



Memorandum

TO: NEIGHBORHOOD SERVICES
AND EDUCATION COMMITTEE

FROM: Matt Cano

SUBJECT: ANIMAL CARE AND SERVICES
ANNUAL REPORT

DATE: September 24, 2018

Approved

Date

10-3-2018

RECOMMENDATION

Accept the annual report on the ongoing operations, policies and programs of the Animal Care and Services Division of the Department of Public Works.

BACKGROUND

The following memorandum 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 and field services programs related to domestic animals in the City of San José and the contract cities of Cupertino, Los Gatos, Milpitas, and Saratoga. Field services include responding to aggressive, injured, sick, or stray animals, dead animal pick up, barking dog complaints, vicious or dangerous animal regulation, pet shop inspections, injured or sick wildlife, and licensing services.

The Animal Care Center (ACC) located on Monterey Road provides shelter for stray and homeless domestic animals, reunites lost pets with their families, places animals in responsible new homes, and when necessary, euthanizes animals that are suffering or are dangerous. Currently, the Division provides animal care and services to approximately 1,200,000 residents in Santa Clara County, which is nearly 65% of the human population.

This report details the activities of the 2017-2018 fiscal year (FY), unless otherwise indicated. The statistical information includes data from service contracts with the cities of Milpitas, Cupertino, Saratoga, and Los Gatos.

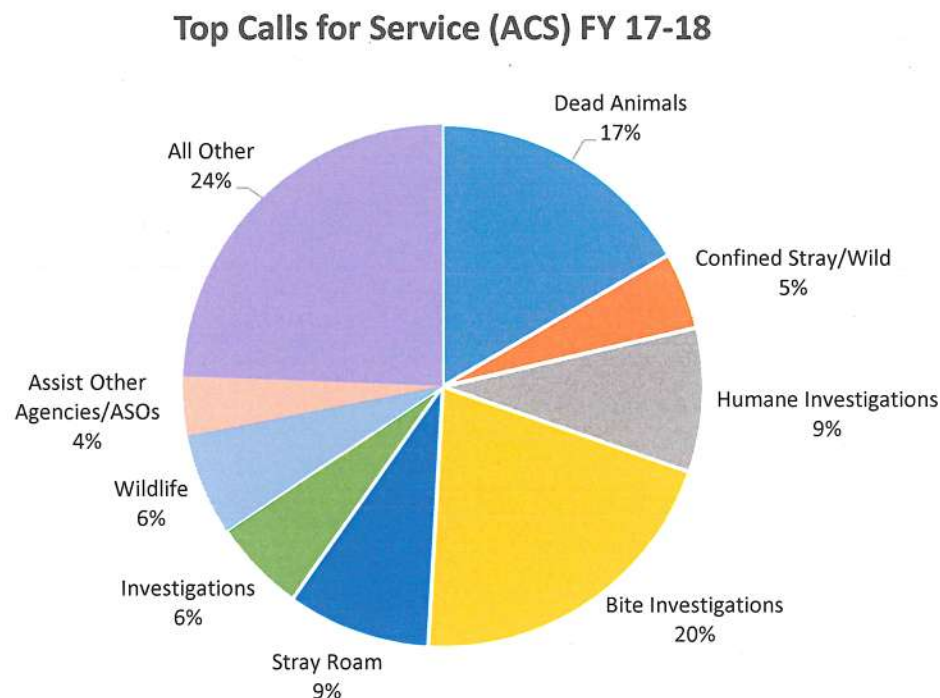
ANALYSIS

Field Operations

During FY 2017-2018, ACS officers responded in person to 21,508 calls for service. These calls are categorized into three priority levels with Priority 1 (P1) calls being the most urgent (aggressive dogs, injured animals, and public safety assists). Priority 1 calls represented 16% (3,406) of the total service calls, and 478 of those were aggressive dogs. 648 calls were investigating calls related to attacks, that were not Priority 1. Priority 2 calls were 55% of the total calls (11,748) and are classified as urgent but are not considered emergencies and include animal bite reports, confined animals, animals in traps, and agency assists. Priority 3 calls were 30% of all calls (6,354) and are less urgent than Priority 1 and 2 calls, and include loose animals, dead animals, and calls that do not pose immediate threats to public health and safety.

