

CONTRA COSTA COUNTY ANIMAL SERVICES

ANIMAL SERVICES UPDATE



APRIL 6, 2021

Our Department

- **Field Services** – Protecting public health & safety through enforcement of the County's Animal Ordinance, rabies control and field patrols.
- **Shelter Operations** – Intake and daily care of animals, maintenance of animals and kennels, owner surrender support.
- **Medical Services** – Medical care and treatment of animals, emergency care, low-cost spay/neuter surgeries, low-cost vaccination and microchip clinics, etc.
- **Administration** – In-house call center, licensing programs, budget and human resources, contract management, fleet management.
- **Community Services** – Adoptions program, volunteer program, public events and humane education.



Field Services – Top Activities

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2020 Activity Report - Top Activities for Pinole	<u>2020</u>	<u>2019</u>
Stray Activities	200	228
Deceased Activities	160	149
Investigation Activities	89	99
Assist Activities	32	33
Total Activities	513	603



Pinole Shelter Closure

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- In September of 2020, the Contra Costa Board of Supervisors voted to close the Pinole Animal Shelter due to financial impacts resulting from the COVID-19 pandemic.
- CCAS supported this decision since we have long lacked the necessary financial resources and staffing to adequately run the shelter.
- The primary services utilized by West County residents at the Pinole Shelter included: adoptions, stray animal impounds and return to owner services.
- CCAS will continue to provide these services to West County residents through current practices, mobile events and strategic partnerships.
- Field Services response times were not affected because our Animal Services Officers have always been dispatched from our Martinez facility.



CCAS veterinarian speaking with residents at 3/13/21 West County Microchip Clinic

Priority 1 Response Time Comparison

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Priority 1 Response Time Goal = 2 hours

*Priority 1 Activities are calls which require an immediate response due to severe injury, imminent threat to public safety or to an animal involved. Examples of Priority 1 Activities include:

- Calls involving potential rabies exposure
- Severe dog bite to a person
- Aggressive Animal At Large
- Livestock on the Highway

- 2018 Pinole Priority 1 Response Time % = 82.24%
- 2020 Pinole Priority 1 Response Time % = 90.07%
- 2018-2020 Pinole Priority 1 Response Times Improved by Nearly 10%



City Agreement Fee Increases

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- **2020 Pinole Population = 19,505**
- **New Rate FY21/22 = \$6.67**
- **FY 21/22 Cost = \$130,098.35**

Cost/Usage Comparison

- Most jurisdictions utilize a level of services similar to the percentage of costs they pay.
- In FY19/20, Pinole represented 1.25% of CCAS's total city fees and 3.58% of total activities.

Fiscal Year	CPI	Fees Per Capita
FY 17/18	3.5%	\$5.94
FY 18/19	2.9%	\$6.11
FY 19/20	4.5%	\$6.38
FY 20/21	2.5%	\$6.54
FY 21/22	2.0%	\$6.67

What do your city fees pay for?

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Contra Costa County Animal Services provides a full complement of services for our city residents.

- Field Service Officers – enforcement and community service (police/SO)
- A 38,000 sq. ft facility to house animals while they are in our care (jail/hospital)
- A medical and husbandry team to provide basic daily care to the animals as well as any necessary medical care. (medical staff)
- An administrative team to manage a call center, support dispatch services, assist the public in person, online, by phone. (dispatch)
- A team to support administrative hearings for dangerous animals and noise violations. (court system)

Mandated services covered by current fees

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■ Rabies Control

- Licensing & Enforcement
- Bite Investigations
- Patrols
- Quarantine of Potential Rabies Suspects
- Rabies Testing
- Rabies vaccine clinics

■ Dangerous/Potentially Dangerous Animals

- Investigations
- Impoundment & Sheltering
- Hearings
- Permits & Enforcement

■ Other State & Local Laws

- Animal Noise Enforcement and hearings
- Fulfilling PRA requests

■ Special Enforcement

- Mandatory spay or neuter prior to adoption and as required per County Ordinance.
- Major case investigations re: cruelty

■ Animal Housing

- Stray & Aggressive Animal Patrols (Inc. Livestock)
- Impoundment of stray dogs, sick/injured/in danger & aggressive animals
- Sheltering/care of impounded animals (inc. vaccination, food, humane and emergency veterinary care, etc.)
- Housing for animals displaced by disasters
- Return animals home and Adoption or transfer of available animals

Non-mandated services provided by CCAS

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- **Low-cost vaccine and S/N Clinic for residents of Contra Costa County**
- **Humane Education & Enrichment Programs**
- **Deceased Animal Impoundment**
 - Deceased animals located on the public right of way.
 - Deceased domestic animals on private property.
- **Local Agency Assists**
 - Police
 - Fire
 - Code Enforcement
- **Administration**
 - Provide support for on-going operations – budget and fiscal services, human resources, contract management, fleet management and information technology
 - In house call center – five days a week, T-Sat. Phone, online, email and in person by appointment
 - Dispatch services through SO contract 24/7

City Service Agreement History Overview

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- The city service agreements were established in 1985. The agreements stipulate services for mandated programs and the enforcement of all animal related laws. The original city fees were based on Department costs at that time and on a city's population (per capita).
- In May of 2005, the Board of Supervisors granted approval, and the Cities agreed, that Animal Services Department would increase city fees for animal services each fiscal year based on the municipality's population growth and the Consumer Price Index (CPI) percentage.

