



Animal Care and Services

a Department of Public Works division

MATT CANO

Director, Department of Public Works

JAY TERRADO

Deputy Director

MALLORY KINSMAN

Field Operations Supervisor

LORANCE GOMEZ

Shelter Operations Supervisor

Animal Care Center

50,000+ square feet

Opened October 2004

House approximately 18,000 animals per year

Provide: field services, adoptions, returning lost pets, euthanasia, rescue, outreach, medical care, public spay/neuter clinic, licensing, permits

70 FTEs

Service contracts: Milpitas, Cupertino, Saratoga & Los Gatos



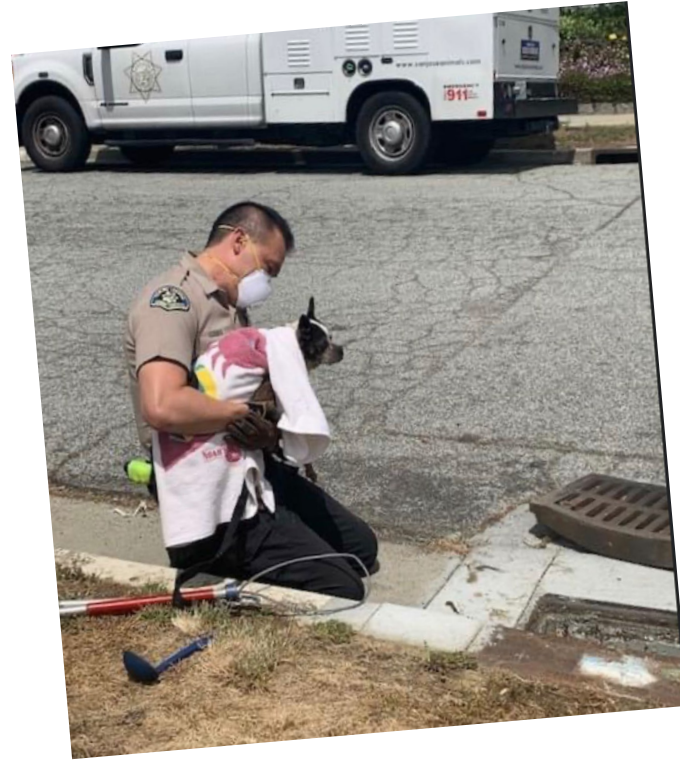
Field Services

20,540 calls for service FY 2019-2020

Approximately 100,000 phone calls into Dispatch

Most common call types: stray dogs and cats, dead animals, humane investigations, barking, nuisances, standards of care, dangerous dogs

Work with District Attorney— animal related cases of cruelty, and animal fighting

