



Memorandum

TO: NEIGHBORHOOD SERVICES
AND EDUCATION COMMITTEE

FROM: Matt Cano

SUBJECT: 2020-2021 ANIMAL CARE AND SERVICES
ANNUAL REPORT

DATE: November 23, 2021

Approved

Date

12/2/21

RECOMMENDATION

Accept the annual report on Animal Care and Services for 2020-2021 related to ongoing operations, policies, and programs.

OUTCOME

Feedback provided during the presentation of this report will support the ongoing improvement of operations, policies, and programs of the Animal Care and Services Division of the Department of Public Works.

BACKGROUND

The annual report provides an update on the activities of the Animal Care and Services (ACS) Division of the Department of Public Works. ACS is responsible for sheltering, licensing, rabies compliance, and field services programs related to domestic animals. ACS provides services to the City of San José, and the contract cities of Cupertino, Milpitas, Saratoga, and the Town of Los Gatos.

The Animal Care Center (ACC) is located on Monterey Road and provides shelter for stray domestic animals, reunites lost pets with their families, places animals in responsible new homes, works with rescue groups to transport animals, and when necessary, euthanizes animals that are suffering or are dangerous.

Currently, the ACS Division provides animal care and services to approximately 1.2 million residents in Santa Clara County, which is approximately 64% of the human population within the county. This report details the activities of the 2020-2021 fiscal year, unless otherwise indicated. The statistical information includes data from service contracts with the cities of Cupertino, Milpitas, Saratoga, and the Town of Los Gatos.

ANALYSIS

Field Operations

Field services responds to the following types of calls: aggressive animals, injured, sick, stray domestic animals, dead animal pick up, noise complaints, vicious or dangerous animal regulation, pet shop inspections, injured or sick wildlife, and animal crimes investigations.

Calls for Service – Animal Care and Services Division has 13 Animal Services Officers (ASO). Currently, the field unit has 11 ASO's and two ASO vacancies. When fully staffed ten of the ASO's provide services and emergency response primarily to San José and Milpitas. Three additional officers primarily respond to calls for service in the contract cities of Saratoga, Cupertino, and the Town of Los Gatos.

When fully staffed, four officers are on duty during the day shift and three officers are on duty during the evening shift. For after-hours emergency calls, an on-call officer is scheduled from 10:00 PM until 7:00 AM. A graveyard shift was recently added (October 2021) to address an operational need.

Types of Calls – Field services respond to approximately 80 different call types. The most common service requests are bite investigations, animal neglect, quarantine release, patrols, and dead animals. Other calls for service includes aggressive or dangerous animals, injured or sick animals, animal nuisances, municipal code violations, and agency assists.

During FY 2020-2021, ASO's completed 21,338 calls for service. Completed service calls increased by 4% (+798 calls) when compared to FY 2019-2020 (20,540 total calls completed). The calls for service are categorized into three priority levels.

Call Priority and Response Times

Priority 1 - P1 calls for service are emergency calls that represented approximately 14% (2,930 calls) of the overall total. Emergency calls includes aggressive dogs, injured or sick animals, animal rescues, and other emergencies. The response time goal for P1 is one hour or less. The average response time to P1 for FY 2020-2021 was 27 minutes, which was 2 minutes faster when compared to FY 2019-2020 P1 response times.

Priority 2 – P2 calls represented approximately 59% of the total calls (12,671 calls). P2 calls are classified as non-emergency calls, and includes animal bite reports, humane investigations, confined animals, animals in traps, and agency assists. The goal for P2 response time is within 6 hours. The average response time to P2 calls was approximately 15 hours, which was 8 minutes faster when compared to FY 2019-2020 P2 response times.

Priority 3 - P3 represented approximately 27% calls (5,737 calls) and are less urgent than Priority 1 and 2 calls. P3 calls for service includes loose animals, dead animals, and calls that do not pose an immediate threat to public health and safety. The goal for P3 response time is within

36 hours. The average response time to Priority 3 calls for FY 2020-2021 was approximately one day. The P3 response time during FY 2019-2020 was approximately two days.

As shown in Table 1, in FY 2020-2021 call response times improved for P1-P3 and ACS continues to meet the 95% performance target for Priority 1 calls. Staff will continue to look for opportunities to increase response time to P2 and P3 calls.

