



## TOWN OF APPLE VALLEY TOWN COUNCIL STAFF REPORT

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**To:** Honorable Mayor and Town Council      **Date:** July 8, 2014  
**From:** Gina Schwin-Whiteside      **Item No:** 11  
Animal Services Manager  
Animal Services Department  
**Subject:** ANIMAL SERVICES UPDATE  
**T.M. Approval:** \_\_\_\_\_      **Budgeted Item:**  Yes  No  N/A

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### RECOMMENDED ACTION:

That Town Council receive and file the Animal Services Update after presentation.

### SUMMARY:

As requested, staff has prepared an Animal Services Update to provide an Overview of the Animal Sheltering Agreement with the County of San Bernardino.

### BACKGROUND:

#### Animal Sheltering Agreement with the County of San Bernardino

The Apple Valley Animal Services Department began providing sheltering services to the residents of the unincorporated High-Desert Victorville Region of San Bernardino County in January 2013. This agreement provides a central facility for County residents and their pets living within the high-desert region and takes advantage of the Town's animal sheltering capacity.

The Town's Municipal Shelter was built with a 20-year sheltering capacity including 78 indoor/outdoor dog kennels, 4 small dog isolation (nursery) runs, 8 small dog adoption runs, 116 cat cages, and 5 cat colonies. As a result of the new San Bernardino County Animal Sheltering Agreement, funding was included for capital improvements in our small dog adoption and cat isolation rooms to increase holding capacity. The capital improvements were made in Fiscal Year 2013, which increased small dog adoption from 8 to 20 holding areas and modified cat receiving and holding areas that resulted in an additional 12 holding areas for cat isolation. Conservatively, the Town's Municipal

shelter has the capacity to house 220 dogs and cats on a daily basis (Based on single occupancy).

Services provided to San Bernardino County as a result of our sheltering agreement includes, access to the Municipal Shelter, Animal Intake, Medical Care, Collection of Fees, Licensing, Customer Care, and Animal Rescue Coordination. Revenues collected by Apple Valley Animal Services from County residents are credited to the monthly invoice for animal services provided.

In Fiscal Year 12/13, Apple Valley Animal Services housed 6,111 live dogs and cats. These numbers include six months of Sheltering animals for the County of San Bernardino (January – June 2013).

In Fiscal Year 13/14, the combined Apple Valley Animal Services and County of San Bernardino numbers for housed live dogs and cats was 6,920. This represents a 11% increase in live dogs/cats housed at our facility from the previous fiscal year.

### Observed Increases

Providing the highest level of customer care Staff has documented increased numbers of shelter visitors, customer phone calls and vaccinations being given to animals at intake.

**Visitors** – In calendar year 2013, staff welcomed 38,305 visitors into the Town's Municipal Shelter. This represented a 162% increase in visitors from 2012 to 2013. A look at the first six months of calendar year 2014 (Jan-Jun), shows that the number of visitors to the shelter is leveling off.

**Customer Phone Calls** – In calendar year 2013, staff received over 22,121 customer phone calls. This represented a 5% increase in customer calls from 2012 to 2013. A look at the first six months of calendar year 2014 (Jan-Jun) compared with the same time-frame in 2012 and 2013, shows that there has been an 11% increase in customers calls since taking on the County Sheltering Agreement.

**Animal Health (Vaccinations)** - Staff works closely with our supervising veterinarian to monitor, review and update animal medical procedures as needed. All animals entering the Town's shelter receive an Intake Health Exam from the Town's Registered Veterinarian Technician or Animal Health Assistant. The routine health evaluation helps identify obvious signs or indicators of illness. Any animal showing signs of illness are kept in isolation and treated as directed by the Town's contracted veterinarian.

Vaccination protocols are updated as needed and take into consideration the health concerns within our community at large and within our shelter. All animals are vaccinated upon intake in accordance with our supervising veterinarian's direction.

After examination, routine vaccinations are as follows (changes to these protocols may occur based on observed health of the animal):

- All dogs (4 months or older) are given a rabies vaccination prior to leaving our facility.
- All dogs (6 months or younger) receive a DHPP and Bordatella vaccination at intake.
- All dogs (over 6 months) receive a Bordatella vaccination at intake and a DHPP when leaving.
- All cats (over 8 weeks) receive a FVRCP vaccination at intake.

There has been a 65% increase in the number of vaccination given to sheltered animals at intake and release. This is based on a review of statistics from calendar year 2012, 2013 and six-months of 2014.

### Shelter Live Intake

The Town began providing sheltering services to the County of San Bernardino six-months into Fiscal Year 12/13. In Fiscal Year 12/13, the total live intake for cats and dogs was 6,111. In Fiscal Year 13/14, the total dog/cat intake was 6,920.

Intake numbers have increased since Fiscal Year 11/12 (6,210). In Fiscal Year 2013/14 the County of San Bernardino accounted for 37% of the total live dog/cat intake. This percentage is up from the 21% of intake recording during the six months of Fiscal Year 12/13 (Jan-Jun) when the sheltering agreement was implemented.

Disposition statistics are improving for dogs in our facility. Live release includes, adopted, rescued, and returned-to-owner. For Fiscal Year 13/14 our live release rate for dogs is 66% and 34% euthanasia.

As reported in the past, cats continue to be a concern. The live release rate for cats is 24% and 76% euthanasia. Staff will continue to promote the concentrated trap-neuter-release program, spay/neuter vouchers, and reduced cat adoption incentives to decrease euthanasia.

There has been a slight increase in the numbers of cats/dogs entering our facility since taking on the San Bernardino County Sheltering agreement. However, there has not been a significant impact on the final disposition of animals, excluding the numbers of cats being rescued. It is important to note that since January 2013, Apple Valley Animal Services' intake numbers have decreased.

**FISCAL IMPACT:** The monthly fee paid by San Bernardino County for Animal Sheltering Services in Fiscal Year 2014/2015 is \$25,228.83.