

CONTRA COSTA COUNTY ANIMAL SERVICES

SAN PABLO CITY COUNCIL PRESENTATION



JULY 16, 2018

Our Department

- **Field Services** – Protecting public health & safety through enforcement of the County's Animal Ordinance, rabies control, field patrols and dead animal impounds.
- **Shelter Operations** – Adoptions, transfers, intake and daily care, behavior assessment and maintenance of animals and kennels.
- **Medical Services** – Care and treatment of animals, spay/neuter surgeries, low-cost vaccination clinic,
- **Clerical Division** – Dispatch and frontline support staff, the hub of the department.
- **Volunteers** – Animal socialization, adoption counseling, lost and found, mobile adoptions, transfer partner coordination.
- **Administration** – Director, Deputy Director, Administrative Services Officer, Community & Media Relations Coordinator, Personnel Mgr.



CCAS Serving San Pablo

Highlights of Services Provided to San Pablo in 2017

- 361 Stray Animal Impounds
- 153 Noise/Animal/Inhumane Ordinance Investigations
 - 56 Human Bite Investigations
 - 16 Animal/Animal Bite Investigations
 - 43 Inhumane Investigations
 - 15 Noise Investigations
 - 23 Other Investigations
- 109 Deceased Animal Impounds
- 24 Local Agency Assists (Police, Fire, Code Enforcement etc.)
- 5 Animal Rescues

2018 Rate Increase*

- Contra Costa Animal Services will be implementing a \$0.17 per capita rate increase for FY 2018-2019 (from \$5.94 to \$6.11) per the County's contract.

*Most Bay Area municipalities pay approx. \$11.80 per capita for animal services.



CCAS Serving San Pablo



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SUMMARY OF ANIMAL ACTIVITIES AND ACTIONS

For the Period: **1/1/2017** - **12/31/2017**
SAN PABLO

Total Intake

	Total	Live	Dead
Total	827	685	142
DOG	428	387	41
CAT	328	270	58
OPOSSUM	23	9	14
BIRD	17	10	7
RACCOON	10		10
RABBIT	7	7	
DEER	4		4
SKUNK	3		3
TURTLE	2	2	
BAT	1		1
FOX	1		1
RABBIT SH	1		1
RAT	1		1
SNAKE	1		1

CCAS Serving San Pablo

ALL CITIE S							
Priority	Calls	Median Response Time	Average Response Time	Maximum Response Time	Minimum Response Time	Target Compliance	N/I
Priority 1	2,097	37m	-2h -31m	365d 0h 18m	-739d -23h -38m	86.98 %	5 %
Priority 2	633	7h 52m	2d 4h 41m	54d 23h 35m	0m	52.86 %	6 %
Priority 3	1,714	17h 59m	1d 18h 52m	57d 17h 53m	0m	60.01 %	10 %
Priority 4	12	3h 41m	23h 4m	3d 16h 4m	0m	77.78 %	25 %
Priority 5	167	1m	13m	19h 26m	0m	100.00 %	11 %
4,623 - Total Calls for ALL CITIE S							

Call Details for by Priority, Activity Status and Inclusion into Calculations

	CANCELLED	COMPLETED	DISPATCHED	PENDING	Total
Priority 1:	114	1,983			2,097
Not Included(N/I):	100	8			108
Priority 2:	33	597	1	2	633
Not Included(N/I):	29	7	1	2	39
Priority 3:	98	1,614		2	1,714
Not Included(N/I):	91	73		2	166
Priority 4:	1	11			12
Not Included(N/I):	1	2			3
Priority 5:	2	165			167
Not Included(N/I):		18			18
Total:	248	4,370	1	4	4,623
Not Included(N/I) Total:	221	108	1	4	334

Target Response Times By Priority Level

Priority 1 = 2 Hours
 Priority 2 = 12 Hours
 Priority 3 = 24 Hours
 Priority 4 = 3 Days
 Priority 5 = 5 Days

CCAS Serving San Pablo

San Pablo
represents 3.05% of
CCAS' total service
area and uses
3.29% of total
services provided
by CCAS.