TABLE 1: RESPONSE TIMES

	Target	FY 2019-2020	FY 2020-2021	Change
Priority 1: w/in 1 hour	95%	95%	97%	+2%
Priority 2: w/in 6 hours	n/a	53%	56%	+3%
Priority 3: w/in 36 hours	n/a	71%	81%	+10%

Shelter Operations

Shelter operations includes adoptions, animal enrichment, animal feeding, owner surrender, spay and neuter surgeries, cage and kennel cleaning, and animal euthanasia (medical and behavior). Animal population fluctuates from month to month, which is consistent with animal shelters elsewhere. March and October are transitional months, while April through September are very high-volume due to seasonal litters of kittens. The months of November through February are generally the lowest volume months in an animal shelter.

Animal Intake – Prior to the COVID-19 pandemic and the Shelter in Place mandate, the ACS animal intake was approximately 18,000 animals. During FY 2018-2019 the animal intake was 18,585, then for FY 2019-2020 (shelter in place Mar-Jun) the overall animal intake was 15,094 a decrease in animal intake by 19% (-3,491). The decrease in overall animal intake continued in FY 2020-2021.

The ACS total animal intake for FY 2020-2021 was 14,819 animals, down by two percent (-267) when compared to FY 2019-2020. In FY 2020-2021, the total dog intake was 2,887 down 32% (-1,381) from the previous fiscal year. The overall dog intake has decreased slowly every fiscal year. Part of the reason for the decrease is possibly from the free spay and neuter program for dogs that resided in 5 zip codes (95111, 95112, 95116, 95122, and 95127). SJACS worked with the Humane Society of Silicon Valley to provide a free spay and neuter services for dogs.

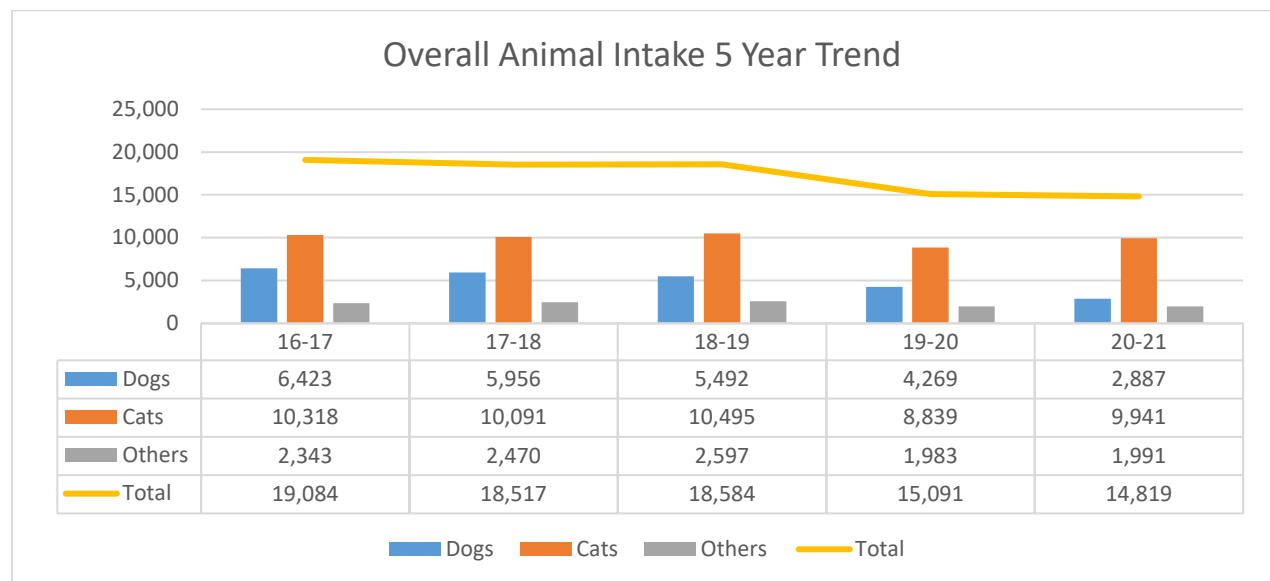
The most noticeable decrease in overall dog intake is from FY 2018-2019 (5,492 dogs) to FY 2019-2020 (4,269 dogs), when the shelter in place was enacted on March 2020. There was a decrease of dog intake by 2,444 from March to May 2020, when compared to the same timeframe in 2019. The dog intake continued to decrease every month in 2020, when compared to the year 2019. For the year 2021, the dog intake appears to have stabilized and appears to be trending towards a slight increase in overall intake (+1.6%), when compared to the year 2020.

