



# Memorandum

**TO:** NEIGHBORHOOD SERVICES  
AND EDUCATION COMMITTEE

**FROM:** Matt Cano

**SUBJECT:** 2019-2020 ANIMAL CARE AND SERVICES  
ANNUAL REPORT

**DATE:** October 26, 2020

Approved

Date

11/5/2020

## **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.

## **OUTCOME**

The Animal Care and Services annual report will inform the community and the Neighborhood Services and Education Committee on the ongoing 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 in 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 and homeless domestic animals, reunite 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 Division provides animal care and services to approximately 1.2 million residents in Santa Clara County, which is approximately 63% of the human population within the county.

This report details the activities of the 2019-2020 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**

The first part of this analysis section provides an update on how the ACS team has operated under COVID-19 shelter in place restrictions since March 17, 2020. Overall update on the divisions within ACS for Fiscal Year 2019-2020 follow the COVID-19 update.

### **COVID-19 Impacts-March 17 to June 30, 2020**

**Field Operations** - Field services continued responding to emergency calls and calls for service that did not require contact with the public, including dead animal pick-up. Other calls were kept in pending status and evaluated by a supervisor for the appropriate level of response.

From March through June 2020, field services overall call completion decreased by 24% (-1678 calls) when compared to the same time period (March through June) in 2019: Priority 1 calls (emergencies) decreased by 38% (-473 calls), Priority 2 calls (urgent) decreased by 18% (-672 calls), and Priority 3 calls (non-urgent) decreased by 12% (-533).

Field services implemented virtual contacts and inspections during the shelter in place for some urgent and non-urgent calls. The pandemic limited the field services unit's ability to complete more calls. However, urgent calls and non-urgent calls were evaluated to ensure that the safety and welfare of animals and the community were not compromised.

Field Operations currently responds to Priority 2 and Priority 3 calls for service.

**Shelter Operations**- The Animal Care Center closed public access to the facility during the shelter in place. Shelter operations provided essential services including services conducted outside the building, animal intake, owner surrender, and other services.

From March through June 2020, shelter animal intake was affected. Overall animal intake was down 48% (-3101 animals), when compared to the same period (March 17-June 30) in 2019. Dog intake was down 50% (-739 dogs), cat intake was down 49% (-1,902 cats), and other animal intake (including wildlife) was down 43% (-462 animals). Overall adoptions were down 80% for dogs and 67% for cats. The low number in adoptions was a result of the shelter in place, low number of animals entering the shelter, and animal transports to our rescue partners.

From March through June 2020, ACS did not encounter an increase of owners surrendering their pets during the shelter in place. Owner surrender for dogs was 153, down 60% (-231) and owner surrender for cats was 44, down 57% (-65) compared to the same period in 2019.

Currently Shelter Operations provides spay and neuter for feral cats and animals for rescue partners. An evaluation is underway to determine when the shelter will be open to the public.

**Administration and Marketing Unit** - Our administration section continued to process license renewals and provided flexibility to pet owners that were not able to pay their license fee. Some of the administration staff were re-assigned to other departments to help with the pandemic

response including providing staffing for the staff check in stations. ACS Senior Public Information Representative provided support to the EOC during the pandemic, while helping with animal enrichment for the animals in the shelter.

The administration team currently provides customer service for the public (outside the building). Animal license processing and renewals have returned to its normal operations. A limited number of volunteers, with staggered shifts, have been allowed in the building to help with animal socialization, enrichment, and other activities.

**Medical** -The medical team continued to provide essential medical care and treatment for the animals at the shelter during the shelter in place. ACS veterinarians continued to provide emergency care and treatment for 3,356 animals. Overall spay and neuter surgeries decreased by 77% compared to the same time period (March 17-June 30) in 2019. The decrease in spay and neuter surgeries was due to the program being halted due to the pandemic.

Currently the medical team provides rabies vaccinations and surgery follow up for animals, adopted from the Animal Care Center.

