



Memorandum

TO: NEIGHBORHOOD SERVICES
AND EDUCATION COMMITTEE

FROM: Matt Cano

SUBJECT: ANIMAL CARE AND SERVICES
ANNUAL REPORT

DATE: November 4, 2019

Approved

Date

11/4/19

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 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, animal crimes investigations, 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 1.2 million residents in Santa Clara County, which is nearly 65 percent of the human population.

This report details the activities of the 2018-2019 fiscal year, unless otherwise indicated. The statistical information includes data from service contracts with the cities of Milpitas, Cupertino, Saratoga, and Town of Los Gatos.

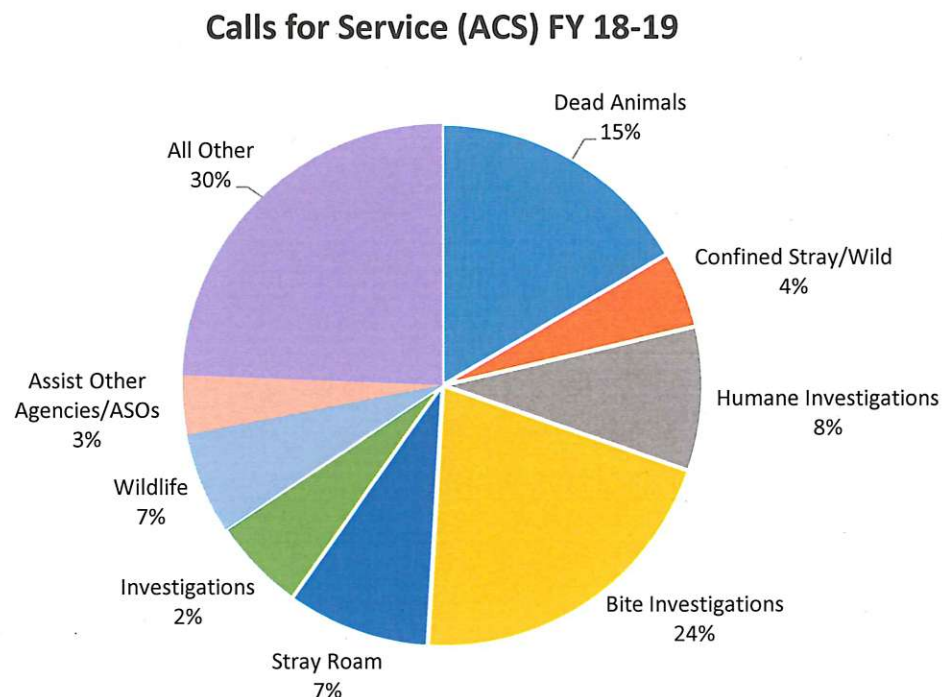
ANALYSIS

Field Operations

During 2018-2019, ACS officers responded in person to 22,877 calls for service. These calls are categorized into three priority levels with Priority 1 calls being the most urgent, such as aggressive dogs, injured animals, and public safety assists. Priority 1 calls represented about 16 percent or 3,641 of the total service calls, and 472 of these were for aggressive dogs. Priority 2 calls were 56 percent of the total calls (12,814 calls) and are classified as urgent, but are not considered emergencies. These include animal bite reports, confined animals, animals in traps, and agency assists. Priority 3 calls were 28 percent of all calls (6,422 calls) 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 shows mixed call categories that ACS completed in 2018-2019.

CHART 1: CALLS FOR SERVICE



Calls for Service - Calls received and completed by field services in 2018-2019 increased by 6 percent (or 1,369 calls) 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, Cupertino, and 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.

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 61 percent 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. Other calls for service are related to investigations, wildlife, and transporting animals to and from the emergency veterinarian.

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

The performance target is for officers to respond to a Priority 1 call within one hour or less 95 percent of the time. Officers met that target, with an average Priority 1 response time of 28 minutes, which was about the same compared to the prior year.

For Priority 2 calls, which are urgent but not emergencies, the response target is to respond within six hours. In 2018-2019, that target was achieved 58 percent of the time. Priority 3 calls have a target response time of 36 hours, which was accomplished 83 percent of the time. As shown in Table 1, in 2018-2019, response times improved for both Priority 2 and Priority 3 calls, while the highest Priority 1 calls continues to meet the 95 percent performance target.