The total cat intake for FY 2020-2021 was 9,941, an increase of 11% (+1,109) from the previous fiscal year. The increase in overall cat intake is possibly from the shelter in place and the reduction of spay and neuter services. During the shelter in place many community members that were actively trapping stray and feral cats were not able to trap as many cats. Additionally, the temporary shutdown of spay and neuter for the public, prevented many cat trappers from utilizing the services. Many stray cats continued to have litters, which increased the cat population within the community.

Other category includes other animal types including wildlife. The Other category animal intake total was 1,991 which was about the same as the previous fiscal year.

The 5-year animal intake trends are illustrated in Chart 1.

CHART 1: ANIMAL INTAKE TRENDS: ALL ANIMALS- FY 2020-2021 Intake-14,819



Live Release Rate – The Live Release Rate (LRR) or Live Outcome Rate is an industry term that measures the number of animals that leave an animal shelter alive. The current LRR standard for animal shelters is 90% or higher. The LRR is calculated by dividing the live outcomes by the total outcome. There are four categories that results in a live outcome for an animal: adoptions, rescues, transfers, and return to owner.

The combined (dog + cat) Live Release Rate for FY 2020-2021 at the Animal Care Center was 92%, which is the same as FY 2019-2020 LRR percentage of 92%. The Live Release Rates for other animals was 94%, which was a two percent improvement from the previous fiscal year.

The overall LRR for FY 2020-2021 was 94% (+2 percent from FY 2019-2020). Chart 2A is a live release and intake trends for dogs. Chart 2B illustrates the live release and intake trends for cats. Chart 2C illustrates a five-year trend of the Live Release Rates for both cats and dogs.