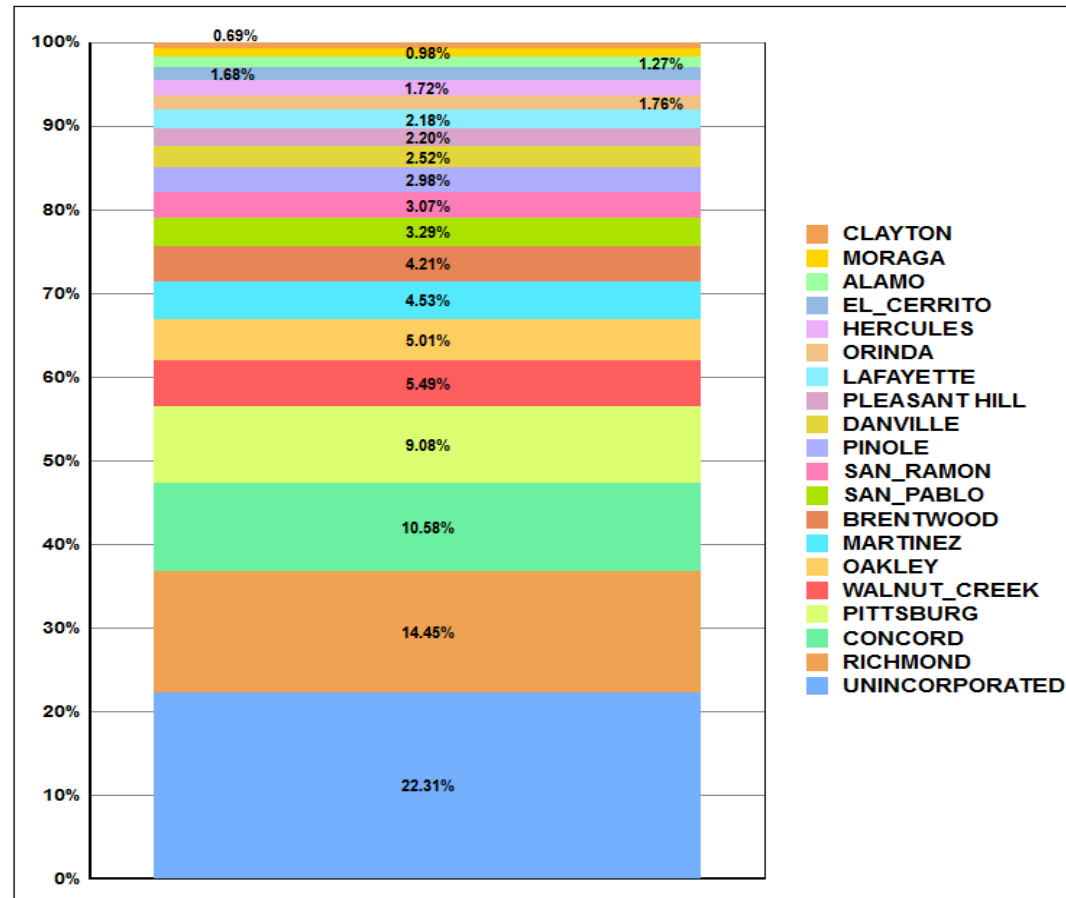


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SUMMARY OF ANIMAL ACTIVITIES AND ACTIONS

For the Period: 1/1/2017 - 12/31/2017
ALL CITIES

Cities' Percentage of Activities Total



Policy Updates

□ **Noisy Animal Ordinance Passed in 2017**

- ▣ Complaint process changed from phone-based to online.
- ▣ Citation/Hearing process replacing investigative process.
- ▣ *Until the San Pablo City Council adopts, noise complaints cannot be serviced in Pleasant Hill.