TABLE 1: RESPONSE TIMES

	Target	FY 2017-2018	FY 2018-2019	Change
Priority 1: w/in 1 hour	95%	95%	95%	0%
Priority 2: w/in 6 hours	n/a	51%	58%	+7%
Priority 3: w/in 36 hours	n/a	77%	83%	+6%

Shelter Operations

In 2018-2019, the Animal Care Center provided care and shelter 18,589 animals (domestic and wildlife). Population fluctuates from month to month, which is consistent with animal shelters elsewhere. 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.

During the summer of 2019, ACS was the subject of media coverage regarding the cleanliness of the kennels at the Animal Care Center. The issue had been addressed in the 2018-2019 Adopted Budget with the addition of funding that has allowed ACS to hire additional animal care attendants and custodial staff to support kennel and cage cleaning. With the hiring of additional staff, the ACS team is now cleaning all occupied kennels and cages almost daily. To date, in 2018-2019, staff has cleaned all occupied cages at least one time per day with the following success rate:

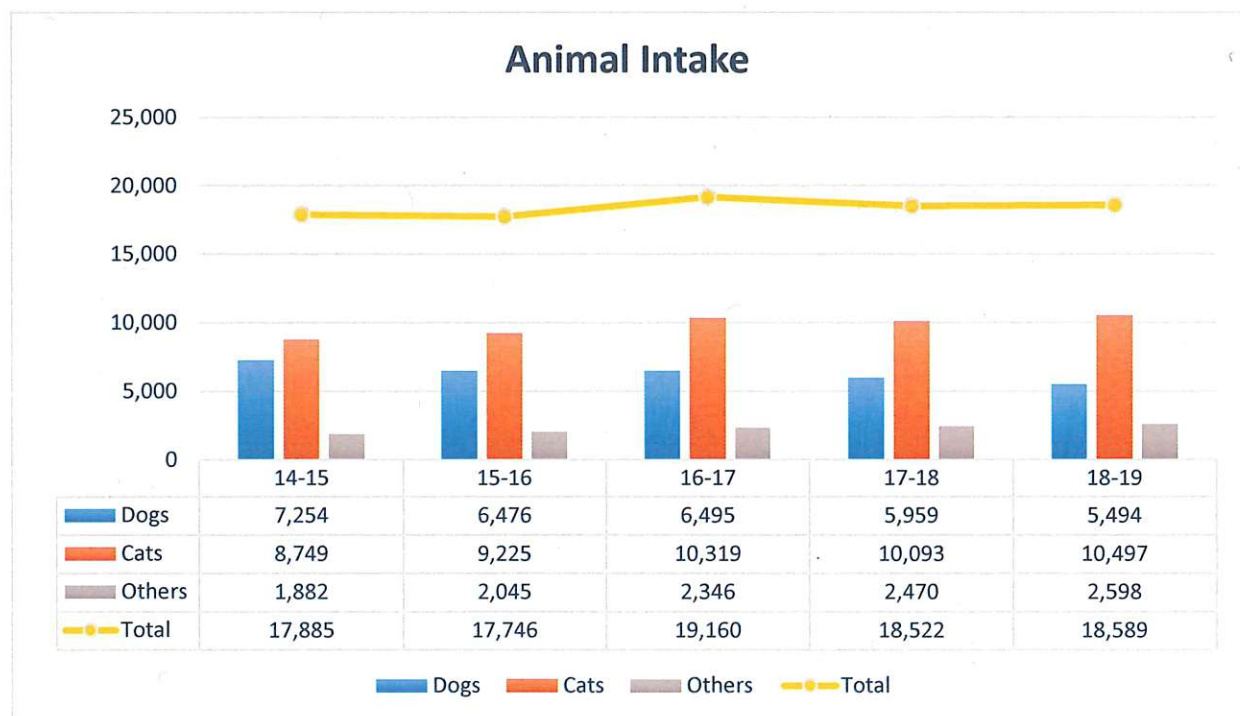
- July: Cleaned 100 percent of the cages on 96 percent of the days.
- August and September: Cleaned 100 percent of the cages on 100 percent of the days.