CHART 2A: LIVE RELEASE/INTAKE TRENDS: DOGS – FY 2020-2021, LRR-97%

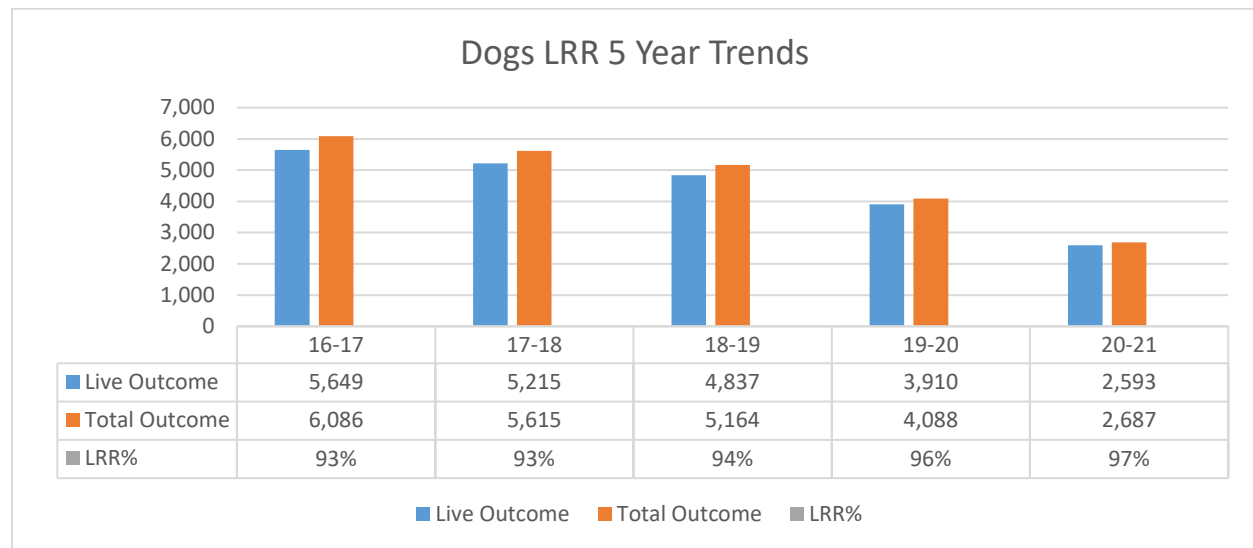


CHART 2B: LIVE RELEASE/INTAKE TRENDS: CATS – FY 2020-2021, LRR-90%

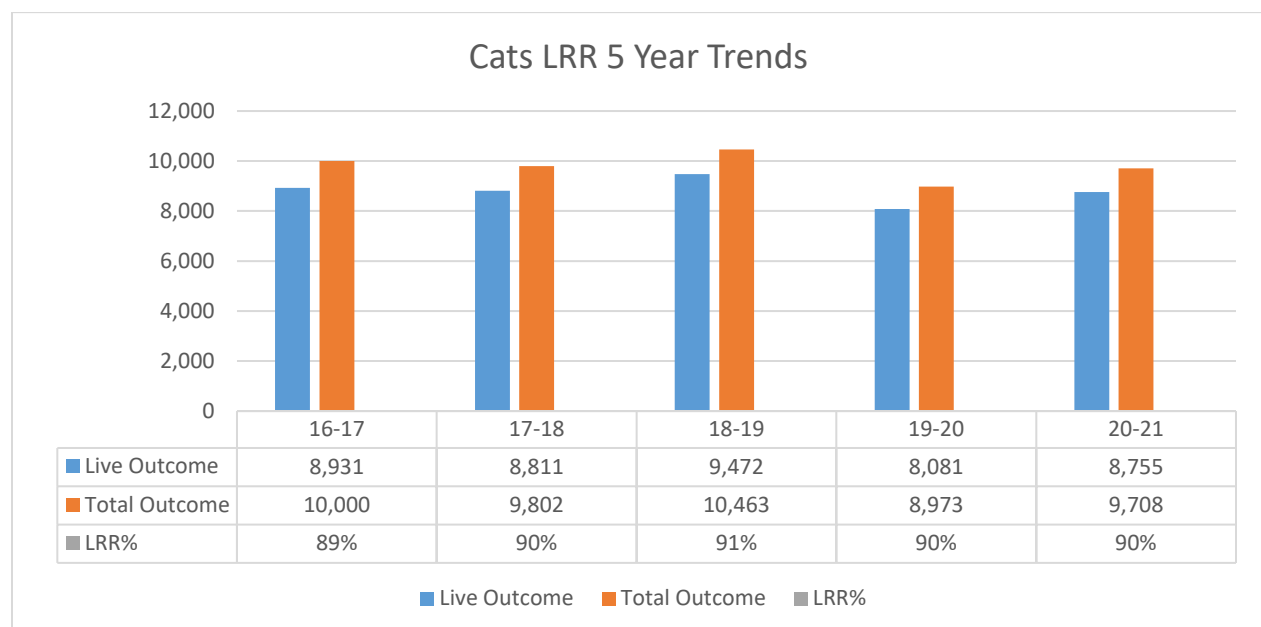
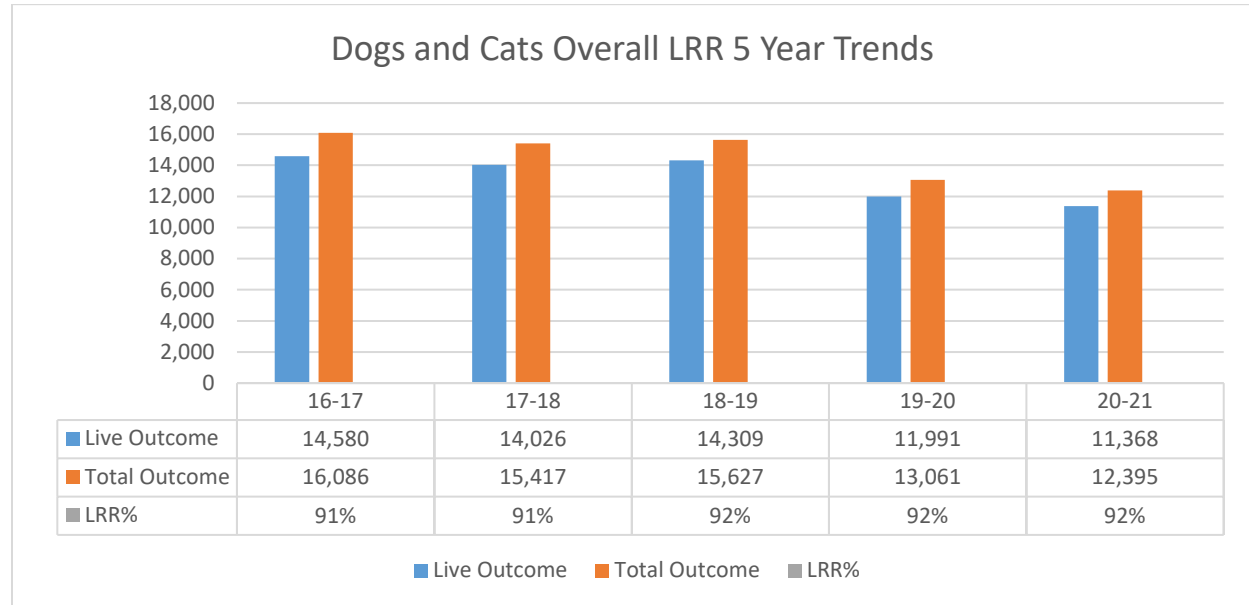