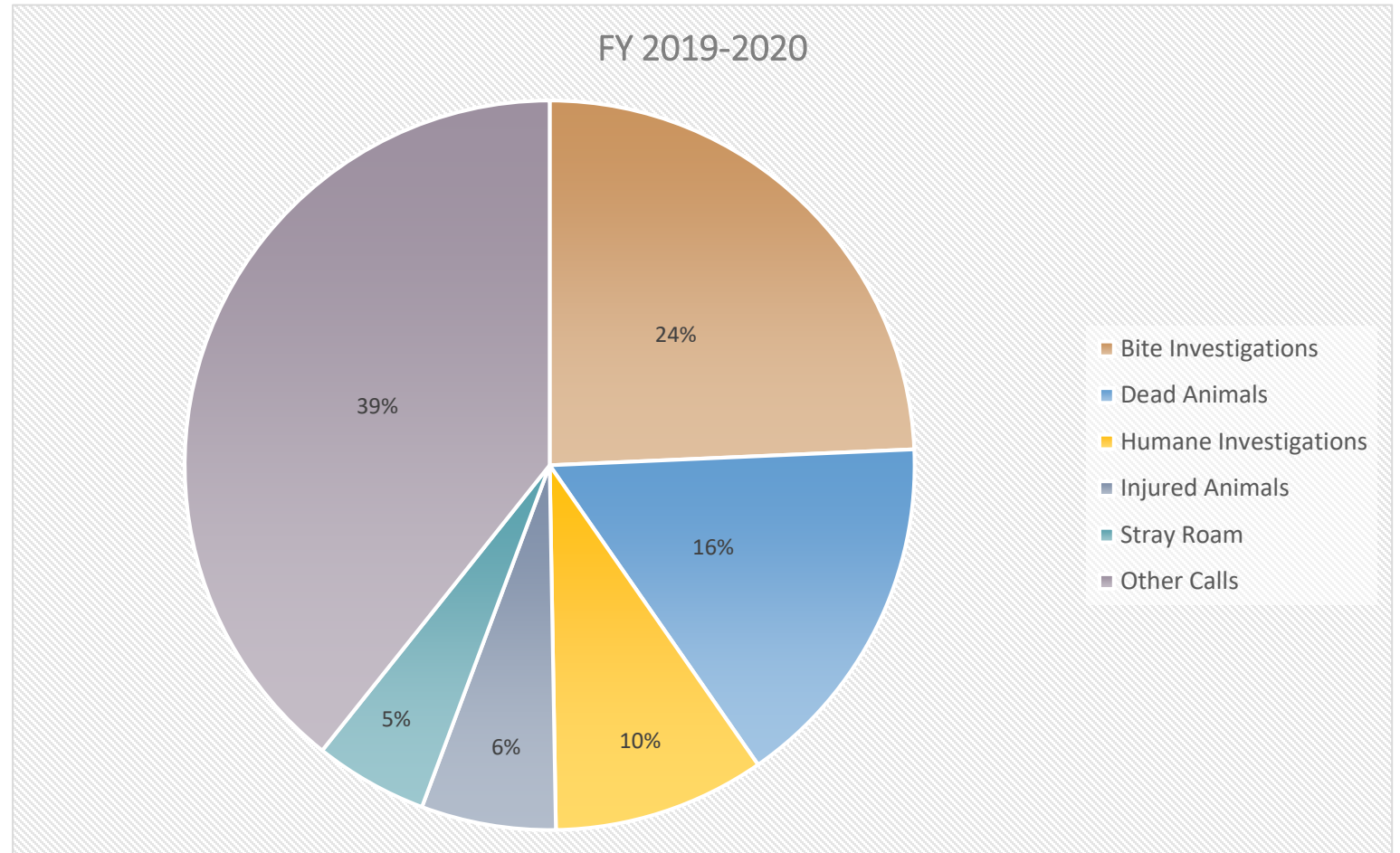


Field Services FY 2019-2020

Priority 1 calls - 3,196 calls

Priority 2 calls - 11,788 calls

Priority 3 calls - 5,556 calls



Shelter Services

FY 2019-2020 Intake & care 15,094 animals

- 4,269 – dogs
- 8,840 – cats (5,052 were kittens)
- 895 – rabbits, guinea pigs, small mammals, birds, reptiles and small livestock
- 1,090 - wildlife

Average Daily Population

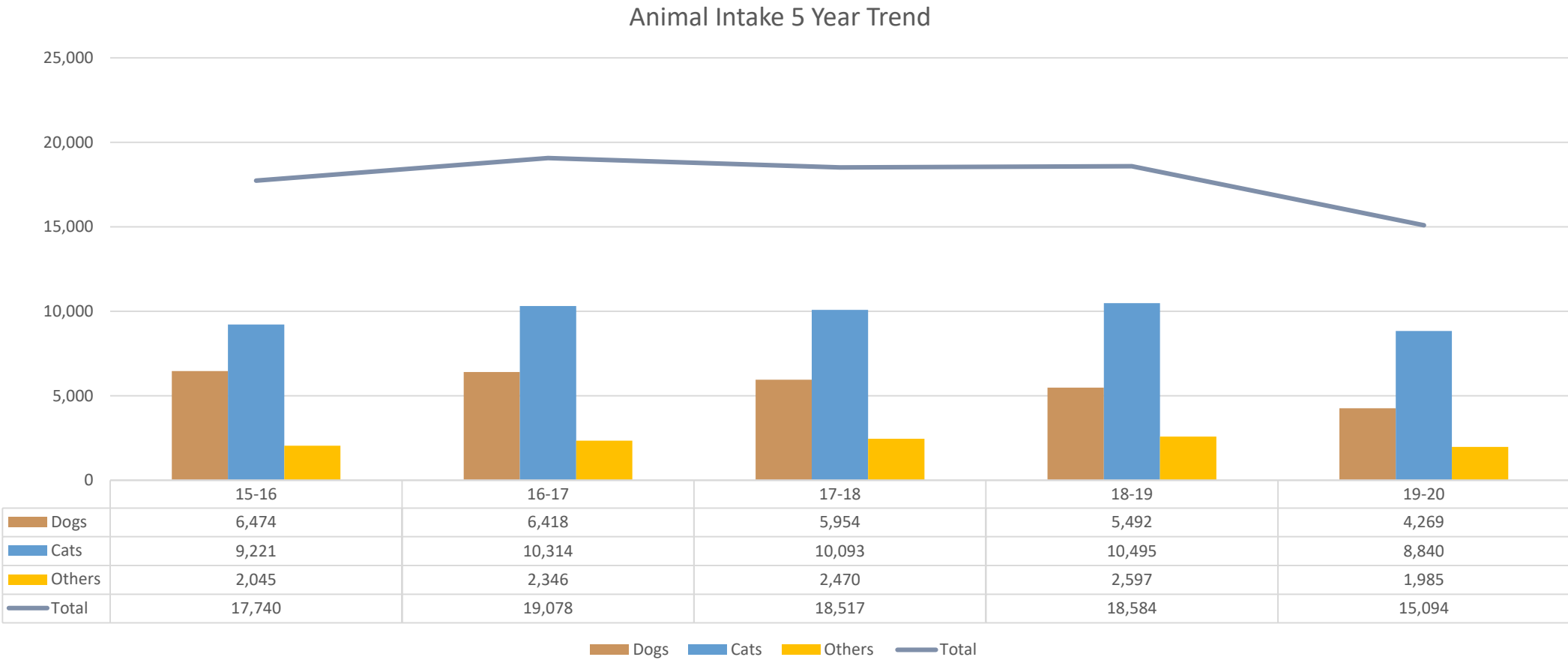
- 400 – summer months
- 200 – winter months