Also, ACS created a new program that will allow volunteers to assist in the kennel and cage cleaning.

Animal Intake – Overall, domestic animal intake decreased by 0.4 percent (or -61 cases) compared to 2017-2018. Dog intake decreased about 8 percent (-465), and cat intake increased slightly by 5.5 percent (+500), while “other” animals increased 5 percent (+128). The cause for the decrease in dogs and puppies is uncertain, but marks a steady decrease over the past five or more years. In 2018-2019, stray cat intake (9,601 cases) increased by 500 cats compared to 2017-2018 stray cat intake (9,101).

In partnership with the Humane Society of Silicon Valley, ACS continued a grant program to provide free spay and neuter for any dogs in the following five zip codes: 95111, 95112, 95116, 95122, and 95127. Impound data was analyzed, and the data identified 5 San Jose zip codes that had a high number of dogs impounded. In 2018-2019 ACS performed approximately 10,000 spay and neuter surgeries, with the number almost equally split between the public spay/neuter clinic and our in-house medical clinic. Chart 2 summarizes the last five year’s total animal intake.

CHART 2: ANIMAL INTAKE TRENDS: ALL ANIMALS- FY 2018-2019-18,589



Live Release Rate - The Live Release Rate is an industry term that measures the percent 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.

The New York Times published an article in September 2019 on the decreasing euthanasia rates at animal shelters across the country. Data was collected from municipal shelters which included 20 largest cities in the country. San Jose Animal Care and Services was one of the shelters highlighted in the article, with 21 other shelters, for having a low euthanasia rate.

The total combined (dog + cat + other) Live Release Rate for 2018-2019 at the Animal Care Center was 93 percent. This is a slight increase from last year's percentage (92 percent), and remains the highest rate achieved since San José began the program in 2001. Individually, the LRR for dogs was around 94 percent, and 92 percent for cats. Charts 3A and 3B illustrates the live release and intake trends for the last five years for dogs and cats. Chart 3C illustrates a five-year trend of the Live Release Rates for cats and dogs.

