



Memorandum

TO: NEIGHBORHOOD SERVICES &
EDUCATION COMMITTEE

FROM: Barry Ng

SUBJECT: ANIMAL CARE AND SERVICES
ANNUAL REPORT

DATE: September 25, 2017

Approved

Date

10/2/17

RECOMMENDATION

Accept the annual report on the activities of the Animal Care and Services Division.

OVERVIEW

The following memorandum provides an update on the activities of the Animal Care and Services (ACS) Division. 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 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 about 1,200,000 residents in Santa Clara County, which is nearly 65% of the human population.

This report details the activities of the 2016-17 fiscal year (FY), unless otherwise indicated. The statistical information includes data from service contracts with the cities of Cupertino, Los Gatos, Milpitas, and Saratoga.

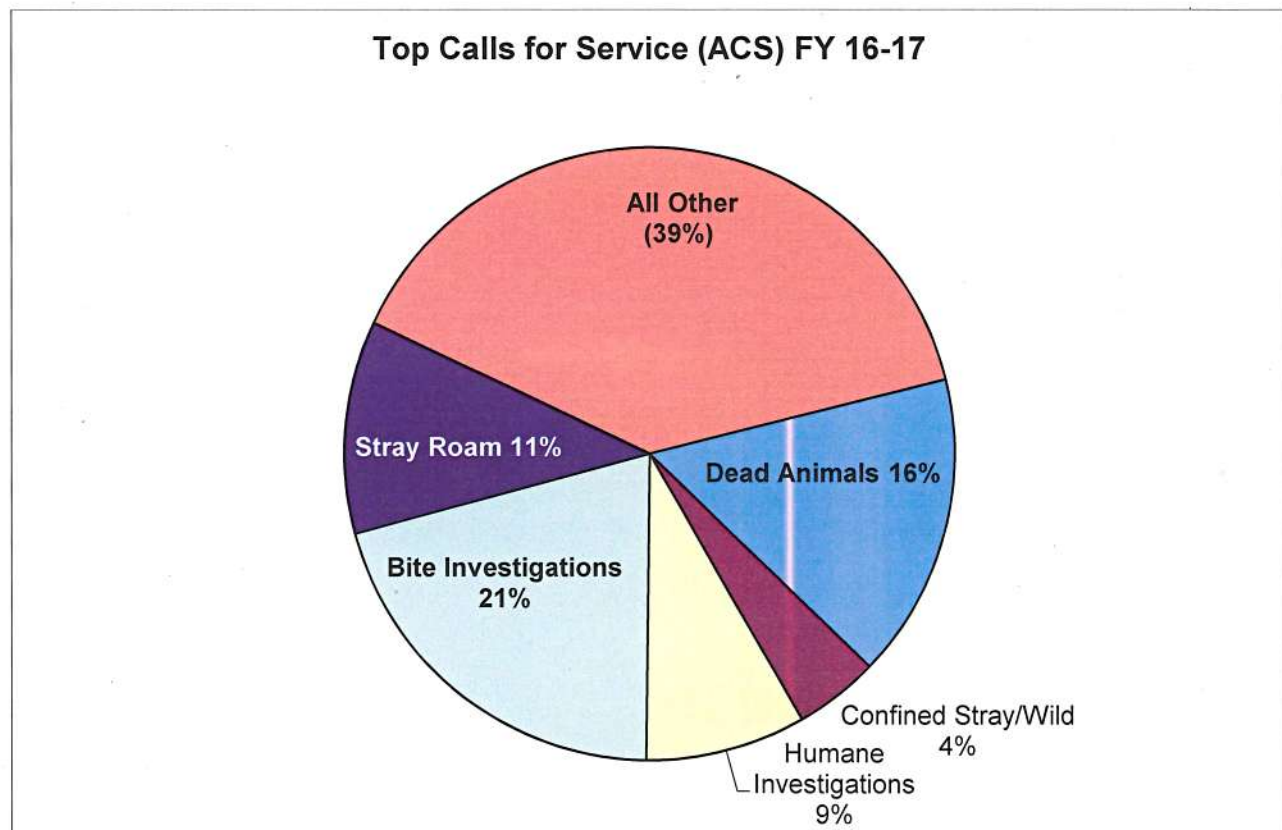
ANALYSIS

Field Operations

During FY 2016-17, ACS officers responded in person to 22,575 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 15% (3,449) of the total service calls. Priority 2 calls were 53% of the total calls (11,973) 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 32% of all calls (7,153) 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 2016-17.

