

**TOWN OF
APPLE VALLEY, CALIFORNIA**

AGENDA MATTER

Subject Item:

REVIEW OF ANIMAL SERVICES HOURS OF OPERATION

Summary Statement:

In May 2010, the Town hosted the Grand Opening of the new state-of-the-art Animal Shelter Facility. Based on the economic situation in California and local budget concerns, the goal was for Animal Services to implement a plan to operate the facility with existing staffing levels and to reduce the operation budget by 10% in 2010/2011, as required of all Town Departments. To further control expenditures, Animal Services set a goal to maintain the facility, including janitorial needs in-house rather than request a maintenance employee from the Facilities Department.

After reviewing the numbers of calls, visitors, adoptions, and return to owner statistics maintained by the Department, it was documented that Saturday provided the least amount of cost recovery and the least amount of visitors on average. In addition, Animal Services often required the assistance of Information Technology staff when the network experienced connection problems or software failure, which resulted in overtime for that department.

On April 27, 2010, staff proposed new hours of operation that would increase the amount of hours the Department was open to the public from 41 to 51.5 hours. The proposal also eliminated the need to fund additional personnel for facility maintenance and technology support on Saturday.

Recommended Action:

Provide direction to staff.

Proposed by: Gina M. Schwin-Whiteside

Item Number _____

T. M. Approval: _____

Budgeted Item Yes No N/A

Animal Services began the new hours of operation on May 1, 2010, prior to the public Grand Opening. Under the old schedule, the shelter was open Monday through Friday from 9 a.m. to 4 p.m. and on Saturdays from 9 a.m. to 3 p.m. (41 hours)

The new schedule has Animal Services open Monday through Friday beginning at 7:30 a.m. Our closing hours are consistent with other Town Departments. To accommodate resident during the weekday and to staff our low-cost vaccination clinics without overtime, the facility is open until 7:00 pm on Wednesdays. (51.5 hours)

Monday	7:30 a.m. – 5:30 p.m.
Tuesday	7:30 a.m. – 5:30 p.m.
Wednesday	7:30 a.m. – 7:00 p.m.
Thursday	7:30 a.m. – 5:30 p.m.
Friday	7:30 a.m. – 5:30 p.m.

At the December 14, 2010 Town Council meeting, Mayor Pro-Tem Stanton asked staff to review the hours of operation and the possibility of opening on Saturdays. The estimated cost to open the shelter on Saturday is \$64,500 per year. This would provide staffing levels for the shelter operations only and not field services. This estimate does not include overtime or overhead expenses associated with the facility. Costs for Saturdays can be reduced with the shifting of personnel to work the weekend and hiring part-time employees to cover shifts during the week.

Staff does not recommend closing an alternate day during the week to offset opening on Saturday. The majority of our programs and adoptions take place Monday through Friday. These programs are essential to our animal placement programs and community education efforts.