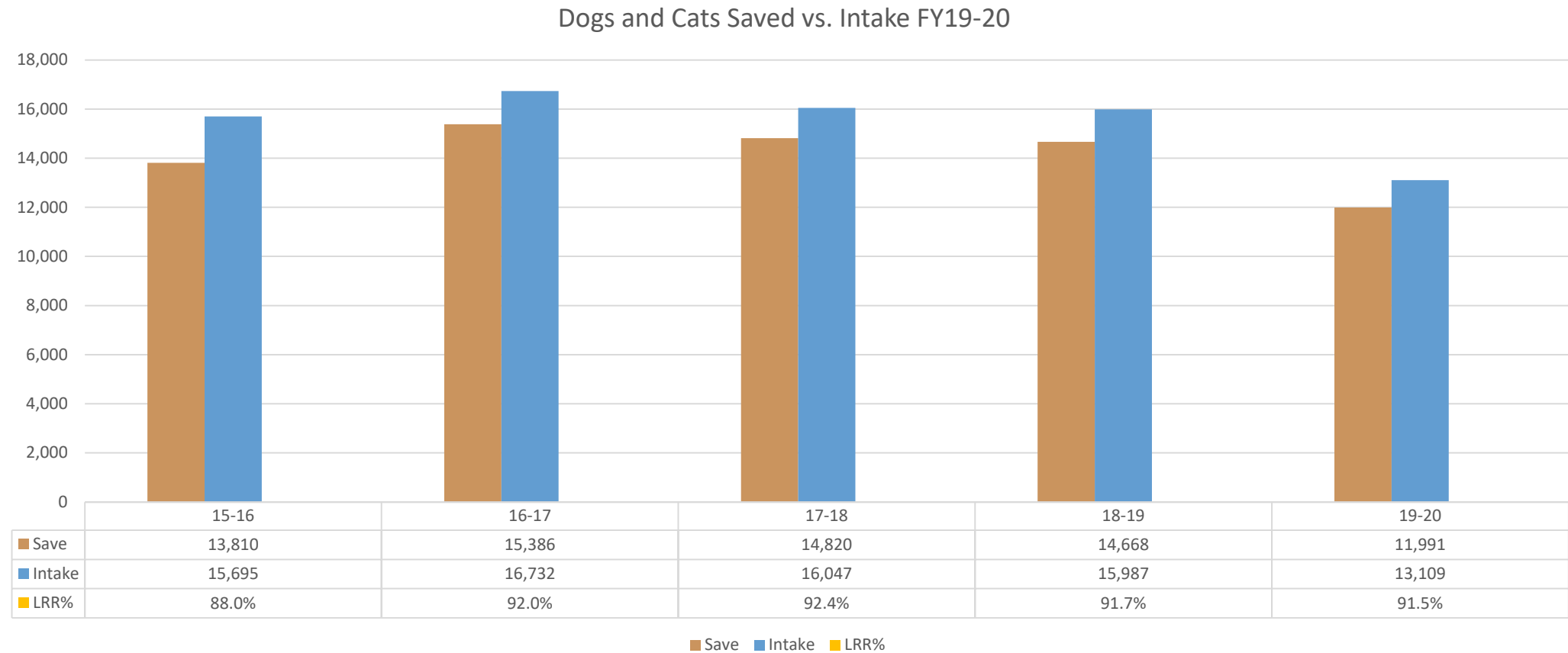
	Sm DOGS	LG DOGS	
MO	Classical	classical	Music
Tue	Flavor Ice cubes	Kongs	Frozen treat
Wed	Plush toy / rope	Sturdy / chewy	New toys
Thu	Coconut	Lavender	Alfactory
Fri	Frisbee (small)	Frisbee (large)	Frozen treat
Sat	treats in Potato paper	treats in Potato paper	Feeder Bags
Sun	Ginger	Vanilla	Alfactory