CHART 2C: LIVE RELEASE/INTAKE TRENDS: DOGS & CATS- FY 2020-2021, LRR- 92%**Medical Operations**

Medical Operations staff includes full time and part-time veterinarians and Animal Health Technicians. The medical team provides medical care, treatment, herd health management, and emergency care. Medical staff will also conduct advance procedures such as x-ray, blood analysis, dental procedures/extractions, major surgery, orthopedic procedures, and forensic analysis for criminal investigations. The medical unit also conducts spay and neuter surgeries for shelter animals, owned pets, and stray community cats.

Public Spay and Neuter Surgeries - During the COVID-19 Shelter in Place, ACS continued to offer limited spay and neuter services for cat trappers and rescues. Spay and neuter helps with behavioral problems and with protection against some serious health problems. Spay and neuter also helps reduce the overall stray cat population.

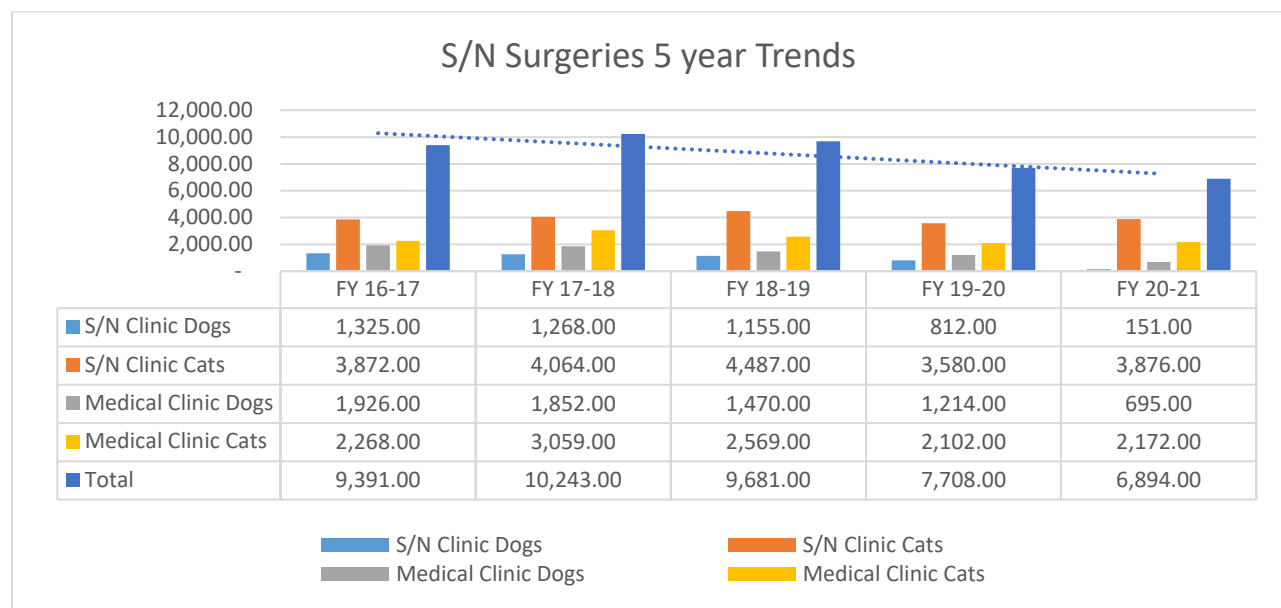
Cats and kittens represent approximately 67% of the overall ACS intake. Majority of the cats and kittens that are impounded are stray or feral. Spay and neuter helps reduce the overall cat population within the community. Spay and neuter also helps reduce the number of cats and kittens impounded at the Animal Care Center every year.

The goal of ACS is to provide more spay and neuter surgeries for the community, rescues, and cat trappers. However, there is a growing shortage of veterinarians and Animal Health Technicians locally and nationwide. The shortage of veterinarians and technicians have affected the ACS spay and neuter program.

Some of the ACS part-time veterinarians have resigned for other jobs. The departure of part-time veterinarians created scheduling challenges for spay and neuter surgeries.