CHART 1: TOP CALLS FOR SERVICE



Calls for Service – Calls received and completed by field services in FY 2016-17 decreased 2% (-446) compared to the previous year. There are 10 Animal Services Officers (ASO) who

provide services and emergency response to San Jose and Milpitas. Three additional officers 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 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.

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

Officers were able to exceed the performance target of responding to Priority 1 calls within one hour or less 95% of the time (see Table 1). In FY 2016-17, the average response time to P1 calls was 28 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 2016-17, that target was achieved 56% 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 2015-16	FY 2016-17	Change
Priority 1: w/in 1 hour	95%	96%	96%	0%
Priority 2: w/in 6 hours	n/a	56%	56%	0%
Priority 3: w/in 36 hours	n/a	70%	77%	+7%

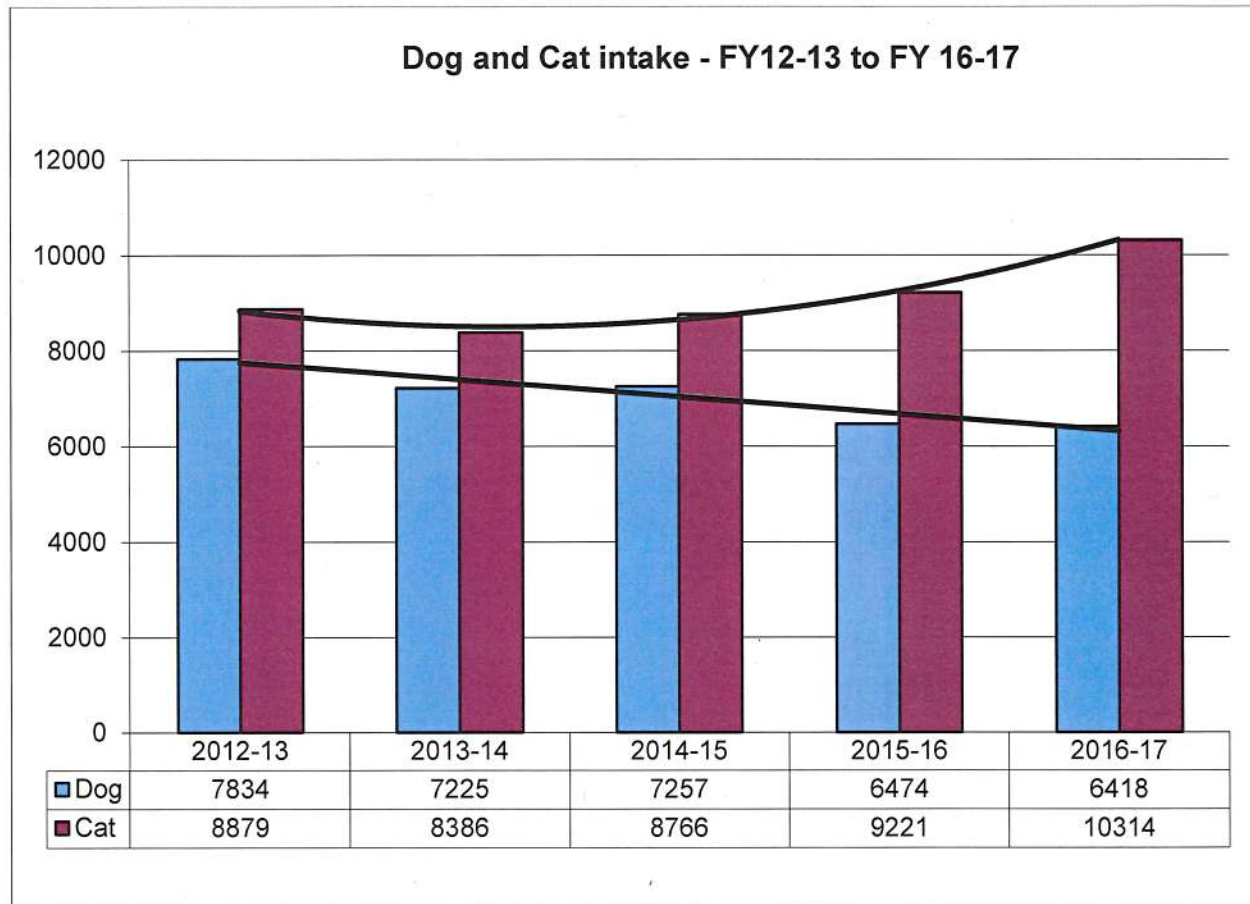
Shelter Operations

In FY 2016-17 the Animal Care Center (ACC) provided shelter to 17,856 domestic animals and 1,226 wild animals. The months of November through February are generally the lowest volume months in an animal shelter. March and October are transitional months and April through September are very high volume due to seasonal litters of cats.

Animal Intake – Overall domestic animal intake increased 7% (+1,207) compared to FY 2015-16, however, dog and cat trends were different. Dog intake effectively remained the same (-56), however, cat intake increased by 12% (+1,093) and “other” animals increased 18% (+170). The cause for the increase in cats and kittens is uncertain and marks the fourth year in a row of increased cat intake. Since the lowest intake of 8,386 cats in FY 2013-14, cat intakes have increased 23% (+1,928). During that same period, dog intake has decreased 11% (-807). In partnership with the Humane Society of Silicon Valley, ACS continued a grant program to

provide FREE spay and neuter for any Chihuahuas in the following five zip codes: 95111, 95112, 95116, 95122, and 95127. In FY 2016-17 ACS performed 8,729 spay and neuter surgeries. In addition, grant funds were used to fund a voucher program and targeted cat spay neuter. 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 leaves 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. Based on national statistics for an open-door public animal shelter, a very successful LRR for dogs and cats combined exceeds 80%.

Total combined (dog + cat + other) LRR for FY 2016-17 at the Animal Care Center was 91%. This is the highest rate achieved since San Jose began the program in 2001, and significantly higher than the national average of approximately 65%. Individually, the LRR for dogs was 94%, and 91% 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 16-17 – 94%

