	1
		DENTAL EXTS	2	0	0	2
		DENTAL SCALE	0	1	0	1
		DENTAL W EXTS	0	1	0	1
		DENTAL W/ EXTS	0	2	0	2
		DENTAL W/EXTS	0	2	0	2
		DIAPHRA HERN RE	1	0	0	1
		ENEUCLATION	1	0	0	1
		ENTROPION OU	0	2	0	2
		ENUC	2	1	0	3
		ENUC BILATERAL	0	1	0	1
		ENUC OD	3	0	0	3
		ENUC OS	1	2	0	3
		ENUCLEATION	9	1	0	10
		ENUCLEATION OD	1	0	0	1
		ENUCLEATION OS	1	0	0	1
		ENUCLEATION OU	2	0	0	2
		EXPLORATORY	0	1	0	1
		EXTRACTION	1	0	0	1
		FOXTAIL PROBE	0	1	0	1
		HERNIA REPAIR	1	3	0	4
		HERNIA UM	0	1	0	1
		IM PIN	1	0	0	1
		IM PIN FEMURS	1	0	0	1
		INCISION REPAIR	1	1	0	2
		INGUINAL HERNIA	1	0	0	1
		LAC REPAIR	0	1	1	2
		LACERATION	1	0	0	1
		LEG AMP	4	0	0	4
		LEG AMPUTATION	1	1	0	2
		LPL AMPUTATION	2	0	0	2
		LTL AMPUTATION	1	0	0	1
		MAMMARY MASS R	1	0	0	1
MASS REM.	0	1	0	1		

			CAT	DOG	OTHER	Total	
In-House	MISC SURGERY	MASS REMOVAL	2	2	0	4	
		OD ENUC	1	0	0	1	
		OD ENUCLEATION	0	1	0	1	
		OS ABSCESS	1	0	0	1	
		OS ENUC	0	1	0	1	
		OVARIAN REMNAN	0	0	1	1	
		RECHECK ENUC	1	0	0	1	
		RECT PROLAPSE	1	0	0	1	
		RECTAL PROLAPSE	0	1	0	1	
		RPL AMPUTATION	2	0	0	2	
		SCROTAL ABLATIO	0	1	0	1	
		TAIL AMP	3	0	0	3	
		TAIL AMPUTATION	3	1	0	4	
		THX XRAYS	0	1	0	1	
		TOOTH EXT.	0	1	0	1	
		U CATH	1	0	0	1	
		UMB HERNIA REP	0	1	0	1	
		UMBILICAL HERNI	0	3	0	3	
		VAG MASS EXC	0	1	0	1	
		VAG PROLAPSE	0	1	0	1	
	VAGINAL FBS	1	0	0	1		
	WIRE REMOVAL	1	0	0	1		
	Total	74	55	4	133		
		OVH		873	226	10	1,109
			DYSTOCIA	1	2	0	3
			EARLY PREGNANT	1	0	0	1
			IN HEAT	1	0	0	1
			LACTATING	0	1	0	1
			O CYSTS+MUCOMU	0	1	0	1
		POST PARTEM	1	0	0	1	
		POSTPARTUM	2	0	0	2	
		PREGNANT	158	1	2	161	
		PYOMETRA	3	2	0	5	
	Total		1,040	233	12	1,285	

			CAT	DOG	OTHER	Total	
<b>In-House</b>	<b>Total</b>		1,952	546	28	2,526	
<b>Offsite - A1385190</b>	<b>CASTRATION</b>	<b>OFF SITE</b>	0	1	0	1	
		<b>Total</b>	0	1	0	1	
	<b>Total</b>		0	1	0	1	
<b>Offsite - HSSV</b>	<b>OVH</b>		0	1	0	1	
		<b>Total</b>	0	1	0	1	
	<b>Total</b>		0	1	0	1	
<b>Offsite - NINE LIVES</b>	<b>CASTRATION</b>		10	0	0	10	
		<b>Total</b>	10	0	0	10	
	<b>OVH</b>		9	0	0	9	
		<b>IN HEAT</b>	2	0	0	2	
		<b>PREGNANT</b>	6	0	0	6	
		<b>Total</b>	17	0	0	17	
	<b>Total</b>		27	0	0	27	
	<b>Offsite - SNIPBUS</b>	<b>CASTRATION</b>		0	75	0	75
<b>SNIP BUS</b>			0	1	0	1	
<b>SNIPBUS</b>			0	2	0	2	
<b>Total</b>			0	78	0	78	
<b>MISC SURGERY</b>			0	1	0	1	
		<b>COHAT W/ EXTR</b>	0	1	0	1	
		<b>LEG AMP</b>	0	1	0	1	
		<b>PREPUTIOPLASTY</b>	0	1	0	1	
		<b>Total</b>	0	4	0	4	
<b>OVH</b>			0	68	0	68	
		<b>IN HEAT</b>	0	1	0	1	
		<b>PREGNANT</b>	0	1	0	1	
		<b>SNIPBUS</b>	0	5	0	5	
		<b>Total</b>	0	75	0	75	
<b>Total</b>			0	157	0	157	
<b>TNR</b>		<b>CASTRATION</b>		315	0	0	315
			<b>CRYPTORCHID</b>	1	0	0	1
	<b>Total</b>		316	0	0	316	
	<b>MISC SURGERY</b>	<b>104 EXTRACT</b>	1	0	0	1	
		<b>DENT EXTRACTS</b>	1	0	0	1	

			CAT	DOG	OTHER	Total	
<b>TNR</b>	<b>MISC SURGERY</b>	<b>DIAPH HERNIA</b>	1	0	0	1	
		<b>ENUC</b>	1	0	0	1	
		<b>FOXTAIL REM OS</b>	1	0	0	1	
		<b>HERNIA REPAIR</b>	1	0	0	1	
		<b>OS ENUC</b>	1	0	0	1	
		<b>Total</b>	7	0	0	7	
	<b>OVH</b>		318	0	0	318	
		<b>ABORTING</b>	1	0	0	1	
		<b>LACTATING</b>	2	0	0	2	
		<b>PREGNANT</b>	33	0	0	33	
		<b>Total</b>	354	0	0	354	
	<b>Total</b>		677	0	0	677	
	<b>Total</b>			2,656	705	28	3,389

# SAN JOSE ANIMAL CARE AND SERVICES

2750 MONTEREY RD  
 SAN JOSE, 95111  
 (408) 794-7240



## SX report

Between 07/04/2024 and 12/31/2024

			CAT	DOG	OTHER	Total
	OVH		1	0	0	1
		Total	1	0	0	1
	Total		1	0	0	1
In-House	CASTRATION		1,131	223	12	1,366
		ABDO CRYPTO	1	0	0	1
		CRYPTORCHID	2	0	0	2
		UNILAT CRYPT	0	0	1	1
		Total	1,134	223	13	1,370
	MISC SURGERY		8	3	0	11
		ABD EXPLORE	0	1	0	1
		ABD HERN REP	1	0	0	1
		ABD HERNIA	1	0	0	1
		ABSCESS	0	0	1	1
		ABSCESS REPA	1	0	0	1
		AMPUTATION	1	0	0	1
		AMPUTATION L	1	0	0	1
		AURAL HEMATO	0	1	0	1
		BILAT ENUC	1	0	0	1
		CE REPAIR OD	0	1	0	1
		CHERRY EYE O	0	1	0	1
		COHAT	8	3	0	11
		CYSTOTOMY	0	1	0	1
		DEHISCENCE	1	0	0	1
		DENT W EXTRA	0	2	0	2
DENTAL	1	0	0	1		
DENTAL EXTRA	1	0	0	1		
DENTAL EXTRA	1	0	0	1		
DIAPH HERNIA	1	0	0	1		