□ **Rooster Ordinance Passed in 2018**

- ▣ Allows certain parcel designations in unincorporated areas to keep no more than two (2) roosters.
- ▣ Allows Contra Costa Animal Services to investigate and enforce rooster fighting in Contra Costa County.

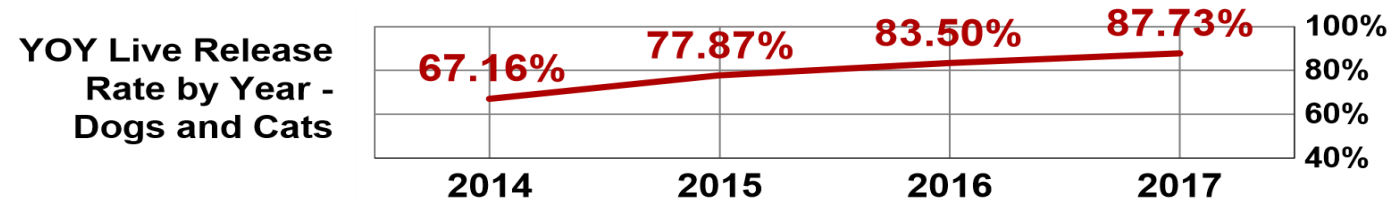
Live Release Rate

2017 Live Release Rate Stats

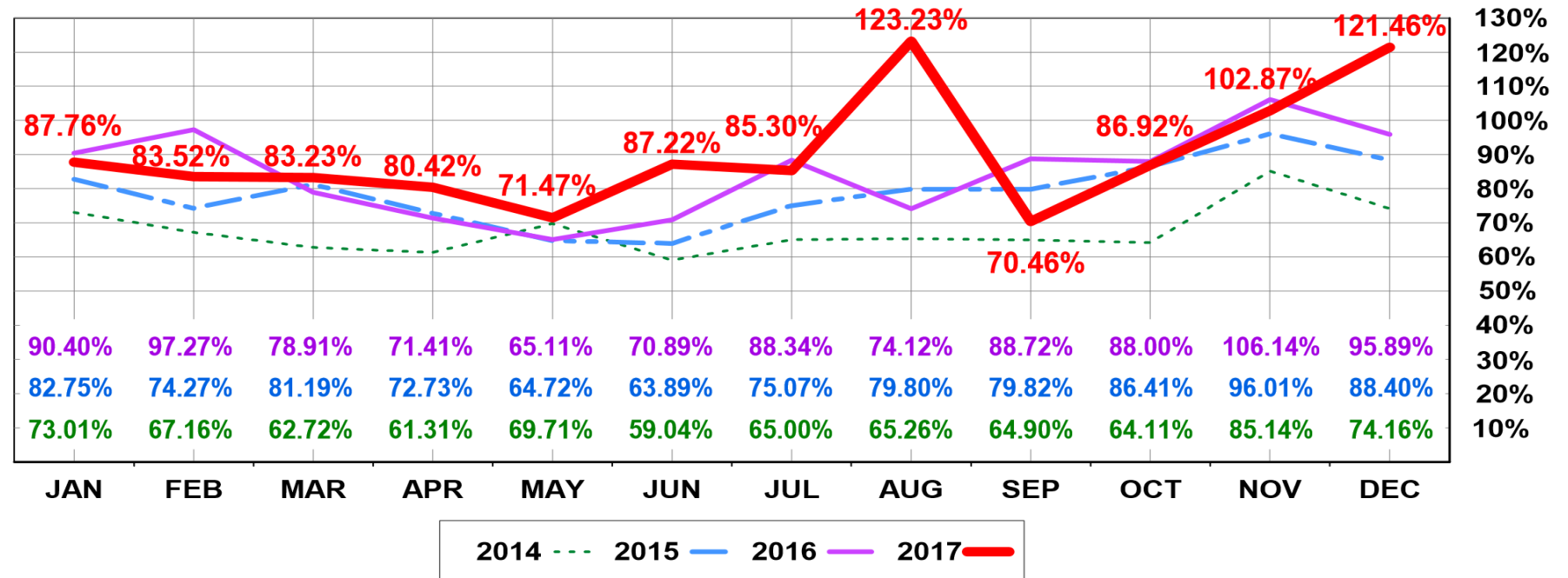