**Events and Recognition** - During the shelter in place ACS conducted virtual adoptions and held an adoption event named Kitty Palooza. COVID-19 safety protocols were implemented during Kitty Palooza. The Kitty Palooza event was very successful and resulted in 55 cats and kittens being adopted from the shelter. Less than a week later, the field unit impounded over 100 chickens and roosters. The shelter unit conducted another virtual adoption for the chickens and eventually sent the roosters to our shelter partners.

In April 2020, ACS had a total of 28 animals in the shelter. This historic achievement was due to hard working staff and collaboration with our rescue partners. Our foster partners, shelter partners, and community members also helped with the low number of animals at the shelter.

The low number of animals in the shelter resulted in American Pets Alive recognizing ACS for outstanding work during the pandemic. American Pets Alive is an organization that provides nation-wide educational programs and animal shelter support, to improve animal sustainable lifesaving within communities and organizations.

## **Fiscal Year 2019-2020 Report**

### **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 investigation.

During FY 2019-2020 and before the shelter in place (July 1, 2019 to March 16, 2020), field services call completion was down 4% (-658 calls) overall compared to FY 2018-2019. Animal Services Officers (ASO's) completed 20,540 calls for service during FY 2019-2020. Completed

service calls by field services decreased by 10% (2,336 calls) compared to FY 2018-2019. The 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.

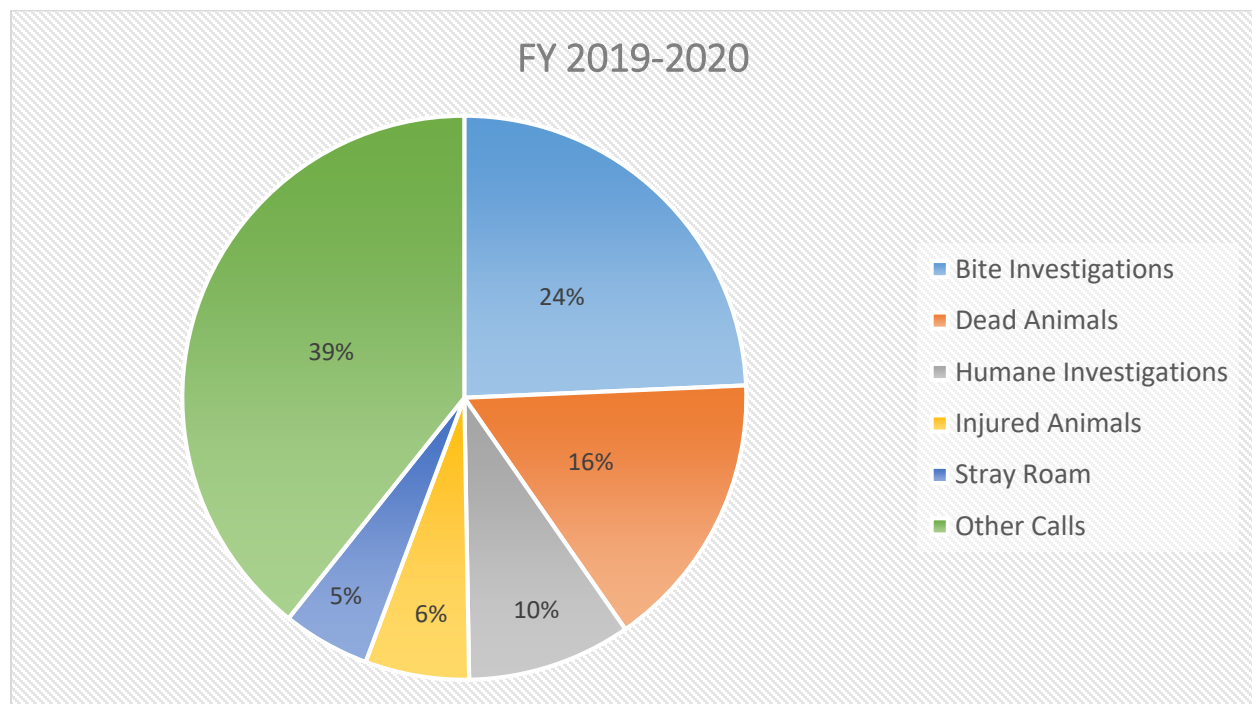
**Priority 1** - P1 represented about 15% or 3,196 of the total service calls, and 423 of these were for aggressive dogs. The average response time to Priority 1 calls was 29 minutes.