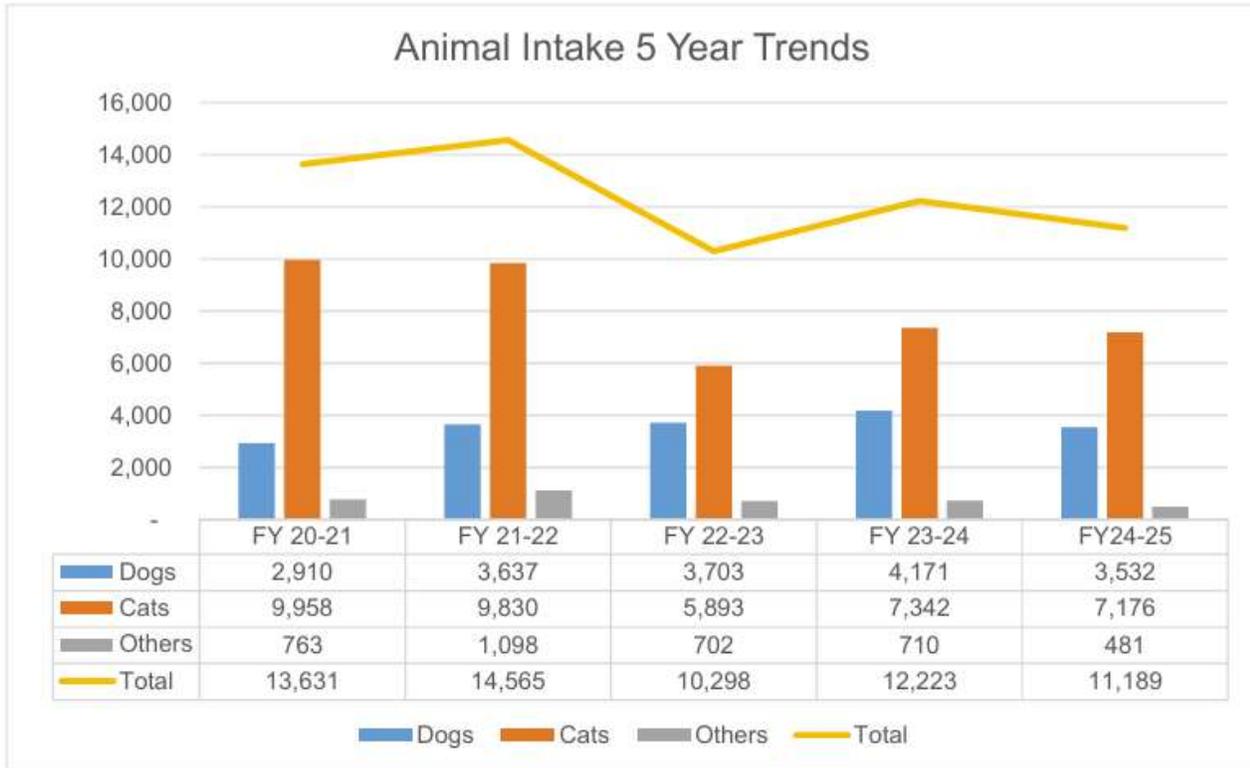
			CAT	DOG	OTHER	Total
In-House	MISC SURGERY	DIGIT AMP	2	0	0	2
		ENTROPION	1	0	0	1
		ENTROPION OU	1	0	0	1
		ENTROPION RE	1	0	0	1
		ENUC	3	0	0	3
		ENUC OD	1	0	0	1
		ENUC.	1	0	0	1
		ENUCLATION	1	0	0	1
		ENUCLEATION	24	1	0	25
		ENUCLEATION	3	0	0	3
		ENUCLEATION	4	0	0	4
		ENUCLEATION	1	0	0	1
		EXPLORE	1	0	0	1
		FHO	2	1	0	3
		FOXTAIL REMO	0	1	0	1
		FRACTURE JAW	1	0	0	1
		GI EXPLORATO	1	0	0	1
		HERNIA REPAIR	1	0	0	1
		INCISION REPA	1	0	0	1
		ING HERNIA RE	0	1	0	1
		JAW REPAIR	1	0	0	1
		LAC REPAIR	1	0	0	1
		LACERATION	1	0	0	1
		LEG AMP	2	0	0	2
		LHL AMP	1	0	0	1
		LIMB AMP	2	0	0	2
		LIP AVULSION	1	0	0	1
		LIP REPAIR	1	0	0	1
		LPL AMP	4	0	0	4
		LPL AMPUTATIO	1	0	0	1
		LTL AMP	2	0	0	2
		LTL AMPUTATIO	1	0	0	1
		MAMMARY MAS	0	1	0	1
		MAND FRACTU	1	0	0	1

			CAT	DOG	OTHER	Total
<b>In-House</b>	<b>MISC SURGERY</b>	<b>MASS REMOVA</b>	1	4	0	5
		<b>MASS REMOVA</b>	1	0	0	1
		<b>OD ENTROPION</b>	1	0	0	1
		<b>OD ENUCLEATI</b>	0	1	0	1
		<b>OD REPAIR</b>	1	0	0	1
		<b>OS ENUCLEATI</b>	2	0	0	2
		<b>OS REPAIR</b>	0	1	0	1
		<b>OVH DEHISCHE</b>	1	0	0	1
		<b>PALATE REPAIR</b>	1	0	0	1
		<b>POLYP CHECK</b>	1	0	0	1
		<b>POLYP REMOVA</b>	1	0	0	1
		<b>RECT PRLPSE R</b>	0	1	0	1
		<b>RECTAL PROLA</b>	1	0	0	1
		<b>RP AMPUTATIO</b>	1	0	0	1
		<b>RPL AMP</b>	1	0	0	1
		<b>RPL AMPUTATIO</b>	2	0	0	2
		<b>RTL AMP</b>	1	0	0	1
		<b>RTL AMPUTATIO</b>	1	0	0	1
		<b>TAIL AMP</b>	3	0	0	3
		<b>TAIL AMPUTATI</b>	5	0	0	5
		<b>UMB HERNIA R</b>	0	2	0	2
		<b>WOUND REPAIR</b>	5	0	0	5
		<b>Total</b>		126	27	1
<b>In-House</b>	<b>OVH</b>		1,107	197	10	1,314
		<b>IN HEAT</b>	0	7	0	7
		<b>LACTATING</b>	1	1	0	2
		<b>OFF-SITE</b>	0	0	1	1
		<b>OVH</b>	0	1	0	1
		<b>PREGNANT</b>	47	7	2	56
		<b>PYOMETRA</b>	0	1	0	1
		<b>R OVARY MASS</b>	0	1	0	1
		<b>Total</b>		1,155	215	13
<b>Total</b>		2,415	465	27	2,907	
<b>Offsite - EPCSC</b>	<b>OVH</b>		0	0	2	2