CHART 3A: LIVE RELEASE/INTAKE TRENDS: DOGS – 2018-2019 – 94%

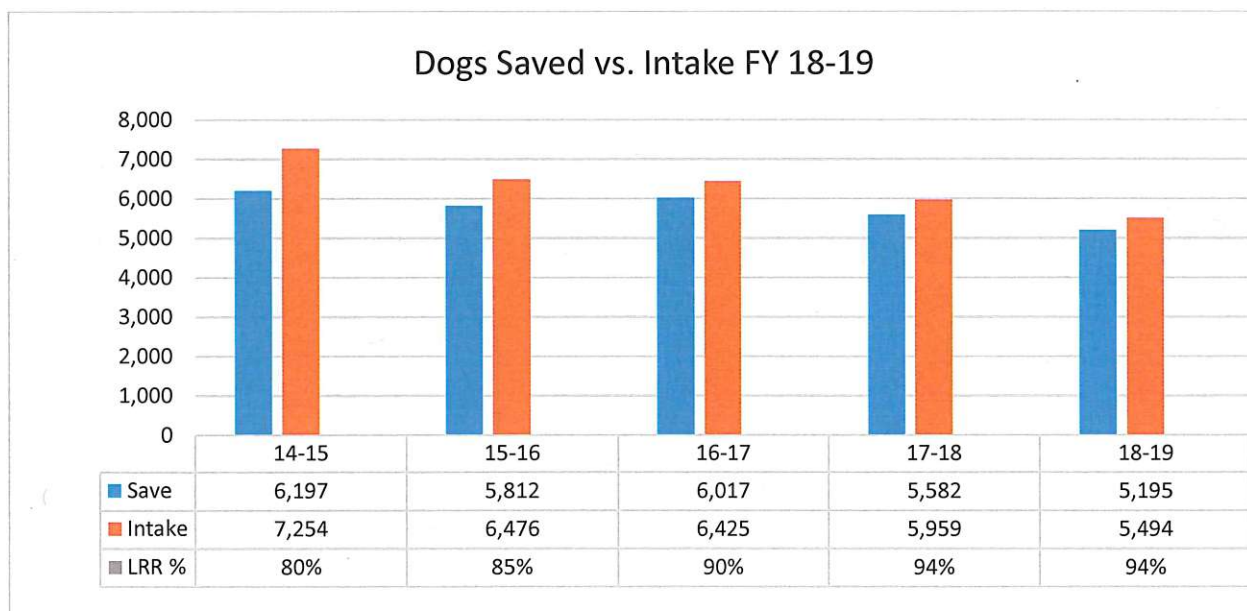


CHART 3B: LIVE RELEASE/INTAKE TRENDS: CATS – 2018-2019 – 92%

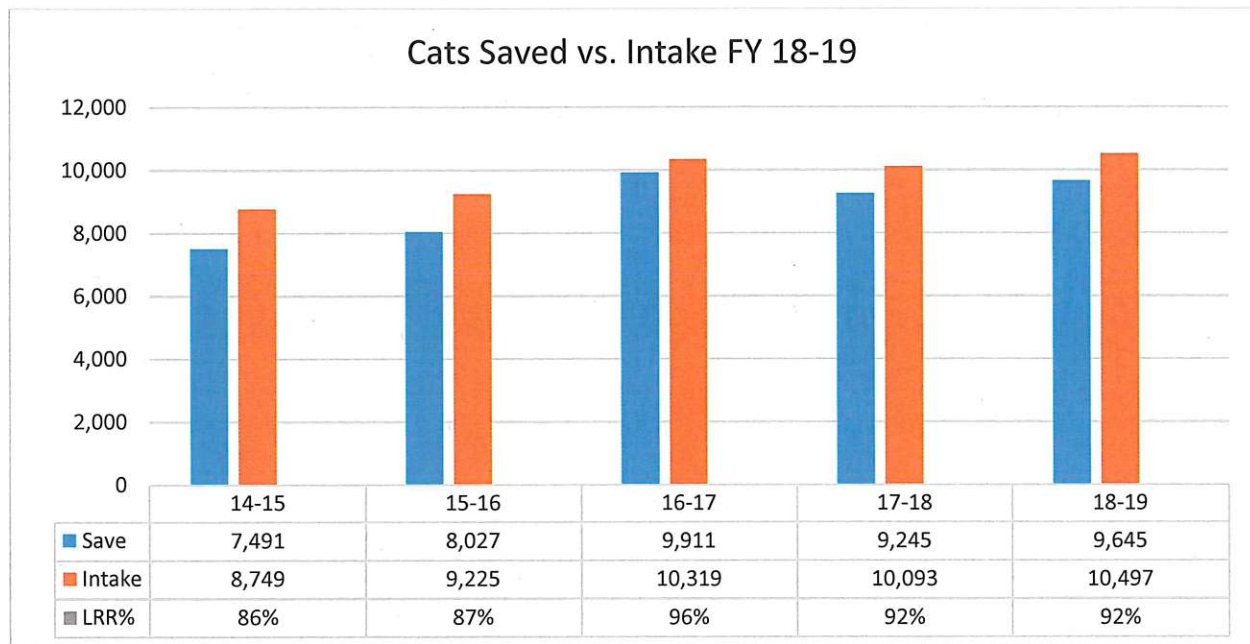
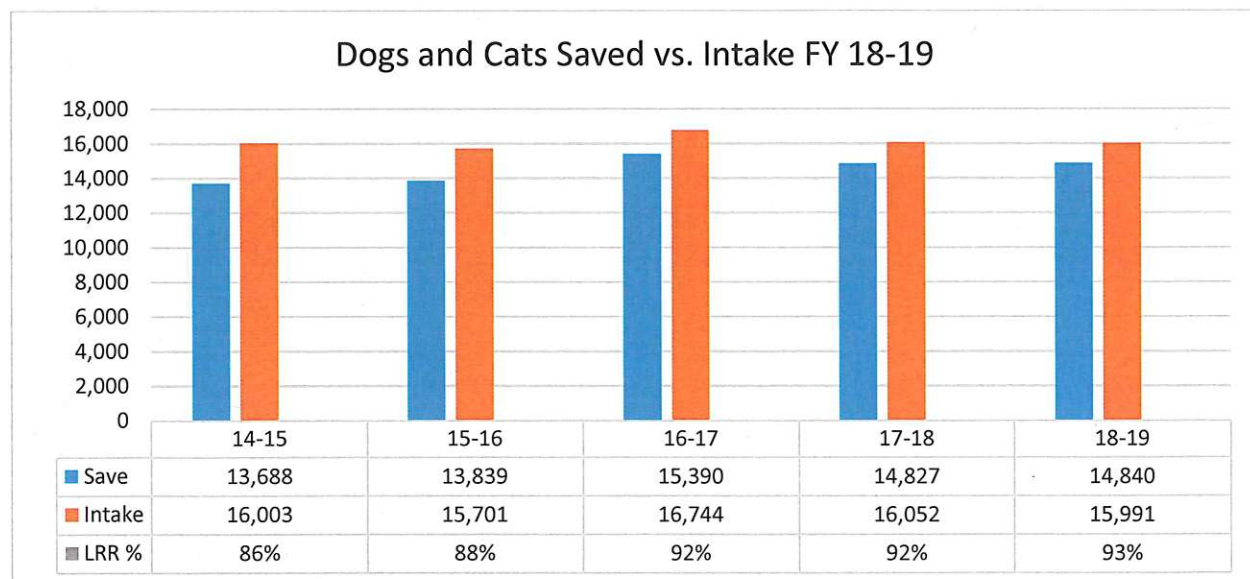