Key metrics related to service calls include number of calls, distribution of types of calls, and response to Priority 1 service calls. Chart 1 below shows the five most common types of calls for animal care and services in FY 2017-2018.

CHART 1: TOP CALLS FOR SERVICE



Calls for Service – Calls received and completed by field services in FY 2017-2018 decreased 4% (-1,067) compared to the previous year. There are 13 total Animal Services Officers (ASO). Ten of the ASOs provide services and emergency response primarily to San Jose and Milpitas.

Three additional officers primarily respond to calls for service in the contract cities of Saratoga, Los Gatos, and Cupertino. When fully staffed, there are an average of 3-5 officers on duty during the day shift and 2-3 during the evening shift.

Types of Calls – The field services unit responds to approximately 80 different call types. In addition to the five most common service request types shown in Chart 1 (which comprised about 60% of the calls and included sub-types), other types of common calls include injured or sick animals, animal nuisances, municipal code violations, and agency assists or are related to investigations, wildlife, and transporting animals to and from the emergency vet.

Response Time – A summary and comparison of response times is included below in Table 1.

Officers were able to maintain the performance target of responding to Priority 1 calls within one hour or less 95% of the time (see Table 1). In FY 2017-2018, the average response time to P1 calls was 29 minutes which was the same compared to the prior year.

Priority 2 calls for service are urgent but not emergencies. The response target for Priority 2 is to respond within six hours. In FY 2017-2018, that target was achieved 51% of the time. Priority 3 calls have a target response time of 36 hours and that was accomplished 77% of the time.

Response times improved for P3 calls, and remained the same compared to the previous year for P1 and P2.

TABLE 1: RESPONSE TIMES

	Target	FY 2016-2017	FY 2017-2018	Change
Priority 1: w/in 1 hour	95%	96%	95%	-1%
Priority 2: w/in 6 hours	n/a	56%	51%	-5%
Priority 3: w/in 36 hours	n/a	77%	77%	0%

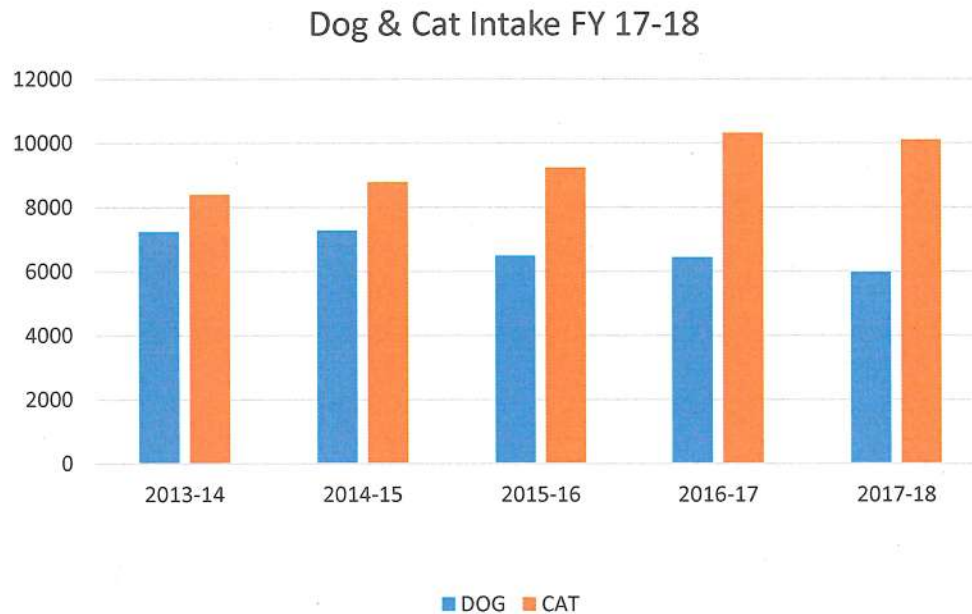
Shelter Operations

In FY 2017-2018, the Animal Care Center provided shelter to 17,856 domestic animals and 1,369 wild animals. The months of November through February are generally the lowest volume months in an animal shelter. March and October are transitional months, while April through September are very high volume due to seasonal litters of cats.