			CAT	DOG	OTHER	Total
Offsite - EPCSC	OVH	Total	0	0	2	2
	Total		0	0	2	2
Offsite - HSSV	CASTRATION		27	17	0	44
		LEFT	0	1	0	1
		Total	27	18	0	45
	MISC SURGERY	R FHO	1	0	0	1
		Total	1	0	0	1
	OVH		46	15	0	61
		Total	46	15	0	61
	Total		74	33	0	107
Offsite - NINE LIVES	CASTRATION		9	0	0	9
		Total	9	0	0	9
	OVH		7	0	0	7
		Total	7	0	0	7
	Total		16	0	0	16
Offsite - OTHER	CASTRATION		0	0	5	5
		Total	0	0	5	5
	OVH		0	1	6	7
		Total	0	1	6	7
	Total		0	1	11	12
Offsite - SNIPBUS	CASTRATION		0	26	0	26
		Total	0	26	0	26
	MISC SURGERY	ENTROPION OU	0	1	0	1
		WOUND REPAIR	0	1	0	1
		Total	0	2	0	2
	OVH		0	21	0	21
		IN HEAT	0	1	0	1
		Total	0	22	0	22
Total		0	50	0	50	
TNR	CASTRATION		180	0	0	180
		Total	180	0	0	180
	MISC SURGERY	CRYPTORCHID	1	0	0	1
		INGUINAL CRYP	1	0	0	1
		Total	2	0	0	2

			CAT	DOG	OTHER	Total
TNR	OVH		209	0	0	209
		LACTATING	1	0	0	1
		POST PARTUM	1	0	0	1
		PREGNANT	6	0	0	6
	Total	217	0	0	217	
Total			399	0	0	399
Total			2,905	549	40	3,494

<p><b>Intake reporting</b></p>	<p>shelter.<sup>35</sup></p> <p>ACS uses a special report for reporting “unhealthy/untreatable” animal intake trends. The query criteria for these conditions doesn’t align to the criteria that staff have reported they use and should be reviewed.</p>
<p><b>Foster animal tracking</b></p>	<p>Staff track foster data for adoptable and non-adoptable animals differently in Chameleon. This affects how consistently the data gets captured. For example, some foster animals are included in length of stay reporting and others are not. Per staff, Chameleon has a feature to better track foster animals, and ACS aims to enable that feature in 2025.</p>
<p><b>Misaligned data entries</b></p>	<p>Staff can make data entries that do not align. For example, staff can identify an animal as one species, but in a sub-category they can identify it as another. Also, intake type and condition when compared to what the animal’s outcome was does not always make sense. Further, a few animals had more than one record of being euthanized or deceased. Staff report that there are ways to restrict some data entry actions in Chameleon, and that they have done so in the past.</p>
<p><b>Trap, Neuter, and Release (TNR) tracking</b></p>	<p>It is not clear how consistently staff track TNR services to distinguish whether the shelter is providing it as a public service versus as a sheltering function. Per Shelter Animals Count, if treated as a <i>sheltering function</i>, these animals should be included in intake and outcome metrics. Shelter Animals Count advises that TNR as a <i>public service</i> should not be included in intakes and outcomes data.</p>
<p><b>Blank or overwriting of fields</b></p>	<p>Important fields in Chameleon, such as the field used for populating the animal counts used in metric calculations and public dashboard reporting, can be overwritten or left blank.</p>



In the previous fiscal year 2023-2024, the shelter experienced a 19 percent increase in animal intake. Coupled with a prolonged length of stay, the shelter was most often operating above its Capacity for Care (C4C). To transition the animal population to be uniform with the shelter’s C4C, the shelter prioritized the intake of sick, injured, and aggressive animals, and worked to get them on the pathway of foster, rescue, or adoption as quickly as possible. Healthy animals were taken in on a case-by-case basis when staffing resources and space were available.

The condition of all animals is evaluated based on the weCARE Pet Evaluation Matrix<sup>7</sup>. ACS attempts to prioritize animal intake to sick and injured animals. The number of unhealthy and untreatable animals (U/U) that were impounded at the shelter decreased from 3,566 animals (fiscal year 2023-2024) to 3,098 animals (fiscal year 2024-2025). That is a decrease in the percentage of U/U animals accepted as part of total intake from 29 percent (fiscal year 2023-2024) to 28 percent (fiscal year 2024-2025).

It should be noted that the prior year numbers have been updated with current numbers based on current reporting structures. We improved our intake statics reporting this year to align to audit recommendations and clarity i.e removing wildlife and TNR animals from intake numbers. We reran the prior year reports to generate a consistent and comparable reporting structure.

On our UF shelter medicine website we collect data for all Florida shelters and have a lot of information on the various ways that organizations calculate their save rates and various definitions. I copied the explanation we provided to help shelters understand the difference between TNR and RTF/SNR

<https://sheltermedicine.vetmed.ufl.edu/research/current-studies/florida-animal-sheltering/shelter-level-data/>

"Percentage of STRAY CATS included in shelter intake entering your organization within a certain time period leaving your organization's custody within that same time period to return to their capture location as free-roaming after receiving vaccination(s) and spay/neuter (or verified spay/neuter).

This does not include cats brought in for TNR services at a spay/neuter clinic.

Return to Field (RTF) Shelter-Neuter-Return (SNR) programs involve community cats who have been admitted to an animal shelter, brought in by animal control personnel or by members of the public.

While the programs function in similar ways, the key difference is that RTF/SNR cats are admitted for sheltering, and are therefore part of the animal sheltering function.

TNR cats are NOT admitted for sheltering, only for a service or services (sterilization and/or vaccination).

Both programs are lifesaving, but the admission for sheltering, or not, is an important distinction."

**Cameron Moore**

Maddie's® Shelter Strategy and Operations Consultant, Maddie's® Million Pet Challenge

P: [REDACTED]

E: [REDACTED]

W: [Shelter Medicine Program](#) + [Maddie's® Million Pet Challenge](#)

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## Terrado, Jay

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**From:** Kather, Elizabeth  
**Sent:** Thursday, December 26, 2024 1:40 PM  
**To:** \_PW\_All-ACS-Staff  
**Subject:** Outcoming TNR and RTF cats

When outcoming TNR cats and RTF cats the outcome type is always RTF. Do NOT use SPAY as an outcome, that outcome type was used when the shelter was able to provide low cost spay/neuter services to owned animals which is not something we are able to provide at this time.

Elizabeth J. Kather, DVM  
Medical Director  
City of San Jose Animal Services Center  
2750 Monterey Rd, San Jose CA

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## NSE Meeting 12/11/25: Agenda 5. Animal Care and Services Annual Report

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From K K [REDACTED]

Date Thu 12/11/2025 8:55 AM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>

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To whom it may concern,

Although there are many areas to discuss and points of concern, this email will focus on just a few.