**Priority 2** - P2 calls were 57% of the total calls (11,788 calls) and are classified as urgent, but are not considered emergencies. These include animal bite reports, humane investigations, confined animals, animals in traps, and agency assists. The average response time to Priority 2 calls was 23 hours.

**Priority 3** - P3 represented 27% of all calls (5,556 calls) and are less urgent than Priority 1 and 2 calls, and include loose animals, dead animals, and calls that do not pose an immediate threat to public health and safety. The average response time to Priority 3 calls was 2 days.

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 Fiscal Year 2019-2020.

**CHART 1: CALLS FOR SERVICE**



**Calls for Service** – There are 13 Animal Services Officers (ASO). Ten of the ASOs 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.

One of the goals of field services is to respond to calls for service efficiently. Field services worked with PW IT/GIS and implemented new technology measures. The new technology called ACS Dispatch Map integrated vehicle GPS, calls for service, permits, and residence of dangerous dogs, on a map. The ACS Dispatch Map is designed to be accessed by ACS dispatch and officers to efficiently respond to calls for service.

**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 approximately 61% 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 other locations.

**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% of the time. Officers met that target, with an average Priority 1 response time of 29 minutes, which was about the same compared to the previous fiscal year.

For Priority 2 calls, which are urgent but not emergencies, the response target is to respond within six hours. In FY 2019-2020, that target was achieved 53% of the time. Priority 3 calls have a target response time of 36 hours, which was accomplished 71% of the time, this is a change of -12 percent compared to FY 2018-2019.

The drops in response times for Priority 2 and 3 calls was likely due to the shelter in place as field staff did not respond to all Priority 2 and 3 calls during shelter in place. As shown in Table 1, in FY 2019-2020, response times decreased for both Priority 2 and Priority 3 calls, while the highest Priority 1 calls continues to meet the 95% performance target.

**TABLE 1: RESPONSE TIMES**

	<b>Target</b>	<b>FY 2018-2019</b>	<b>FY 2019-2020</b>	<b>Change</b>
<b>Priority 1: w/in 1 hour</b>	95%	95%	95%	0%
<b>Priority 2: w/in 6 hours</b>	n/a	58%	53%	-5%
<b>Priority 3: w/in 36 hours</b>	n/a	83%	71%	-12%

### **Shelter Operations**

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

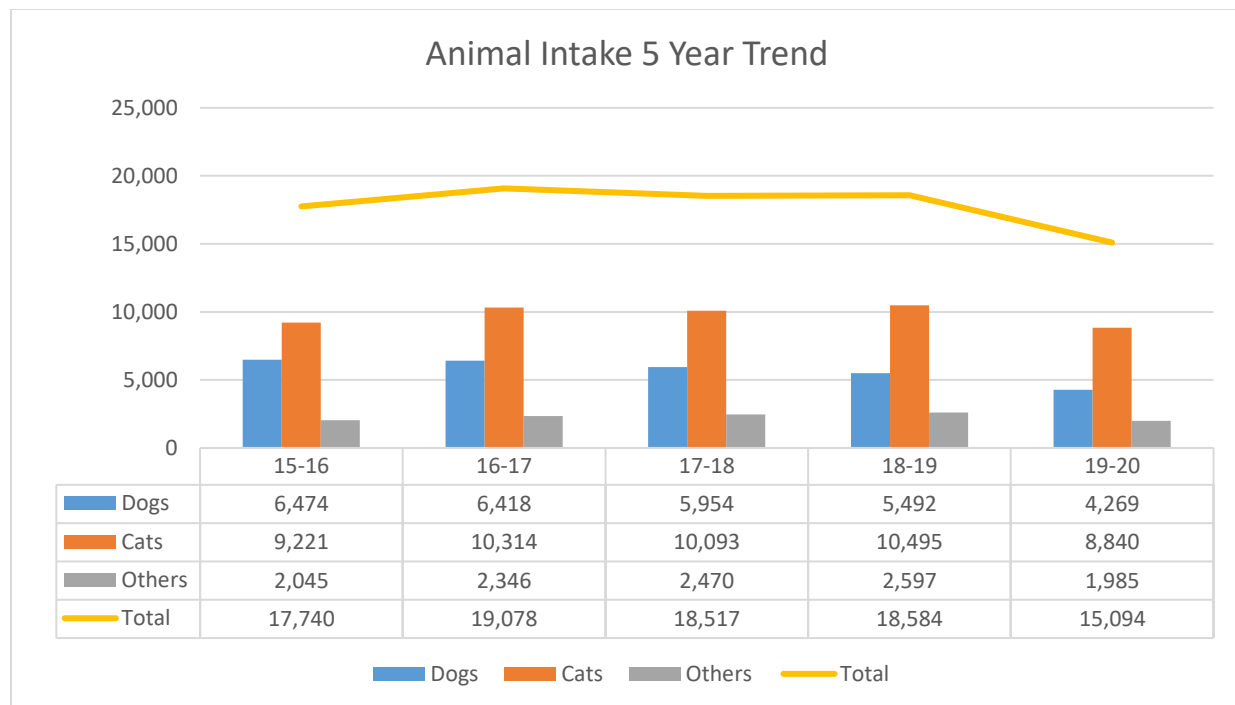
high-volume due to seasonal litters of cats. The months of November through February are generally the lowest volume months in an animal shelter.

