

City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

To:	Scott C. Stiles	From:	William E. Murray
Dept:	City Manager	Dept:	Public Works
Subject:	JANUARY – MARCH 2018 ANIMAL CARE SERVICES UPDATE	Date:	May 24, 2018

OBJECTIVE

To provide the City Council with an update regarding Animal Care Services for the months of January, February and March 2018.

BACKGROUND

On January 1, 2018, the City's Animal Care Services (ACS) program began its second year of operations. The purpose of the transition to a city-run program in 2017 was to better manage escalating costs while also providing more responsive services to the community. The new model called for ACS to provide field services in Garden Grove and for shelter services to be provided by the Orange County Humane Society (OCHS).

As part of the ACS program, if staff can identify who owns a lost animal through use of a pet license or microchip, that animal is returned directly to their owner in the field. Not only does this reduce the number of animals taken to the shelter, but it also saves Garden Grove residents time and money as they do not have to pay shelter impound fees.

DISCUSSION

Field Services

During the quarter, ACS received approximately 723 field service calls. A summary is attached for your review (Attachment A). The number of calls for service were consistent with the calls from the same time frame in 2017.

From time to time, ACS is called upon to respond to unusual or non-routine calls for service. As an example, on March 19, ACS received a call about an injured hawk on the 22 Freeway. The on duty ACS staff member coordinated with the California Highway Patrol for a traffic break so the hawk could be successfully captured while minimizing risk to the bird, ACS staff and the public. The hawk was taken to the

Wetlands and Wildlife Care Center in Huntington Beach where it received medical attention.

Animal Care Services Webpage

ACS staff continues to work with the Information Technology Department to make improvements to the Animal Care webpage. In early April, a Frequently Asked Questions (FAQ) section was added to the main page. The FAQ page provides clear answers to common questions, including:

- How do I report a stray dog?
- Where do I get my dog/cat license?
- How can I have a dead animal removed (stray and wildlife)?
- How do I find a lost pet?
- What if I find an animal?
- How do I report a barking dog?
- What should I do about pet abuse?
- Are there regulations on number of pets?
- What if I'm bitten by an animal?
- What if I have a bee problem?
- What if I have a problem with rats and other pests?
- What about coyotes?
- How can I find out about rabies?
- What is the policy on wild animals?

Other enhancements that will make it easier to track the status of found animals are also being developed and will be added to the webpage upon completion.

Shelter Operations

As mentioned above, shelter operations are contracted with OCHS. For this reporting period, there were 252 animals brought in by ACS staff, Good Samaritans, and/or owner surrenders from Garden Grove; including 137 dogs, 84 cats, and 31 various other animals. This is consistent with the same period last year. A summary of statistics from OCHS is attached for your review (Attachment B).

Stray Cat Return-To-Field Program

We are pleased to report, the Stray Cat Alliance Return to Field (RTF) Trap, Neuter, Release (TNR) program became active on March 22, 2018. As of April 19, 18 cats were treated and released through the RTF program. Additionally, at the request of the Community Services Department, a targeted TNR effort was initiated at Atlantis

Play Center in March, where an additional five cats were treated. Stray Cat Alliance and ACS staff are presently working on securing private funding and grants to help offset the cost of the program, therefore, the full program will be implemented in stages. At the current funding level, it is anticipated approximately 400 cats can be treated in one year.

Temporary Animal Holding Facility

The new temporary animal holding facility and office space at the Municipal Service Center became operational in early March 2018. This facility is used to hold animals for short periods of time before animals are routinely transported to OCHS the same day they are picked up. With the completion of the temporary holding facility, staff can more efficiently and effectively coordinate trips to and from the OCHS shelter.

SUMMARY

As ACS starts its second year of service to the community, staff continues to work diligently to provide high quality animal care services, become more knowledgeable, and provide helpful information and resources to the public. ACS staff is committed to continuously improving the Animal Care services program and will continue to implement ongoing program enhancements. The next quarterly update will be provided in August 2018, covering the months of April, May and June.



WILLIAM E. MURRAY
Public Works Director



By: Mark Ladney
Public Works Supervisor

Attachment A: Field Service Call Summary
Attachment B: OCHS Statistics



**SHELTER STATUS REPORT
JANUARY 2018-MARCH 2018**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	98	59	16
Surrendered by Owner	18	6	0
Returned to Owner	41	1	0
Strays turned in by Public	21	19	15
Transferred Out	6	8	23
Died in Care	1	2	0
Euthanized	18	39	0
Adopted Out	77	49	0



**FIELD STATUS REPORT
JANUARY 2018-MARCH 2018**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE		
	DOG	GAT	OTHER
Animal Bite	19	0	0
Animal Confined	71	53	11
Animal Dead Pick Up	15	121	111
Animal Injured	10	22	27
Animal Stray/at Large	106	5	3
Animal Noise Complaint	0	0	0
Animal Sick	3	6	2
Vicious Animal	19	0	0
Live Wildlife	0	0	8
Animal Cruelty	24	3	1

TOTAL SERVICE/FIELD CALLS RECEIVED		
JANUARY	FEBRUARY	MARCH
263	212	248

BARKING DOG	JANUARY	FEBRUARY	MARCH
Complaints Received	4	4	3
Citation/Hearings Issued	0	0	0