Animal Intake – Overall domestic animal intake decreased slightly by -4% (-708) compared to FY 2016-2017. Dog intake decreased 7% (-464), and cat intake also decreased slightly by 2% (-221), while “other” animals increased 5% (+120). The cause for the decrease in dogs and puppies is uncertain, but marks a steady decrease over the past five plus years. This year, the cat intake has started to decrease. In partnership with the Humane Society of Silicon Valley, ACS continued a grant program to provide FREE spay and neuter for any dogs and cats in the following five zip codes: 95111, 95112, 95116, 95122, and 95127. And, in FY 2017-2018, ACS performed approximately 10,000 spay and neuter surgeries, split roughly 50-50 between the

public spay/neuter clinic and our in-house medical clinic. Chart 2 summarizes the last five years of dog and cat intake.

CHART 2: DOG AND CAT INTAKE



Live Release Rate (LRR) – The Live Release Rate is an industry term that measures the percentage of animals that leave an animal shelter alive. This is determined by dividing the number of animals that were released alive (to their owner, adoptions, rescue, etc.) by the total number that were admitted alive. We are among the top five open-door, public (government) animal shelters in the country with such a high live release rate.

National euthanasia statistics are difficult to pinpoint because animal care and control agencies are not uniformly required to keep statistics on the number of animals taken in, adopted, euthanized or reclaimed. For example, American Humane estimates a save rate for dogs of 44%, and cats 29%. While, the ASPCA estimates 69% for dogs and 59% for cats.

Total combined (dog + cat + other) LRR for FY 2017-2018 at the Animal Care Center was 91%. This is consistent with last year's percentage, and remains the highest rate achieved since San Jose began the program in 2001, and is significantly higher than the national average of approximately 65%. Individually, the LRR for dogs was 94%, and 92% for cats. Charts 3A and 3B illustrate the live release and intake trends for the last five years for dogs and cats, respectively.