Overall Live Release Rate = 83.7%

Dog Live Release Rate = 92.1%

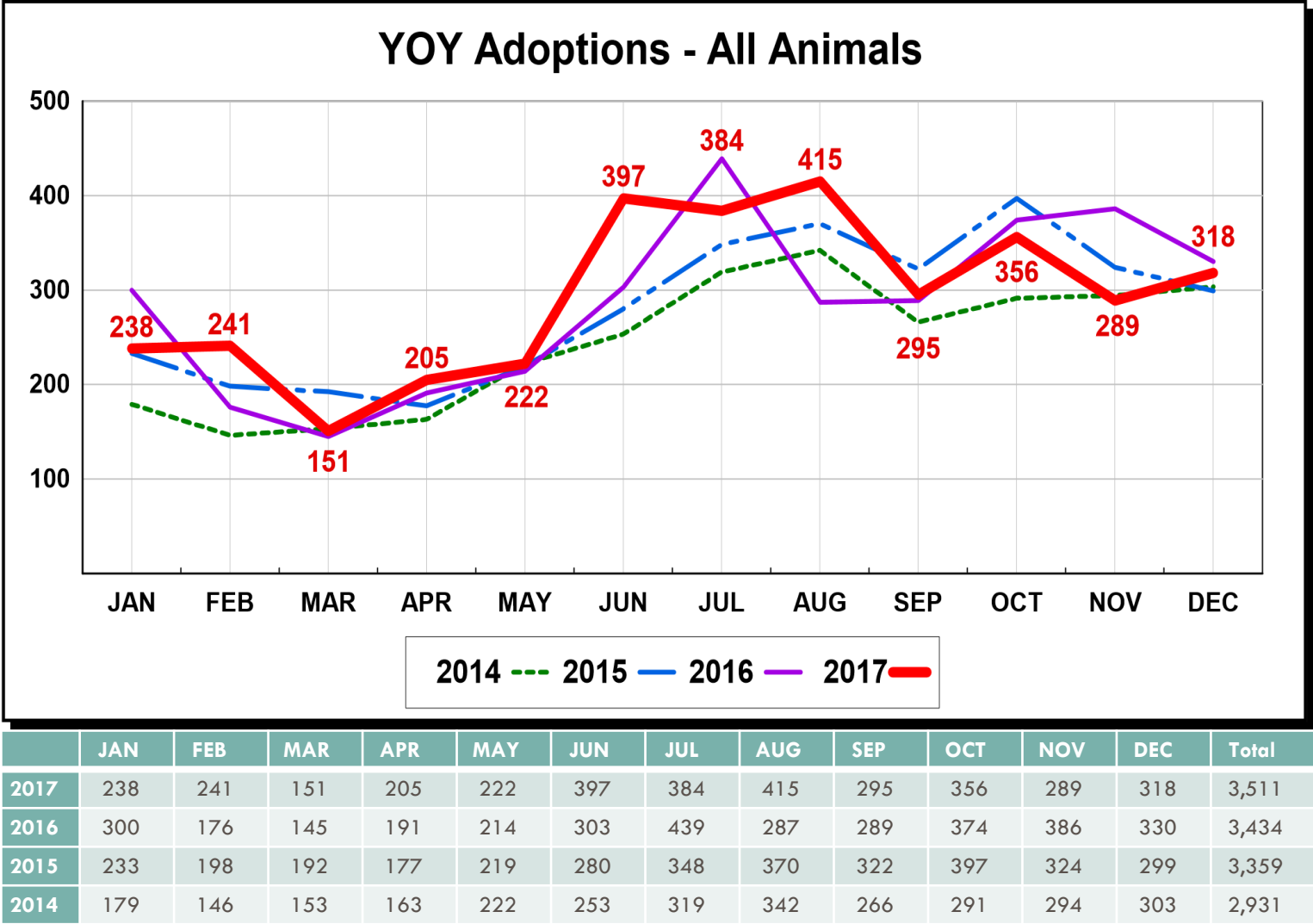
Cat Live Release Rate = 82.7%



YOY Live Release Rate by Month - Dogs and Cats



Adoptions



2017 At A Glance

- Animal Intake = 10,459
- Animals Reunited with Owners = 1,987
- Public Adoptions = 3,511
- Adoptions to Transfer Partners = 2,664
- Cats Returned to Field = 911
- Over 2,000 Low-Cost Vaccinations