### **Unhoused Individuals, Welfare for Both Humans and Animals, Wax**

Acknowledging that there may have been some noble thought process at the outset of decisions to allow unhoused individuals to adopt vulnerable animals perhaps to (1) reduce barriers to adoption and (2) create a more even playing field for everyone, we must consider the following:

#### **Would we allow an unhoused person to adopt or foster a human child?**

If not, why not?

The answers are obvious. Yet, this shelter is handing over some of the most vulnerable beings in our society to individuals who have no stability in terms of housing, meals, or finances; who may have comorbidities adding to the complexity, with possible unmanaged mental-health issues, including severe aggression and concerns surrounding competence and capacity; and who may also be dealing with untreated addictions.

If a person has demonstrated that they are unable to consistently care for their own basic needs, how can we reasonably expect them to take on the responsibility of caring for a living, breathing being, one who depends entirely on them for safety, nourishment, and stability?

If the broader goal is to help unhoused individuals move toward stability, independence, and a healthier future, then adding responsibilities is counterproductive and, in fact, cruel. We should be **removing burdens**, not placing additional ones on people who are already struggling to meet their own essential needs. Burdening someone who is in crisis with the care of another vulnerable life does not set them up for success; it does quite the opposite.

Of course, there are exceptions, cases where an unhoused individual genuinely loves and responsibly cares for their animal. But, these exceptions should not overshadow the very real, widespread patterns we are seeing both in our community and throughout many parts of California. The following scenarios illustrate the real-world consequences of this policy in practice in California:

#### **Issues in our area and across California:**

1. **Inadequate shelter:** Animals are crammed into crates, tight spaces and/or left exposed to extreme weather conditions.
2. **Lack of food and water:** Many animals do not receive consistent or sufficient nourishment.

3. **Forced drug testing:** Animals are used to test drugs before human consumption, often putting them at risk of harmful or lethal side effects.
4. **Stray animals:** Animals left on the streets create traffic hazards, pose bite risks, and contribute to uncontrolled breeding and therefore further burdening the shelter system.
5. **Severe abuse:** Animals are mutilated, burned, sexually abused, hit, stabbed, and often found with broken bones or ruptured eyes.
6. **Neglect by owners:** Animals go missing while owners admit to being “out of it” or otherwise impaired during the incident.
7. **Lack of basic care:** Flea, tick, and vaccine treatments are often neglected.
8. **Lack of enrichment:** Animals are tied up or kept in crates for the majority of the day without mental stimulation or exercise.
9. **Uncontrolled breeding:** Litter after litter is produced; many offspring die, and sometimes the mothers also do not survive.
10. **Unstable environments:** Dogs are sometimes forced to stand for hours alongside individuals whose mental states are clearly questionable.
11. **Used as props to solicit donations**

There are ongoing discussions that shelter staff repeatedly return animals to concerning or unsafe situations and approve adoptions with no focus for the animals' wellbeing. Staff reportedly dismiss or shoo away unhoused individuals with animals when other community members attempt to raise welfare concerns, rather than appropriately handling the situation. Optics seem a higher priority than welfare, which ironically, worsens public perception and erodes trust.

It is stated that they refuse to conduct welfare checks in unhoused areas, citing the need for police escorts. However, they are able to coordinate police escorts to investigate or harass good Samaritans who raise concerns about animal welfare.

### **The case of Wax:**

Highlighting this, in October 2025, a deeply troubling situation arose involving a dog named Wax, an unhoused man, and several Good Samaritans. One would expect a shelter and animal control agency to prioritize animal welfare rather than defer to an individual who is reportedly mistreating an animal, behaving aggressively toward others, and making public **threats to unalive the dog within the shelter premises for multiple people to hear**. Yet, many observers felt that the shelter's actions reflected the opposite.

Here is why: Wax has reportedly been in and out of the shelter multiple times. Accounts describe him being left tied to trees for more than six hours at a time, being scared, found running loose as a stray, and being dragged from place to place with his tail tucked and head lowered, no adequate breaks. Despite these repeated welfare concerns, the shelter having numerous opportunities to confiscate and protect the dog, the decisions were **repeatedly** made to returned him to the same individual. They had even considered or perhaps followed through waiving penalties and fees.

The situation has raised serious concerns about the shelter's decision-making and its commitment to the welfare of vulnerable animals. Wax is, unfortunately, not the only case. There are many.

**When existing procedures compromise animal welfare, a thorough review and appropriate modifications are the next logical step.**

### **Breeding, Social Media, and Scammers**

Both unhoused and housed individuals are breeding animals with various health issues, genetic problems, and unstable temperaments, contributing to an already severe overpopulation crisis. As with many backyard breeders, animals that can no longer breed, as well as unsold or unprofitable puppies,

are often abandoned onto the streets. These animals may starve to death, become injured, or end up in shelters where they may eventually be euthanized. They are also at risk of being picked up by individuals involved in dog fighting, further breeding, or other forms of abuse. The community ultimately pays the price emotionally and financially.

Compassionate residents spend countless hours searching for these abandoned animals, providing temporary housing, covering veterinary costs. The animals do often end up in the shelter system. Who pays for this? Taxpayers.

Unlicensed breeders frequently post on social media claiming, “accidental litters,” or pretending to sell dog food, crates, or pet supplies while puppies, kittens, and other animals are clearly visible in the background. This loophole enables backyard breeders, dog fighters, and other unscrupulous people to operate freely, further straining a system that is already overwhelmed.

### **How can the shelter or the community hope to find relief when these loopholes remain wide open?**

Additionally, many residents are scammed by fake posts, losing money to individuals who never even provide the promised animal.

All these allowances/lack of enforcement are compounding the problem.

## **Solutions**

- **Require registration of all animals owned by unhoused individuals.**  
Animal Control Officers (ACOs) should proactively visit encampments and unhoused areas to help register animals and ensure they receive proper care.
- **Mandate immediate spay/neuter for all unhoused animals.**  
This prevents unsterilized animals from slipping through the cracks and contributing to further overpopulation and welfare issues.
- **Enforce firm, consistent fines and penalties.**  
Staff should not have the discretion to waive penalties, as doing so undermines their deterrent effect.  
Increase fines significantly; individuals selling puppies for \$500–\$1,000 each will not be deterred by a \$1,000 citation.
- **Require full household spay/neuter when unlicensed breeding is discovered.**  
Impose a ban on acquiring additional animals in households caught breeding without a license.
- **Halt issuing new licenses**
- **Create a registry of individuals with documented histories of animal abuse, neglect, or unlicensed breeding.**  
This allows shelters, rescues, and the public to efficiently and safely verify information, ensuring animals in legitimate rehoming situations do not fall into unsafe hands.
- **Require timely welfare checks.**  
Animal control should respond within one hour of a welfare call so that signs of neglect or abuse cannot be hidden before officers arrive.
- **Restrict adoptions to individuals with stable living conditions and managed health.**  
Animals should not be adopted to individuals without stable housing or with unmanaged mental health or substance-use issues. Continuing this practice is irresponsible and unsafe for the animals. We need to focus on what is best for the animals; they are THE most vulnerable here.
- **Protect Good Samaritans.**  
Individuals, community and staff, who report legitimate welfare concerns should not be threatened, harassed, or treated as offenders.