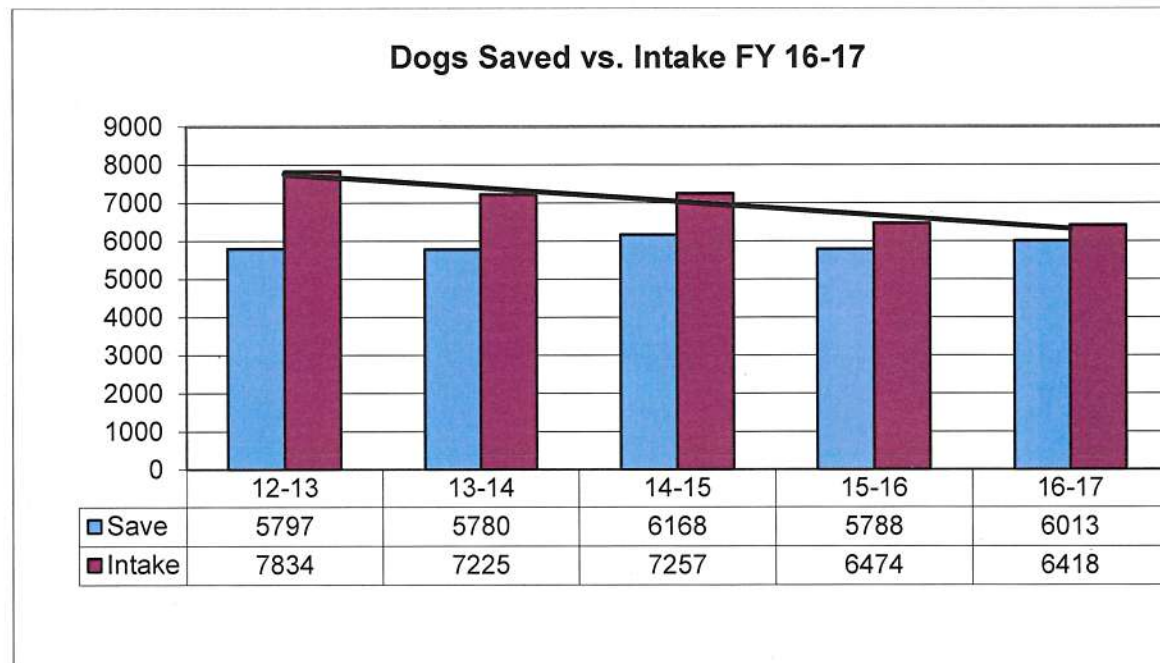
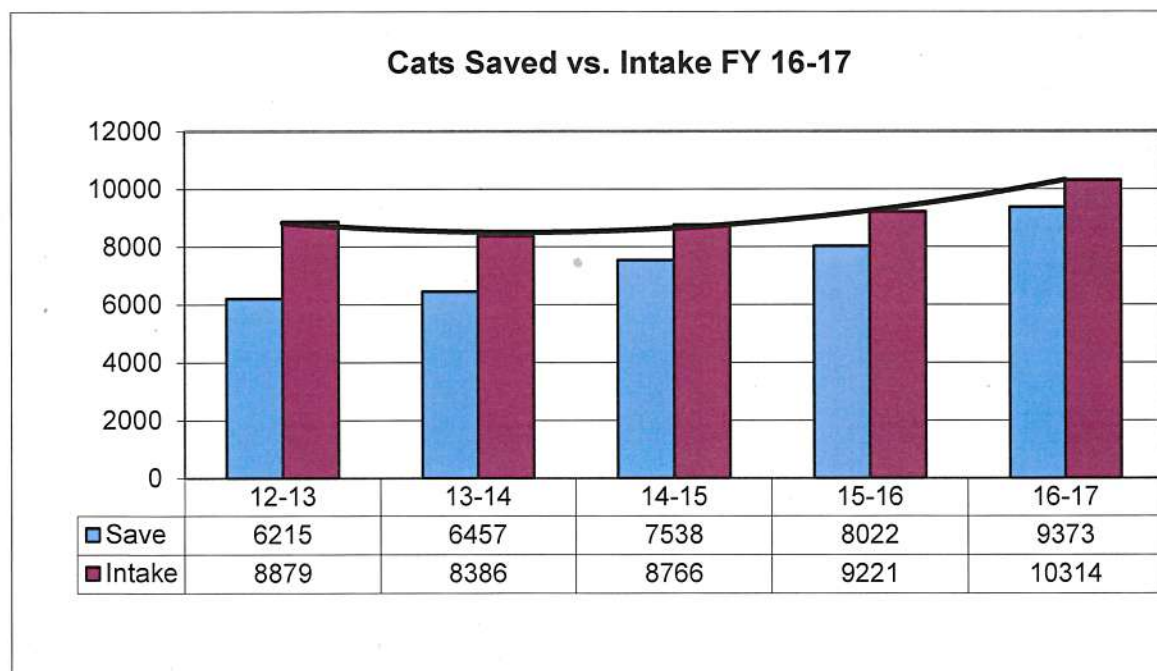


CHART 3B: LIVE RELEASE/INTAKE TRENDS: CATS – FY 16-17 - 91%



Adoptions – Overall, ACS processed 4,490 (+4%) adoptions in FY 2016-17. 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. Last year, 5,793 stray animals (more than half 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 2016-17, the fund received \$337,000 (an increase of \$96,000) from the community and those contributions helped provide the resources for hundreds of animals to get the special medical care needed to give them a second chance. A more focused effort to improve fundraising has begun this year.

Overall revenues in FY 2016-17 were \$3,046,000 which was 37% cost recovery against the ACS operating budget (\$8.2mil). Efforts in FY 2017-18 will seek to improve license revenues through a targeted pilot program that was developed with data from the Data Analytics Team.

NEXT STEPS

Major programming efforts will include municipal code updates to be presented to Council for consideration in late 2017 or early 2018. Ongoing appropriations for minor repair work and modifications for several improvements to the Animal Care Center in FY 17-18 include: interior painting, landscaping, modifications to the animal intake area, the addition of a third set of industrial washers and dryers, replacement of dish sanitizers, and repairs to the water system to reduce hard deposits.

/s/

Barry Ng
Director of Public Works

For questions, contact Jon Cicirelli, Assistant Director, Public Works, 408-794-7223.