CHART 3A: LIVE RELEASE/INTAKE TRENDS: DOGS – FY 2017-2018 – 94%

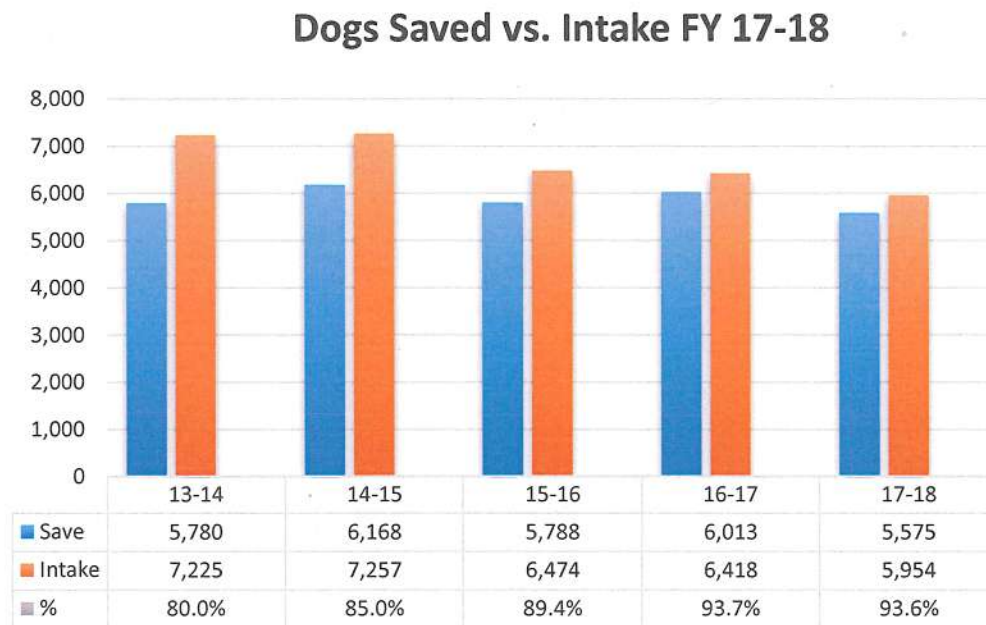
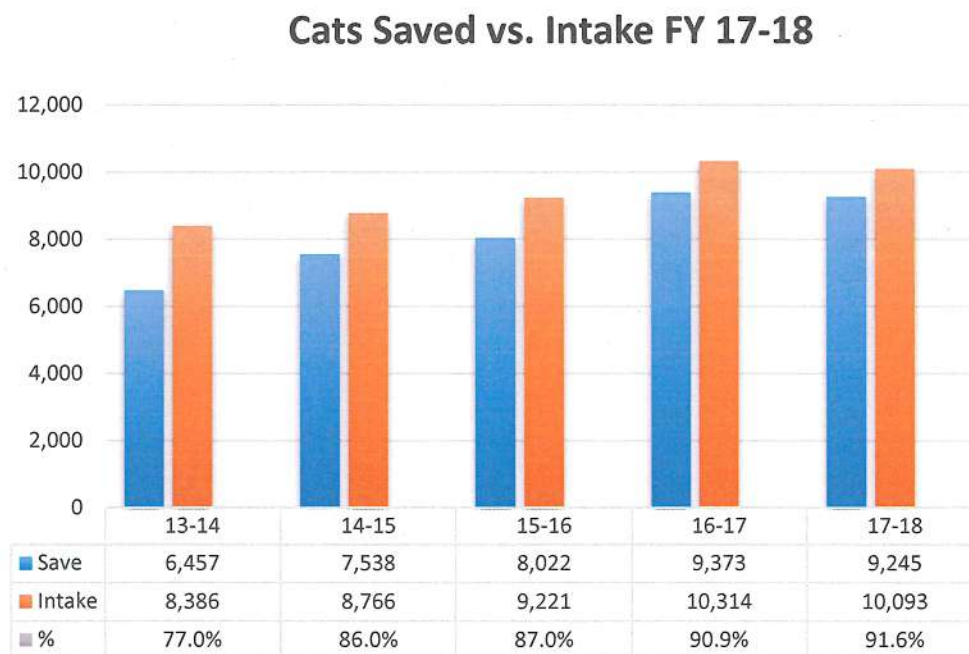


CHART 3B: LIVE RELEASE/INTAKE TRENDS: CATS – FY 2017-2018 - 92%



Adoptions – Overall, ACS processed almost 500 more adoptions in FY 2017-2018 than the previous year. ACS was also able to increase the revenue by \$123,000 by using variable adoption rates and charging higher fees for the more desirable breeds of cats and dogs. The Animal Care Center continues to offer several special pricing events at various times during the year and is also able to receive occasional media coverage. The division is using grant funding from Maddie's Fund© and general donations to provide needed resources to conduct outreach/marketing and improve adoptions. In addition, more than 60 animal rescue groups partner with ACS to help find homes for animals. This, in turn, greatly helps the LRR. Last year, 4,609 stray animals (almost half were kittens) found new homes through these partnerships.

Donations and Revenues – ACS conducts modest direct fundraising efforts throughout the year. These donations are used primarily to provide extra medical care for homeless animals at the facility. Treatments range from supporting foster care for newborn kittens, dental work, broken bone repair, and other major ailments. These funds are also used to help provide enrichment for the animals while they are in the shelter, and marketing for adoption promotions. In FY 2017-2018, the fund received \$301,363 into the general category. ACS also added a Pets of the Homeless medical clinic program in FY 2016-2017 and in the past 2 years, it has taken in over \$35,000 in donations. The program includes monthly shots clinics, and covers a limited number of minor surgeries. Each year, we increase our efforts to improve fundraising in all areas.

Overall revenues in FY 2017-2018 was \$3,047,500 which increased our cost recovery slightly to 39%, against the ACS operating budget (\$7.9 M). Efforts in FY 2018-2019 will seek to improve license revenues through a targeted pilot program, along with an increased focus on fundraising. Plus, a licensing fee increase of \$5 per license is expected to yield an additional \$35,000.

/s/

MATT CANO

Director of Public Works

For questions, please contact Dottie Barney, Acting ACS Division Manager, (408) 794-7204.