- **Ban unlicensed animal sales on social media and classified platforms.**  
Require platforms—including social media sites and Craigslist—to remove posts advertising puppies or other animals. Platforms should face penalties for failing to enforce these rules and should be required to adjust their algorithms accordingly.
- **Establish an ACO-led task force.**  
A coordinated team of ACOs and relevant agencies should actively monitor social media for illegal breeding, sales, and abuse indicators, and intervene when necessary and swiftly.

City officials and the shelter are obligated to uphold a consistent standard of care without exceptions or loopholes, and the community expects to see that standard met. These improvements can only be made if the city council and mayor pass meaningful ordinances. Please, do not delay this any further, there has already been such a delay, and it is costing animals their lives. This is Silicon Valley; San Jose is the heart of it. We should be proactive, visionary, and efficient. We should be the model everyone looks to.

Thanks,  
Krishna



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**Public Comment – SJACC Audit Progress / Leadership Accountability**

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**From** Jazmine Commentary [REDACTED]  
**Date** Thu 12/11/2025 7:57 AM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

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To the Committee,

This is no longer just a shelter failure — this is a leadership failure.

Mayor Mahan and City Manager Jennifer Maguire have had years of audits, news investigations, and documented warnings. They kept the shelter under Public Works — led by an engineer earning nearly \$400,000 a year — and animals, staff, volunteers, and the public paid the price. Executive-level pay requires executive-level performance and accountability.

And yet what the public received was silence, delay, deflection, and the expectation that we wouldn't connect the dots.

We connected them.

If the City wants to rebuild trust, it has to start with the truth:

Leadership failed.

And the City owes an apology to the volunteers who were retraumatized, the workers who were unsupported, and the animals who died under this administration's decisions.

The City also owes a thank you to the people who carried this system when leadership did not: the volunteers, rescuers, fosters, donors, and everyday residents who stepped in where the City repeatedly fell short.

You cannot move past a crisis you refused to confront.

Accountability isn't punishment, it's the first step toward repairing trust between the City and its residents.

San José deserves transparency.

The animals deserve urgency.

And the community deserves better than the excuses we've been given.

Thank you.

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## SJACS Crisis: Record Budget, Declining Services, Commitments Broken: Taxpayers Need Answers

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From lyne lamoureux [REDACTED]

Date Wed 12/10/2025 11:22 PM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

Cc The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>

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To Members of the Neighborhoods Services & Education (NSE) Committee, and City Council

Despite having **the largest budget, the most veterinarians, and the highest number of managers in the shelter's history, fewer animals are being helped than ever before.** Core services have deteriorated: TNR has nearly disappeared, low-cost spay/neuter services are minimal, rescue collaboration has declined, volunteers have been pushed out, and individuals who raise concerns report retaliation.

For four years, staffing shortages have been cited as ongoing challenges. Yet in early 2022, two veterinarians and multiple Animal Health Technicians resigned en masse. Why did this occur? And why does high turnover continue in both Operations and Medical? Are exit interviews being conducted by City of San José staff, as they should be, or solely by ACS management?

As a taxpayer, I have the right to know: How is our money being used? I expect shelter leadership to perform the jobs funded by public dollars, and I expect you, our elected officials, to ensure accountability. This oversight is your responsibility.

### Comparison to Previous Performance

Under prior leadership, with fewer resources and less management overhead, the shelter consistently accomplished more:

#### FY18–19

- Budget: \$8M
- Intake: 18,589 animals
- Live Release Rate (LRR): 93% overall (94% dogs; 92% cats)
- Rescues: 3,200 animals pulled by 180+ rescue partners
- Adoptions: 4,350

- Spay/neuter surgeries: 9,681 (public + in-house clinics)

## **FY24–25**

- Budget: \$15.4M
- Intake: 11,193 animals
- LRR: 89% overall (95% dogs; 86% cats)
- Rescues: 1,412 animals pulled by 110 partners
- Adoptions: 4,639
- Spay/neuter surgeries (ACS + outside vets): 6,710

The claim in the recent report that “ACS continues to face pressures from higher intake volumes” does not align with the facts. Intake is **40% lower** than in FY18–19, while the budget has increased **98%**.

Despite poor performance, the shelter’s budget was raised again this fiscal year—to **\$17M**—with no meaningful accountability.

### **Training and Safety Concerns**

Although the report that “Training was also a central focus point with medical and animal care staff completing training on Infectious and Zoonotic Diseases, Proper Use of PPE,...” compliance remains poor. As a current volunteer, I routinely witness staff not following basic PPE protocols, from failure to wear gloves when handling animals, failure to change gloves between kennels, and improper cleaning practices. These issues have been repeatedly reported to supervisors and the division manager, yet concerns are consistently dismissed.

### **TNR Program Decline**

The report states that ACS “outsourced TNR services” and scheduled 984 appointments between October 2024 and June 2025. Questions remain unanswered:

- How many cats actually received TNR—not just appointments scheduled?
- Why are community members reporting months-long waits for appointments?

### **Public Spay/Neuter Commitments - Promises Broken**

In December 2021, ACS stated its goal was “to provide more spay and neuter surgeries for the community, rescues, and cat trappers. In December 2023, ACS again emphasized plans to expand TNR and spay/neuter resources.

The FY2024-25 report states “With strengthened capacity to perform Spay and Neuter Services, ACS resumed offering spay and neuter animals being redeemed by their owners at a low cost.” Yet thereport shows that ACS sterilized only **47 owned animals**. Is this what “strengthened capacity” looks like?

### **Lack of Transparency and Failure to Track Turn-Aways**

For years, the community has asked ACS to track animals turned away at intake. This was discussed:

- At the 2021–22 Annual Report (Dec 2022)
- Again, in early 2023

- Again at the February 2023 ACS Stakeholder meeting, led by Deputy City Manager Angel Rios Jr., where management agreed to begin tracking

### **To this day, tracking is still not being done.**

Audit Recommendation #2 requires ACS to analyze intake requests and animal inventory trends to assess shelter needs and capacity. How can this be accomplished if turn-aways are not tracked?

### **Volunteers: Increasing Burden, Decreasing Access and Respect**

Volunteers, unpaid members of the community, are increasingly being asked to fill staffing gaps while having their access to information restricted year after year. This past month, ACS has been begging to find volunteers to spend 6 to 8 hours a day transporting dogs to outside clinics due to insufficient veterinary efficiency, despite the shelter having the largest veterinary team in its history.

Meanwhile, the critical after-hours MedVet emergency service was quietly removed, without public explanation, further jeopardizing animal lives.

### **Audit Compliance Does Not Equal Real Improvement**

Leadership may claim that audit recommendations are “met,” but as a long-term volunteer, I can attest that conditions inside the shelter have not improved. Staff morale remains low, community trust is eroding, and transparency is lacking. Efforts appear focused on checking boxes rather than restoring effective services.

### **Conclusion: We Need Accountability**

As a taxpayer and community member, I expect accountability. Shelter leadership must fulfill their responsibilities—and so must our elected officials. The public is funding this agency at unprecedented levels. We deserve transparency, measurable outcomes, and a shelter that serves animals and residents effectively.

I urge the NSE Committee to demand answers, require transparent data, and implement meaningful oversight of SJACS. The community, and the animals, deserve better.