CHART 3C: LIVE RELEASE/INTAKE TRENDS: DOGS & CATS- 2018-2019 – 93%



Adoptions – Overall, ACS processed 4,350 adoptions in 2018-2019. The total adoption numbers for 2018-2019 was 569 fewer than the total adoptions (4,919) from 2017-2018. Adoption revenue totaled \$264,011 in 2018-2019. The division continues to use variable adoption rates, charging higher fees for breeds of cats and dogs that are more valuable. The Animal Care Center continues to offer several special pricing events at various times during the year, which results in

occasional media and promotional coverage. The division participated in the Clear the Shelters event which resulted in 134 animals being adopted and finding a forever home.

The division continues to work with rescue groups, shelter partners, and shelters outside of California, including two organizations in Canada to help with adoption. In 2018-2019, ACS transferred more than 350 dogs and cats internationally to rescue partners in Canada (Calgary and British Columbia). In addition, more than 180 animal rescue groups partners with ACS to help find homes for animals. This in turn, greatly helps the Live Release Rate. Last year, 7,934 animals (almost half of which were kittens) found new homes through these partnerships.

Donations and Revenues – Throughout the year, ACS conducts modest direct fundraising efforts. 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 2018-2019 the donation fund received \$389,408 into the general category. Donations declined approximately \$23,000 compared to 2017-2018.

Also, ACS added a “2Tiny Kitten (foster) Village” program. The program was created to enlist the help of the community to help ACS with the approximately 5,500 kittens that are brought to the shelter annually. Community members and staff bottle-fed, transported, networked to rescue groups, re-stocked supplies, or provided a temporary foster home for the tiny kittens. For 2018-2019 the 2Tiny Kitten Village program took in more than \$19,000 in donations. The division has been awarded a grant for \$50,000 from the State of California Department of Food and Agriculture. The grant will be used towards spay and neuter efforts for the 2Tiny Kitten Village Program.

Overall revenues in 2018-2019 were \$3,611,912, which increased the ACS cost recovery slightly to 40 percent, against the ACS operating budget of \$8.9 million. Dog and cat licenses generated the highest revenue for ACS. In 2018-2019, license revenues were \$1,644,443, which was \$159,969 more than 2017-2018 license revenues (\$1,484,474).

The American Veterinary Medical Foundation Pet Ownership Calculator estimated a population of 145,343 dogs and 121,052 cats in San José households (based on the community population). There are 60,682 licensed dogs (42 percent of the estimated dogs in households) and 45,609 licensed cats (38 percent of the estimated cats in households) in the City of San José. The San José Municipal Code requires all dogs and cats within San Jose to be licensed.

2019-2020 GOALS

Efforts in 2019-2020 will seek to improve license revenues through community outreach, along with an increased focus on fundraising. Additionally, ACS is exploring a minor amendment to the San José Municipal Code to require mobile grooming businesses that operate inside the home of an animal owner to obtain a permit from ACS.

/s/

MATT CANO

Director of Public Works

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