Shelter Services



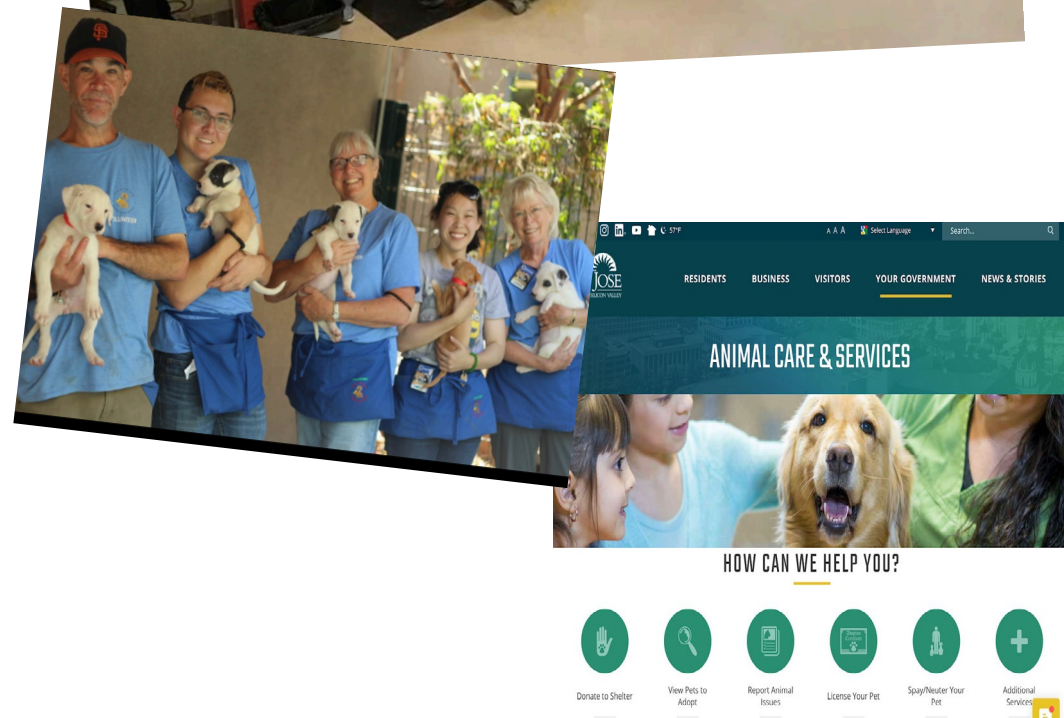
Live Release Rate (LRR)



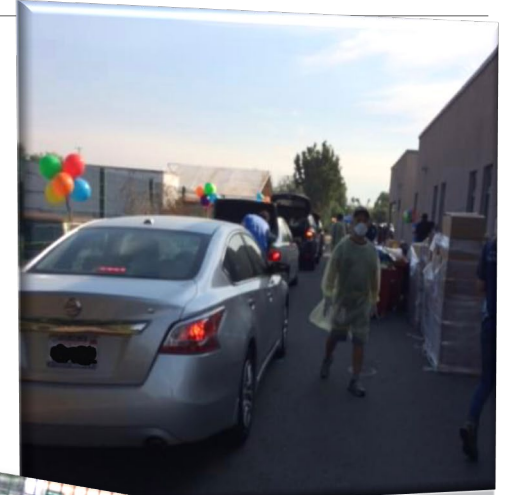


Medical, Administration, Fundraising, Marketing & Volunteers

- 2 medical clinics – public / internal
- Approximately 10,000 spay/neuter surgeries per year
- Licensing: processed 30,000 licenses: \$1.4m/year
 - 38% manually processed & 62% via the web
- 35% cost recovery: \$3.3m revenue, \$9.1m budget
- Gift Trust – Guardian Angel program - \$468k donations



Shelter in Place Moments





*Are there any questions
regarding the ACS operation?*



www.sanjoseanimals.com