- Lyne Lamoureux

San Jose district #2 resident, tax payer and 9+ years ACS cat volunteer

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## San Jose Animal Care Center Public Feedback for 12/11 Meeting

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**From** Jeaneen Sullivan [REDACTED]  
**Date** Thu 12/11/2025 8:00 AM  
**To** Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>

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Hello,

Please accept for the record my public feedback for the record and for 12/11 meeting.

Thank you,  
J. Sullivan (SJACS volunteer)

### 1. Spay and Neuter Services

- There has been no measurable increase in spay/neuter efforts, directly contributing to the ongoing animal overpopulation crisis.
- Without urgent investment in prevention, the shelter remains overwhelmed.

### 2. Policies, Procedures, and Staff Training

- Basic policies and procedures remain incomplete, outdated, or unenforced.
- Staff, especially those working directly with animals, lack proper training and support.
- Shelter coordinator roles are unclear, and there is no accountability system in place.

### 3. Audit Response and Animal Intake

- Audit recommendations appear to be addressed by increasing euthanasia and limiting intake rather than improving operations.
- Community members are frequently turned away when trying to bring in lost or stray animals.

### 4. Medical Care Concerns

- **Animals have died due to lack of supervision and inadequate medical care:** [Rufus](#), a dog recovering from surgery, died unattended. [Lola](#) died after becoming tangled in an IV line and leash without medical supervision.
- Kitten euthanasia and deaths have increased -- the highest in the history of the shelter.

## 5. Euthanasia Practices

- Euthanasia protocols are unclear and lack transparency. A recent example: [Barry Allen](#), a healthy young Corgi was euthanized without notice, lacking clear behavioral or medical rationale and without attempting to network for rescue.
- Dogs and cats continue to be euthanized before efforts are made to network them to rescue or explore alternative outcomes.

## 6. Facility Conditions and Animal Welfare

- Poor facility maintenance: broken drainage systems and malfunctioning door locks create health and safety risks.
- Kennels are fully exposed on both sides, offering animals no place to hide—violating [ASV guidelines](#)— increasing stress/reactivity, which can lead to euthanasia.
- Management attempted to [restrict in-kennel enrichment](#) activities due to drainage problems, which puts animals at greater risk of mental decline and reflects a failure to prioritize animal welfare.

## 7. Record Keeping and Operations

- The shelter relies on handwritten logs for intake refusals and field operations—this is outdated and unreliable, and hinders transparency and accountability.
- The shelter is placing an unfair burden on the public to handle stray dogs due to a lack of Animal Control staff. Proper staffing is critical to protect public safety and ensure animal welfare.

**It is evident that the current management structure is struggling to meet the shelter's urgent needs.**

Therefore, we advocate for the immediate appointment of a qualified, **external** crisis leadership team to address the City's audit findings and restore operational stability.

We respectfully ask the City of San Jose to take the following **actions**:

1. Publicly acknowledge this petition by August 1, 2025
2. Establish lasting oversight measures, including: Creation of an **Animal Shelter Advisory Committee**

**Our Voices for the Voiceless**

We cannot remain silent while animals continue to suffer and dedicated staff feel unsupported and undervalued. We are calling for immediate, tangible actions -- not more promises.

The City of San Jose has an obligation to both its residents and the animals in its care to confront this crisis with urgency and integrity.

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NSE Committee Comments by E.Gaffney, DEC 11 2025

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From Elena Gaffney [REDACTED]  
Date Thu 12/11/2025 9:55 AM  
To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>

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Hello Katerina, please **could you please add my public comments, to the upcoming NSE committee for today.**

Thank you,

Elena Gaffney

MY COMMENTS Below:

Good afternoon Mayor, Councilmembers.

My name is **Elena Gaffney**, I am a San José resident, past shelter volunteer, and Angel's Furry Friends Rescue President, who has repeatedly advocated **for** this shelter — including advocating for increased funding. But today I must speak about a systemic problem: **the absence of communication, the lack of transparency, and the dismissing of public and rescue community input.**

---

## 1. A Year of Promises — No Public Committee, No Transparency

Two years ago, **Mr. Loesch personally told me** he was “tired of separate outreach to multiple groups.” In response, I drafted a detailed proposal for a **coherent public commission** — something that would bring together rescues, veterinarians, subject-matter experts, volunteers, and city staff.

We waited **a full year** for this promised public committee.

**It was never formed.**

Instead, we are now back to **hand-selected, limited meetings** with groups we don't know, on topics we're not allowed to see, and with no transparency about who represents San José's dog rescue community — because **none of us were invited.**

Please provide answers today:

- **What rescue focus groups have been held and when?**
- **What topics were discussed?**
- **Who was invited, and why?**

We receive **no answers.**

This is not public engagement. This is **gatekeeping.**

---

## 2. Excluding San José Rescues From “Pilot Spay-Neuter” Conversations

We understand there is a *“pilot spay-neuter working group.”*

Yet **no San José dog rescue organizations** — the people who pull the most at-risk dogs from this shelter , help public to spa-neuter-vaccinate-adopt found animals that **are declined acceptance to shelter**— were invited.

Instead, groups from **Sunnyvale** are involved, as we heard.  
So we must ask:

- **Are San José resources being used to support operations outside San José?**
- **How much of the spay-neuter budget is actually allocated to San José residents?**
- **Why has no one answered this question, despite it being asked many times?**

There are **no published numbers**, no clarity, and no plan.

---

### 3. Why Are Animal Services Still Under Public Works?

Another unanswered question:

**Why is our animal shelter — a public health, environmental, and community services function — being managed by Public Works, a department designed for construction and permitting?**

This structure creates opacity, buried budgets, and confusion.  
There are **16 divisions blended under Public Works**.  
The public cannot see what portion actually supports Animal Services.  
Is this intentional?

We do not know — because again, **no one answers**.

---

### 4. Declining Shelter Capacity Passed Off as “Progress”

Let's be clear about the numbers:

- Intake dropped from **18,000 animals in 2018–2019** to only a **small fraction** today.  
*Not because the crisis improved — but because the shelter turned away the public.*
- Spay-neuter surgeries dropped from **10,000 per year**, including **2,000 public surgeries**, to **almost nothing**.
- **Animal Balance**, a high-volume provider capable of doing **200 surgeries in two days**, offered to help San José.  
**The shelter declined.**
- My own rescue offered to **fund** a full day of public spay-neuter.  
We never received an update.

Instead, the shelter presents these reduced services as “success,” while **shifting the costs of spay-neuter and vaccines onto residents and small local rescues who are overwhelmed by public requests** — and giving the public no transparency on spending, capacity, or performance.

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### 5. Animals Misclassified, Stressed, and Euthanized — With No Behaviorist

Dogs continue to be placed on euthanasia lists after superficial evaluations.  
There is:

- **No on-site animal behaviorist.**
- **No systematic reassessments.**
- **No meaningful enrichment.**

A part-time behaviorist alone could change outcomes.  
But again — no response, no plan.

---

### 6. The Result: Public Mistrust & Community Harm

San José residents have seen:

- Found animals refused at the shelter door.
- No microchipping done.
- No intake record created.
- Citizens are threatened with enforcement when they try to protect animals from harm, when homeless persons mistreat and provide no care to animals. Meanwhile, actual animal cruelty in our streets often goes unaddressed.