- Over 5,000 Spay/Neuter Surgeries
- Police, Fire & Code Enforcement Assists = 571

Teaching Your Pets To Text You When They're Lost Is Not Easy



But licensing your pet is very easy!

License Amnesty! May 1 - May 31

Contra Costa County residents - No fines or penalties for licenses during May!

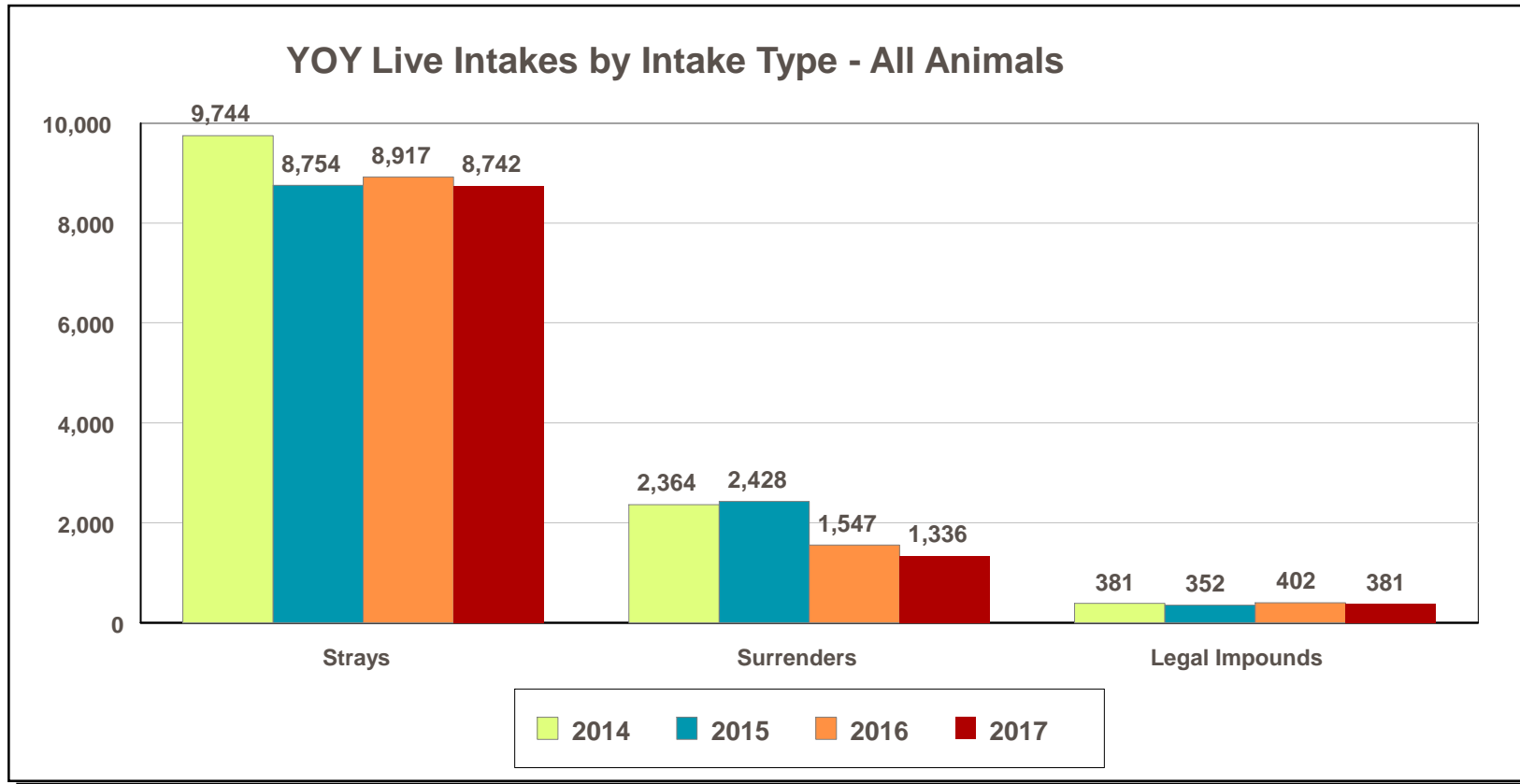
Discounts on other services too!
Check our website!