**Animal Intake** - Before the shelter in place, animal intake for the period of July 1, 2019 to March 16, 2020 was trending slightly lower compared to FY 2018-2019. Overall intake was around 11,779 animals, which was 3% lower (-350 animals) compared to FY 2018-2019. Dog intake was 3,554, which was down 11% (-465 dogs). Cat intake was 6,850, which was up 4% (+261 cats). Other animal (including wildlife) intake was 1,385 animals, which was down 9% (-146 other animals).

Overall in FY 2019-2020, the Animal Care Center provided care and shelter for 15,094 animals (domestic and wildlife). The total animal intake decreased by 18%. The decrease was largely due to the COVID-19 pandemic. Compared to FY 2018-2019, FY 2019-2020 dog intake (4,269) decreased around 22% (-1,225), and cat intake (8,840) decreased around 16% (-1,655). Other animals (including wildlife) intake (1,985) decreased by 23% (-612).

ACS continued its partnership with the Humane Society of Silicon Valley, 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. In FY 2019-2020 ACS also completed 4,413 low cost spay and neuter surgeries that were provided to the public. Both programs were halted during the shelter in place order.

#### **CHART 2: ANIMAL INTAKE TRENDS: ALL ANIMALS- FY 2019-2020 Intake-15,094**

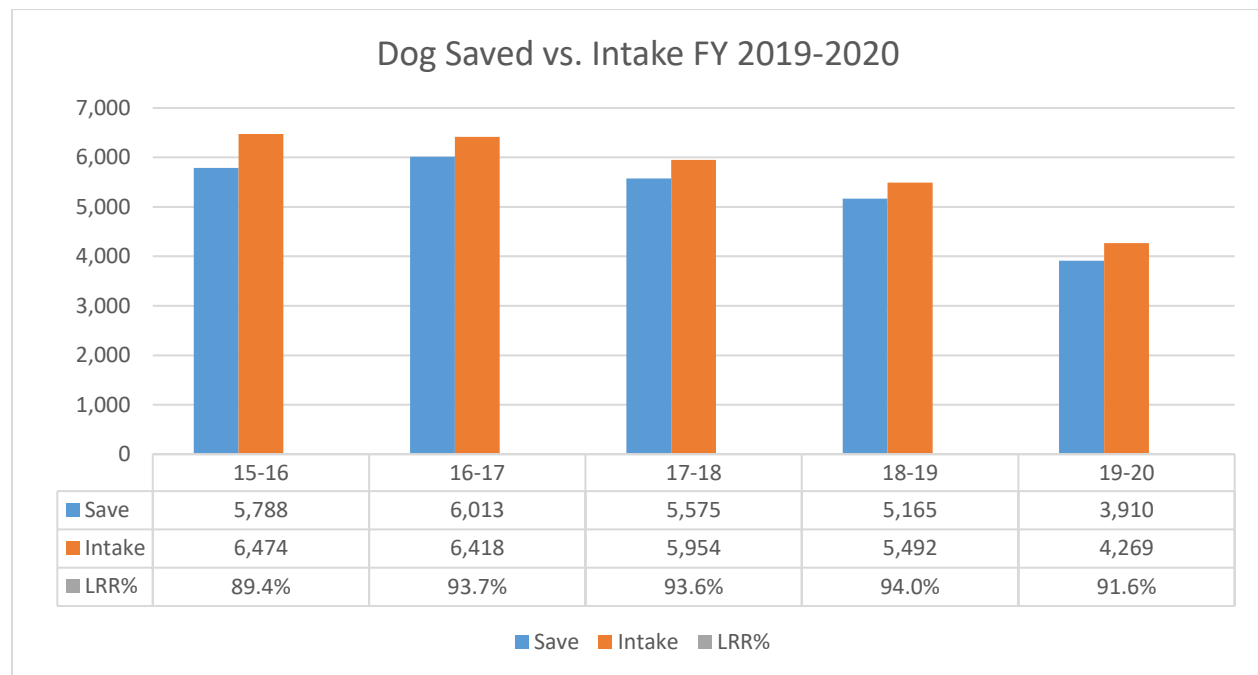


**Live Release Rate** – The Live Release Rate is an industry term that measures the percent of animals that leave an animal shelter alive. This is determined by dividing the number of animals that were released alive (to their owner, adoptions, rescue, etc.) by the total number that were admitted alive. The LRR 5-year trend data was updated for this report to provide updated information.

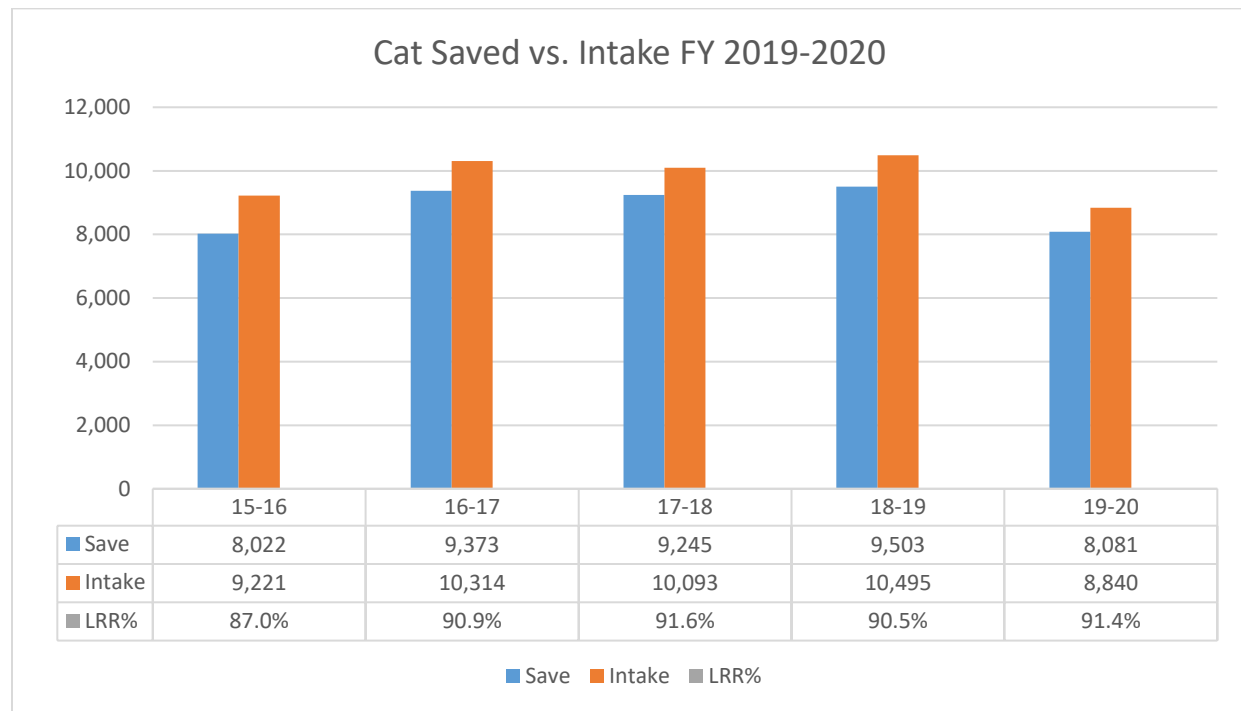
The combined (dog + cat) Live Release Rate for FY 2019-2020 at the Animal Care Center was 91%, which is roughly the same as last year's LRR percentage of 92%. The LRR percentage for other domestic animals for FY 2019-2020 was around 92%, which was an improvement from FY 2018-2019 LRR of 89%.