This is backwards.

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## REQUESTS

### 1. Establish an Independent Public Action Committee / Task Force - that reports to City council/NSE ( Not M.Loesh)

Thousands of San José residents emailed City leadership supporting this request in 2024.

Our proposal — submitted over a year ago — included:

- Representatives from rescues
- Veterinarians & behaviorists
- Shelter leadership
- City staff
- State legislators (Assemblymember Pellerin & Senator Cortese)

This was ignored.

**We request this be created immediately.**

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### 2. Require Full Financial Transparency

The shelter must report operational spending in a **501(c)(3)-style detailed format**, not hidden inside Public Works' 16-department mega-budget.

The public deserves to know:

- Where funds are allocated
- What is being spent on animal care
- What is being spent on enforcement
- What is being spent on administration

Right now, **no such clarity exists.**

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### 3. Independent Audit — Financial + Operational

We request a formal audit that includes:

- Spay-neuter capacity collapse
- Refusal of public intake
- Misclassification of animals
- Euthanasia practices
- Staffing shortages
- Medical operations
- Use of city funds
- Unanswered public records requests

Only an audit will restore public trust.

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### 4. Restore and Expand Public Spay-Neuter Access

San José eliminated public spay-neuter assistance in 2020.  
This is the root cause of overpopulation.

Restore it — expand it — and publish progress publicly.

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## 5. Enact Basic Animal Welfare Policies San José Still Lacks

- Mandatory spay-neuter ordinance
- Mandatory microchip & registration ordinance
- Illegal breeding enforcement with penalties
- Rehiring the Rescue Coordinator
- Hiring an on-site behaviorist
- Expanding veterinary capacity through vet partnerships, and high volume providers
- Increasing cleaning, ventilation, kennel space, and animal welfare standards

These solutions exist. Other cities have adopted them.  
San José simply has not.

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## CLOSING

I want to repeat this clearly:

I am **pro-shelter**.

I have advocated for **increased funding**, better staffing, and better resources.

But I cannot support a system where:

- Communication does not exist
- Promises are made and ignored
- Meetings happen in secrecy
- Data is withheld
- Animals and residents pay the price

San José residents deserve a transparent, accountable, humane animal services system — not a closed-door operation with no oversight.

Tonight, I ask you to act on behalf of **the animals, the rescuers, and the residents** who have been shut out for years.

**Please establish a public commission, require transparent financial reporting, and order a full audit of the shelter's operations.**

Thank you.

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## NSE Meeting 12/11/25: Agenda 5. Animal Care and Services Annual Report

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From K K [REDACTED]

Date Thu 12/11/2025 10:01 AM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>

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I wanted to clarify and expound a few points made in my original email.

### Solutions

- **Require registration of all animals owned by unhoused individuals**  
Animal Control Officers (ACOs) should proactively visit encampments and unhoused areas to help register animals and ensure they receive proper care.
- **Restrict adoptions to individuals with stable living conditions and managed health**  
Animals should not be adopted to individuals without stable housing or with unmanaged mental health or substance-use issues. Continuing this practice is irresponsible and unsafe for the animals. We need to focus on what is best for the animals; they are THE most vulnerable here.
- **Mandate immediate spay/neuter for all unhoused animals**  
This prevents unsterilized animals from slipping through the cracks and contributing to further overpopulation and welfare issues. It also reduces the burden on the unhoused as well.
- **Enforce firm, consistent fines and penalties**  
Staff should not have the discretion to waive penalties for any reason, as doing so undermines their deterrent effect.
  
- **Increase fines significantly**  
Individuals selling puppies for \$500–\$1,000 each will not be deterred by a \$1,000 citation.
- **Mandate immediate full household spay/neuter of animals when unlicensed breeding is discovered**
- **Impose a ban on acquiring additional animals**  
In households caught breeding without a license/permits or on paused licenses/permits
- **End current allowances of one litter per year per household**
- **Halt issuing new breeding licenses/permits and pause existing breeding licenses/permits**  
Maintain this for a few years or until the overpopulation has been addressed
- **When breeder permits are reinstated, the fees should be significantly raised.**
  
- **Ban unlicensed animal sales on social media and classified platforms**  
Require platforms—including social media sites and Craigslist—to remove posts advertising puppies or other animals. Platforms should face penalties for failing to enforce these rules and should be required to adjust their algorithms accordingly.
- **Establish an ACO-led task force**  
A coordinated team of ACOs and relevant agencies should actively monitor social media for illegal breeding, sales, and abuse indicators, and intervene when necessary and swiftly.

- **Create a registry of individuals with documented histories of animal abuse, neglect, or unlicensed breeding**  
This allows shelters, rescues, and the public to efficiently and safely verify information, ensuring animals in legitimate rehoming situations do not fall into unsafe hands. Even first time offences should be captured on this registry.
- **Cross-check all fosters and adoptions with registries**  
Animals being fostered or adopted from the shelter should be cross-checked against the registry of individuals with histories of animal abuse, as well as the established sex offender registry.
- **Ban adoptions and fosters to individuals with serious criminal histories**  
Anyone convicted of heinous crimes, such as murder or serious assault, should be prohibited from possessing animals or having animals in their household.
- **Require timely welfare checks**  
Animal control should respond within one hour of a welfare call so that signs of neglect or abuse cannot be hidden before officers arrive.
- **Protect Good Samaritans**  
Individuals, community and staff, who report legitimate welfare concerns should not be threatened, harassed, or treated as offenders.

Thanks,  
Krishna

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## Public Comment on San José Animal Care & Services – Urgent Need for Modern, Effective Management

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From Yari Oregel [REDACTED]

Date Thu 12/11/2025 10:37 AM

To Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>

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### **This is for today's meeting on Dec. 11, 2025:**

Dear Public Comments Coordinator and Honorable Mayor and Councilmembers,

My name is Yaritza Orejel Gutierrez, and I am a resident of San José in District 5. I am writing to submit a public comment regarding San José Animal Care and Services (SJACS) and the urgent need for meaningful improvements in how this essential city service is managed and operated.

San José is one of the most expensive cities in the United States and the heart of Silicon Valley, yet our municipal animal services do not reflect the level of organization, innovation, or care that this community and its animals deserve. Recent reporting has noted that the shelter operates with a budget of roughly 17–17.5 million dollars and cares for approximately 12,000 animals per year, yet it has struggled with chronic overcrowding, inconsistent policies, and conditions that have been serious enough to trigger a critical city audit and ongoing public concern. It is deeply disappointing that, with such a substantial public investment, the system is still falling short of basic expectations for a modern, well-run animal care agency.

The 2024 audit findings that the shelter was housing hundreds of animals over capacity and had animals in kennels with feces, alongside a lack of clear written policies, are not minor issues; they are signs of systemic mismanagement and inadequate oversight. In a city that prides itself on innovation and compassion, this is not acceptable. San José residents have a right to expect that an essential service with this level of funding operates at a standard comparable to other successful municipal shelters, not as an outlier struggling with basic organization.