City Service Agreement Challenges

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- ❑ Fees inadequate to support expenses for services provided.
- ❑ Expenses to provide services grew faster than city revenues.
- ❑ Population/needs for services increased.
- ❑ Response times increased while call volume backed up and became overwhelming.
- ❑ City agreements only cover mandated services and lack performance metrics.



Service Impacts: Areas Of Concern

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- **Lack of appropriate staffing coverage for deceased animal pick ups**
 - ▣ Currently 1 FTE, 40 hrs./week focused on deceased animal pick up. Services will be negatively impacted when that individual goes on vacation, becomes ill/injured or leaves the position.

- **Citizen complaints around the pick-up of sick or injured wildlife.**
 - ▣ Incidents of public complaints. Example: sick raccoon, sick/injured skunks, rattlesnake in garage.
 - All concerns were coupled with worry for the animal's welfare and public safety (potential injury, exposure to zoonotic diseases) due to possibly having to handle a wild animal to pick it up and transport themselves to the Lindsey Wildlife Center.

- **Beat coverage by Officers.**
 - ▣ Minimum is now 5 Officers per day. Covering entire County, 3 beats, between 8:00 am-9:00 pm.

- **Impact on local Police when ASO's are not available or are delayed in response.**

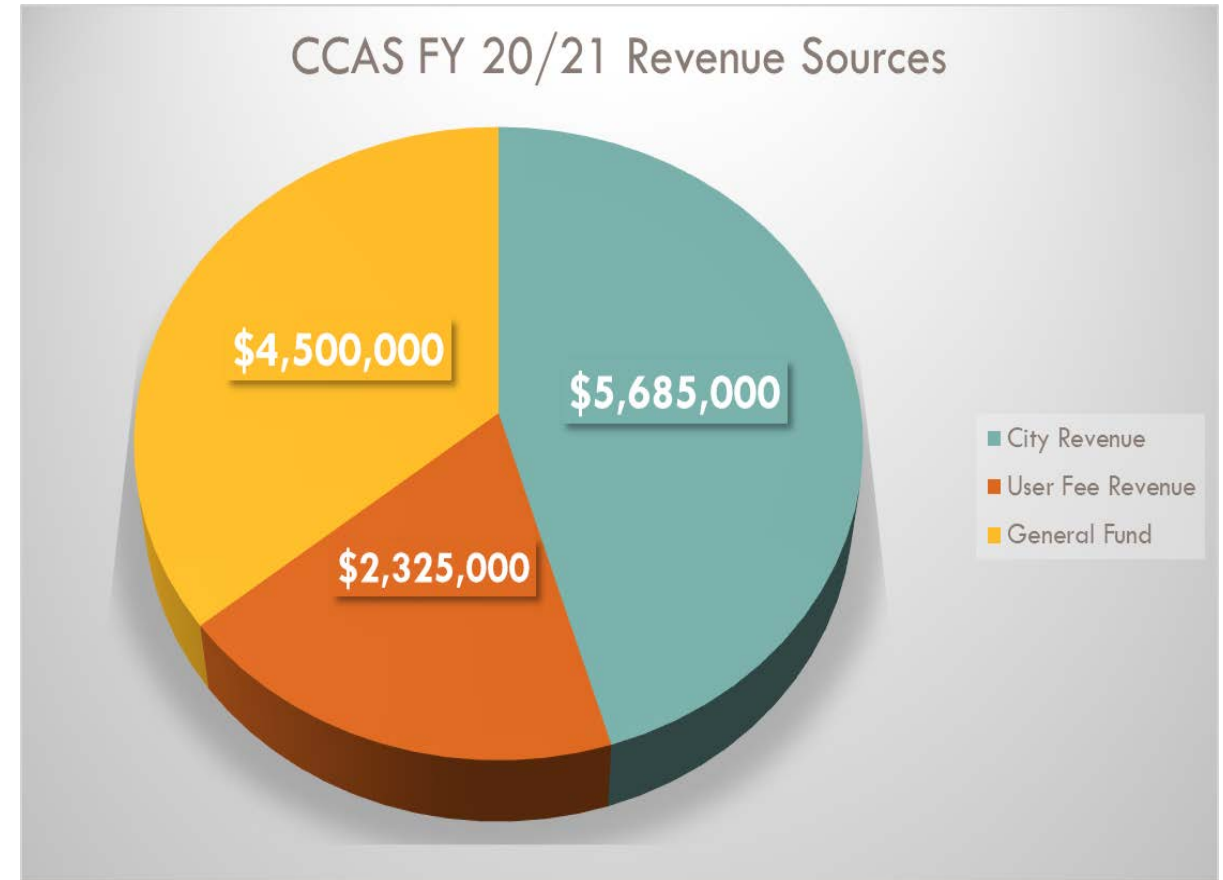
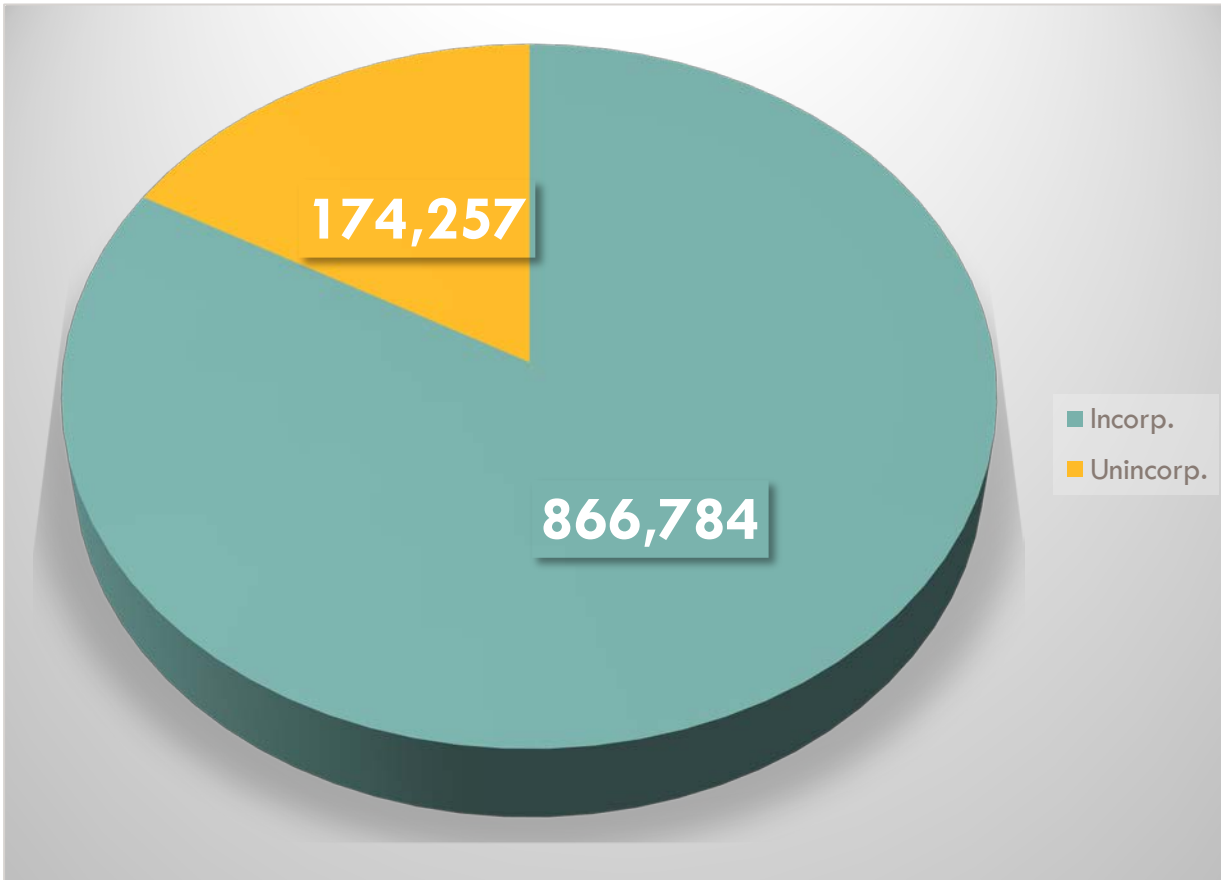
Service Changes

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- ❑ Moved to Field Services hours between **8:00 AM and 9:00 PM** with no “on-call” coverage.
- ❑ Focus shifted to domestic animals. **Wildlife calls are now referred to California Department of Fish and Wildlife.**
- ❑ **Priority One** response times for all cities improved from **88.99% compliance 10/1/19-12/31/19 to 90.49% of compliance target 10/1/20-12/31/20.**
- ❑ **Call Volume** for active calls **dropped** from an all time high of **500+** to now averaging between **40-60 active calls per day.**
- ❑ Implemented an **Online Registration Portal** for public spay/neuter and vaccination appointments.
- ❑ Launched an online **Deceased Animal Reporting Portal** to make it easier for residents to report deceased animals.
- ❑ Developed a new **Dog Foster Program** that proved vital in getting animals out of the shelter during the early stages of COVID-19 and is ongoing as needed.
- ❑ Created a new online **Lost & Found Portal** to assist County residents who have lost a pet.