Overall (dog+cat+other) LRR for FY 2019-2020 is 92%. Individually, the LRR for dogs was around 92%, and around 91% 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.

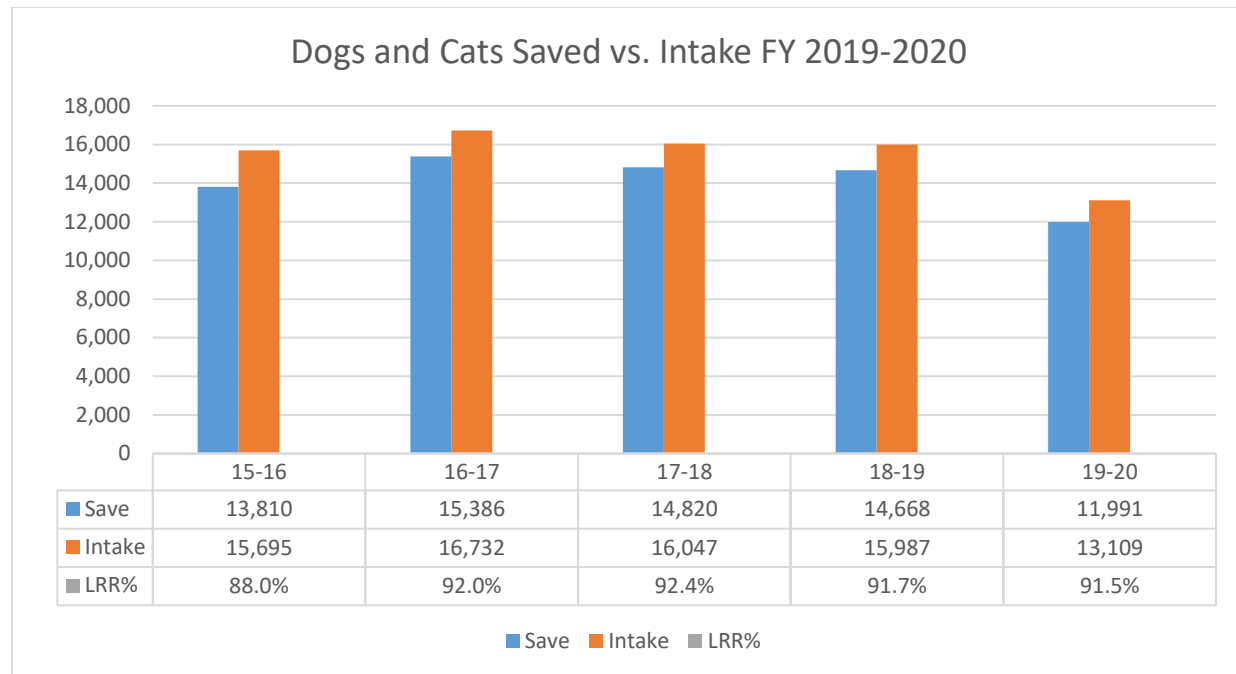
### **CHART 3A: LIVE RELEASE/INTAKE TRENDS: DOGS – FY 2019-2020, LRR-92%**



**CHART 3B: LIVE RELEASE/INTAKE TRENDS: CATS – FY 2019-2020, LRR-91%**





**CHART 3C: LIVE RELEASE/INTAKE TRENDS: DOGS & CATS - FY 2019-2020, LRR-91%****Adoptions**

In August 2019, the division participated in the Clear the Shelters, sponsored by NBC Bay Area and Telemundo 48, two-day event which resulted in 155 animals being adopted and finding a forever home. ACS continued to work with rescue groups, shelter partners, and shelters outside of California, as part of ACS life-saving programs. In FY 2019-2020, ACS transferred 2,900 animals to our shelter partners and 5,292 animals to our rescue partners.