In this context, the City's decision to appoint Mr. Matt Loesch, an engineer by training and not an animal specialist, as the new shelter director, with total compensation approaching four hundred thousand dollars including benefits, places an even greater responsibility on him and on the City. If the leader is not an animal-care expert, then residents reasonably expect that he will:

- Demonstrate empathy in every policy decision affecting animals' lives.
- Proactively consult with veterinarians, behaviorists, shelter medicine specialists, and animal welfare experts to inform decisions about care, housing, and euthanasia.

- Make ethical choices that reflect both current best practices and the community’s values.

By accepting this position, Mr. Loesch has chosen to be part of a much-needed reform effort. The public is now entitled to expect that he will deliver exactly what we are paying for: quality, compassionate care and strong, transparent leadership for unhoused living beings—our stray and surrendered animals—not merely administrative management. A highly compensated leader with an engineering background must use that systems expertise to build humane, evidence-based structures and must rely on animal-care experts for content knowledge and ethical guidance.

Across the country, successful animal shelters and animal care agencies have implemented evidence-based practices that dramatically improve outcomes for animals, staff, and the community. Research and large municipal systems highlight several strategies in particular:

- Managed or strategic intake: Modern shelters use scheduled and prioritized intake to ensure that animals entering the shelter are those who truly have no alternatives, allowing staffing and resources to match capacity rather than operating in a constant crisis mode ([pmc.ncbi.nlm.nih+1](#))
- Robust “safety net” programs: Effective agencies actively help pet owners keep their animals or rehome them directly through community support, rather than defaulting to shelter surrender. This includes counseling, temporary assistance, and structured rehoming support ([pmc.ncbi.nlm.nih](#)).
- Streamlined, low-barrier adoptions and foster programs: Many leading shelters have simplified adoption processes and expanded foster networks to move animals out of kennels more quickly while still protecting animal welfare and public safety ([pmc.ncbi.nlm.nih](#)).
- Clear written protocols and accountability: Well-run shelters operate with transparent, written policies for sanitation, medical care, behavioral decisions, and euthanasia. Staff training and consistent implementation are non-negotiable, especially when the shelter is routinely near or above capacity ([pmc.ncbi.nlm.nih+1](#)).
- Strong community engagement: Successful systems view the community as partners, providing education and tools so residents can help lost pets, support fosters, and reduce the need for shelter intake in the first place ([animalcare.lacounty+1](#))

These approaches are not experimental; they are well-documented practices that have allowed other agencies, including large public systems, to operate more humanely and effectively with limited resources. With the size of SJACS’s budget and the scale of its operations, San José should be leading on these practices, not lagging behind them.

I respectfully urge the Council to:

1. Publicly commit to implementing and monitoring key best practices—such as managed intake, safety-net support, and simplified adoption/foster processes—on a clear, time-bound schedule.
2. Require regular, transparent reporting on progress toward the audit recommendations, including capacity, length of stay, staffing levels, leadership performance, and measures of animal welfare.
3. Ensure that leadership and staff are supported with the training, tools, expert consultation, and accountability needed to modernize operations and rebuild trust with the community.

My intention in writing is not to overlook the difficult work that many dedicated staff and volunteers are doing every day under challenging conditions. Rather, it is to ask you to match their commitment with the oversight, direction, and structural changes that only city leadership can provide. San José has the resources, expertise, and compassionate residents necessary to operate a model municipal animal care

system. What is missing is the consistent, strategic, and empathetic management needed to turn that potential into reality.

I remain hopeful that, with your leadership and with a director who truly listens to animal-care experts and the community, San José Animal Care and Services can become an example of what is possible when a city aligns its values, funding, and practices. Our animals, our residents, and your own legacy as leaders all deserve a shelter that reflects the very best of this community, not its shortcomings. I hope to not have to write another email to express my disappointment in how this city has managed such an essential service.

Thank you for your time, your attention to this issue, and your service to our city.

Sincerely and in community,  
Yaritza Orejel Gutierrez  
District 5  
[yarioregel@gmail.com](mailto:yarioregel@gmail.com)

My sources:

1. <https://sanjosespotlight.com/san-jose-hires-outsider-as-animal-shelter-director/>
2. <https://spartanmediagroup.net/8447/news/advocates-concerned-over-animal-services/>
3. <https://pmc.ncbi.nlm.nih.gov/articles/PMC9263921/>
4. <https://animalcare.lacounty.gov/news/managed-intake-of-animals-a-new-approach-to-create-best-outcomes-for-animals/>

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## Urgent Concerns Regarding San Jose Animal Shelter and Need for Immediate Reform

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From Angelica Banda [REDACTED]

Date Thu 12/11/2025 1:28 PM

To Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Campos, Pamela <Pamela.Campos@sanjoseca.gov>; Moreno, Brisa <Brisa.Moreno@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; kiyomih.yamamoto@sanjoseca.gov <kiyomih.yamamoto@sanjoseca.gov>; Tubera, Katerina <Katerina.Tubera@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>

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Hi,

I am writing to express my deep frustration and ongoing concerns regarding the San Jose Animal Shelter and the overall reliability, transparency, and effectiveness of San Jose Animal Care & Services. After attempting to work with the shelter, I continue to experience significant issues that have led me to lose trust in the system entirely.

I have had *multiple* negative experiences with the shelter—both as a community member trying to help animals and as someone who has tried repeatedly to communicate with leadership. Despite emailing numerous staff members, including Matt Loesch and Mayor Matt Mahan and many others, I have received no response. This lack of communication has made it clear that the concerns of community members who are actively trying to support animal welfare are not being heard.

One of the most painful examples is the situation with **Wax**, the first dog I ever attempted to help. Wax has been trapped in a cycle of returning to the shelter repeatedly, and despite attempts to advocate for him, policies that should protect these animals are not being enforced. His ongoing struggle is a direct reflection of systemic issues that need urgent attention. The fact that the shelter still gave Wax back to his owner, after blatantly threatening to kill Wax in front of staff at the shelter, shows me the shelter is providing adequate care and follow through.

More recently, I am fostering a dog named **Riddle**, who was at the shelter for only three weeks before being scheduled for euthanasia due to “kennel stress.” Today, Riddle is being rehabilitated—he has learned to sit, give paw, and lie down. He is responding to structure, no longer biting his tail, and continues to make progress daily. This demonstrates that dogs labeled as “unadoptable” or “behavioral” often simply need time, stability, and proper support. The shelter should not be so quick to euthanize them.

I have spoken with volunteers in our community—some even willing to offer their support for free—who have confirmed that the shelter is overwhelmed, understaffed, and lacking the resources needed to properly care for the animals. It is clear that **San Jose needs animal control reform**, expansion of shelter capacity, and stronger enforcement of existing laws and policies.

I have taken my concerns to the news in the past and will continue to do so because the public deserves to know what is happening. The system is not functioning as it should, and the animals—and the community—are paying the price.

**My question is simple: What is going to change?**

How will the city address the ongoing failures at the shelter, and when will we see meaningful improvements in animal care, communication, and accountability?

I care deeply about these animals and will continue to advocate for them, but I am asking for transparency, responsiveness, and action from those in positions of authority.

Thank you for your time. I look forward to a meaningful response.

Sincerely,

Angelica Banda

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