ACS has two full time veterinarians that will continue to help with spay and neuter surgeries for the public, but at a limited capacity. The full-time veterinarians are primarily responsible for the animals at the animal shelter. ACS will continue to recruit for additional part-time veterinarians and Animal Health Technicians. ACS will also increase community education, partnership, and work with shelter partners to help increase spay and neuter surgeries. Chart 3 illustrates a five-year trend of completed spay and neuter surgeries.

CHART 3: COMPLETED SPAY AND NEUTER SURGERIES 5 YEAR TRENDS



Administration

The Administration unit is responsible for customer service, licensing, fees, accounts receivable/payable, billing, and budget tracking. Administration also includes marketing and volunteer program. Volunteers help socialize adoptable animals, walk adoption dogs, help with some cleaning, provide enrichment, conduct play groups, and support other shelter activities.

Donations and Revenues – Throughout the year, ACS conducts modest fundraising efforts through its Guardian Angels Program. These donations are used primarily to provide extra medical care for unowned animals at the facility. Treatments range from supporting foster care for newborn kittens, dental work, broken bone repair, and other major ailments. These funds also help provide enrichment for the animals while they are in the shelter, and marketing for adoption promotions.

For FY 2020-2021 the total donations and grants was \$540,083, which is an increase of 15% compared to the previous fiscal year. The overall revenue for this fiscal year was \$3,417,152 (4 percent more than FY 2019-2020), which resulted in a 38% cost recovery against the ACS operating budget.

Animal Licensing – FY 2020-2021 ended with 59,300 total animals licensed within the City of San José, which was an improvement of 7% when compared to FY 2019-2020. The total animal license breakdown is as follows: 44,476 dogs and 14,824 cats were licensed during FY 2020-2021. Approximately 75% of license applications were completed online. Twenty-five percent of the animal owners either mailed in their application or stopped by the animal shelter to process their license applications. ACS is committed to improving the license compliance rates for pet owners within the City of San José.

ACS is part of the WeCare Alliance (founded in 2008). WeCare is a group of six shelters in Santa Clara County. The WeCare partners include the following partners: Humane Society of Silicon Valley, City of Palo Alto Animal Services, County of Santa Clara Animal Shelter, Silicon Valley Animal Control Authority, and Town Cats. The goal of the WeCare Alliance is to place every homeless animal in homes within Silicon Valley.

CONCLUSION

The Animal Care and Services Division is responsible for sheltering and field services programs related to domestic animals in the City of San José, and the contract cities of Cupertino, Milpitas, Saratoga, and the Town of Los Gatos.

During FY 2020-2021, ACS officers responded in person to 21,338 calls for service. Performance target goal is for officers to respond to a Priority 1 call within one hour or less. Officers met that target 97% of the time, with an average Priority 1 response time of 27 minutes, which was approximately two minutes faster compared to the previous fiscal year.

Shelter operations continued to provide care for animals at the Animal Care Center during the Shelter in Place. The Animal Care Center's overall intake was 14,819 (domestic and wildlife). The total combined (dog + cat + other) Live Release Rate for FY 2020-2021 was 94%.

For FY 2020-2021 the ACS operating budget was \$9.5 million. Overall revenues in FY 2020-2021 were \$3,417,152 which resulted in a 38% cost recovery against the operating budget. The cost recovery improved by 8 percent compared to the previous fiscal year.

EVALUATION AND FOLLOW-UP

The Animal Care and Services Division's performance target for field operations is to respond to Priority 1 calls within one hour or less. ACS field operations average response times to Priority 1 was 27 minutes.

ACS also conducted a non-scientific survey to identify any interest in an animal lifetime license. Only a small percentage (18%) of the customers responded. Majority of the customers that responded were interested in a lifetime animal license. The lifetime animal license will be considered along with other planned proposals in a future Title 7 Municipal Code Amendment.

CLIMATE SMART SAN JOSE

The recommendation in this memo has no effect on Climate Smart San José energy, water, or mobility goals.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the December 9, 2021 Neighborhood Services and Education Committee Meeting.

COORDINATION

The Animal Care and Services Division of the Department of Public Works consulted with the City Attorney's Office during the preparation of this report.

COMMISSION RECOMMENDATION/INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-009, Staff Reports, Assessments, Annual reports, and Informational Memos that involve no approvals of any City action.

/s/

MATT CANO

Director of Public Works

For questions, please contact Jay Terrado, Deputy Director (408) 794-7223.