The shelter partners and rescue groups accounted for saving 46% of animals that entered the Animal Care Center during FY 2019-2020. Overall, ACS processed 3,008 adoptions in FY 2019-2020 which was 1,340 (31%) fewer than FY 2018-2019. The decreased in adoptions was a result of the impact from COVID-19.

**Donations and Revenues**

Throughout the year, ACS conducts modest direct fundraising efforts. 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.

During FY 2019-2020 ACS generated \$3,161,885 in overall revenue, which was \$878,292 (33%) less than FY 2018-2019. The overall ACS cost recovery from revenues was 35% (11% decrease), against the ACS operating budget of 9.1million. Overall donations for FY 2019-2020 was \$335,293 which was \$54,115 (16% decrease) less than the previous fiscal year. ACS staff also applied for grants and during FY 2019-2020 ACS was awarded the following grants;

- \$50,000 grant from CFDA 2020 Pet Lover's License Plate Grant Program for the 2Tiny Kitten Village Project
- \$10,000 grant Pet Foster Care Stimulus Grant from Maddie's Fund
- \$7,500 grant from the California Department of Food and Agriculture. The grant was from the 2020 Prevention of Animal Homelessness and Cruelty Voluntary Tax Contribution Program

### **Licensing Numbers**

For FY 2019-2020 there were 55,325 total animals licensed within the City of San José. 41,422 dogs and 13,903 cats were licensed during the last fiscal year. ACS is committed to improving the license compliance rates for pet owners within the City of San José. This is a decrease from the 61,390 total licensed animals in Fiscal Year 2018-2019 (note: For the FY 2018-2019 ACS submitted a memo to the NSE Committee indicating that there were 60,682 licensed dogs and 45,609 licensed cats. The data provided was incorrect. The correct data for FY 2018-2019 was 45,801 licensed dogs and 15,589 licensed cats).

### **CONCLUSION**

San Jose Animal care and Services 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 2019-2020, ACS officers responded in person to 20,540 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 95 percent of the time, with an average Priority 1 response time of 29 minutes, which was about the same compared to the prior year.

The Animal Care Center provided care and shelter for 15,094 animals (domestic and wildlife). The total combined (dog + cat + other) Live Release Rate for FY 2019-2020 at the Animal Care Center was 92 percent.

For FY 2019-2020 the ACS operating budget was \$9.1 million. Overall revenues in FY 2019-2020 were \$3,161,885 which resulted in a 35% cost recovery against the operating budget. The cost recovery was down by 5 percent compared to the previous fiscal year.

The overall ACS operation experienced impacts due to the COVID-19 pandemic. However, the impact did not prevent the division from providing essential services, licensing, animal care, medical treatment, and staff safety.

### **EVALUATION AND FOLLOW-UP**

The San José Animal Care and Services 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 29 minutes.

### **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 November 12, 2020 Neighborhood Services and Education Committee Meeting.

### **COORDINATION**

San José Animal Care and Services Division of Department of Public Works Department consulted with the 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.

### **2020-2021 GOALS**

Efforts in FY 2020-2021 will implement various strategies and community outreach to improve license compliance and revenues. ACS will also conduct a non-scientific survey to ask community members if there is any interest in a lifetime pet license. Additionally, ACS is

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continuing to explore amendments to Title 7 - Animal Care and Control of the San José Municipal Code. The ACS goal is to recommended changes in the Dangerous Dog requirements, mobile grooming businesses, and other municipal codes.

The Animal Care Center is planning to open a new animal intake room. The new room will be larger than the current animal intake room. The new animal intake room will promote better customer service. The new room will provide animals more space as they are impounded, which help's decrease anxiety and stress.

/s/

MATT CANO

Director of Public Works

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