Web: www.ccasd.org Ph: 925-608-8400 FB: facebook.com/ccasd

The image features two dogs, a small Chihuahua puppy on the left and a scruffy dog on the right, each holding a tablet. The puppy's tablet shows a contact card for 'Buddy' with a 'Back (3)' button and 'Name' and 'Contact' tabs. The scruffy dog's tablet shows a similar card for 'Buddy' and 'Kermit'. A small 'ANIMAL SERVICES' logo is visible in the bottom right corner of the scruffy dog's tablet.

Pet Retention Program

Since 2016, the CCAS/ARF Pet Retention Program has reduced the number of animals being surrendered by their owners by 50% by providing resources and intervention to County residents to help them keep their pets.



	Strays	Surrenders	Legal Impounds	Total
2017	8,742	1,336	381	10,459
2016	8,917	1,547	402	10,866
2015	8,754	2,428	352	11,534
2014	9,744	2,364	381	12,489

Opportunities & Challenges

■ Opportunities

- Increase Low-Cost Spay/Neuter and Vaccination Programs to Address Pet Overpopulation and Animal Disease.
- Environment Ripe for Collaboration with Local Animal Welfare Groups.
- Hard-Working, Committed Staff and Volunteers.
- A Supportive and Engaged Community.

■ Challenges

- Balancing Life Saving with Length of Stay and Quality of Care.
- Need to Update Process/Procedures to Bring the Department into the 21st Century.
- Need to Increase Staffing.
- Volume of Animals.
- Physical Facility Constraints.
- Continuous Population Growth (Including Pets).

Go all in, we're not bluffing!

We've got a
FULL HOUSE

This Saturday & Sunday Only!

All Adoptable Animals
FREE!!

Saturday Jan. 16th 10am - 5pm
Sunday Jan. 17th 12pm - 3pm
(Sunday at Martinez Shelter Only)

Martinez - 4800 Inhoff Place
(925) 335-4300
Pinole - 910 San Pablo Ave
(510) 374-3966
Please visit our website
WWW.CCASD.ORG

ANIMAL SERVICES

Five Easy Steps to Support Your Local Shelter

- Adopt from your local shelter!
- Ensure your pets are licensed and microchipped! Licensed and microchipped pets have higher percentages of being reunited with their owners and are less likely to become shelter residents.
- Volunteer at the Martinez or Pinole Shelter. We have a broad range of volunteer opportunities that allow us to place volunteers in areas where they are most suited or most want to help.
- Sign up to take a tour of the Martinez or Pinole Shelter. Come learn about the amazing things that our staff and volunteers do every day. The tour will take you through the various aspects of what CCAS does, including field, medical, sheltering and adoptions.
- Like us on Facebook

Questions & Answers

Main Phone Line: 925-608-8400

Website: ccasd.org