Population & Revenue Comparison

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***Incorporated population excludes City of Antioch**

Animal Care Agency Comparisons

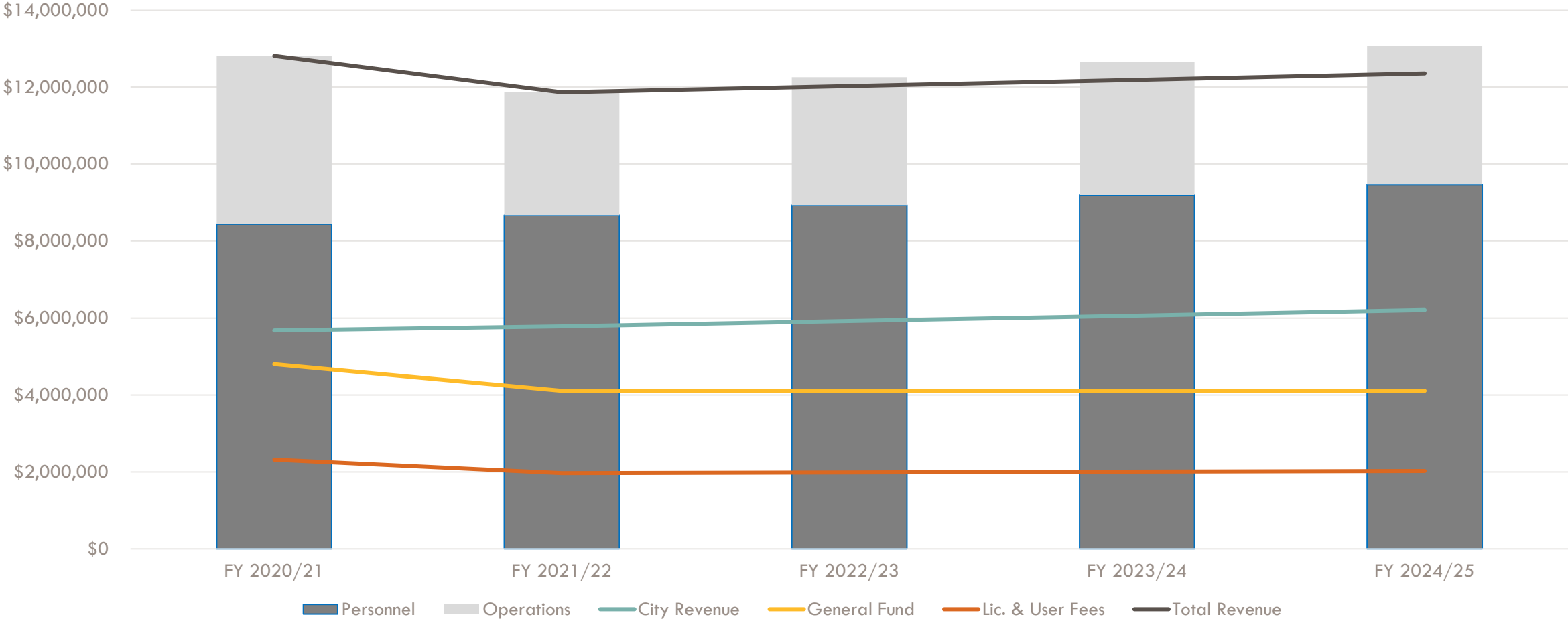
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- ❑ **Contra Costa Animal Services ranks low on cost per capita in comparison to other municipal shelters.**
- ❑ **The City of Antioch increased their rates for animal services by 19% in FY 2020/21, which brought them to \$15.44 per capita.**

Municipal Shelter:	FY 20/21 Rate Per Capita
City of Antioch	\$15.44
City of Oakland	\$12.09
Sacramento County	\$13.10
Contra Costa County	\$6.54

CCAS 5 Year FY Forecast Projections

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Next Steps

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- **Assess the service needs of the community and CCAS's capacity for care.**
- **Consider amending the current Service Agreement to desired service levels while meeting State and Local mandates.**
 - ▣ Ex: injured/sick wildlife and deceased animal pick up.
- **Evaluate the current fee plan for the cities and create a sustainable plan.**

Thank You & Questions

**We
appreciate
our city
partners!**

