

CONTRA COSTA COUNTY ANIMAL SERVICES

HERCULES CITY COUNCIL PRESENTATION



JULY 24, 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 Hercules

Highlights of Services Provided to Hercules in 2017

- 175 Stray Animal Impounds
- 111 Deceased Animal Impounds
- 77 Noise/Animal/Inhumane Ordinance Investigations
 - 24 Human Bite Investigations
 - 14 Animal/Animal Bite Investigations
 - 9 Inhumane Investigations
 - 8 Noise Investigations
 - 24 Other Investigations
- 9 Local Agency Assists (Police, Fire, Code Enforcement etc.)
- 7 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 Hercules



CONTRA
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SUMMARY OF ANIMAL ACTIVITIES AND ACTIONS

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

HERCULES

Total Intake

	Total	Live	Dead
Total	328	222	106
CAT	121	104	17
DOG	103	99	4
DEER	20		20
RACCOON	19		19
BIRD	17	10	7
SKUNK	17	1	16
OPOSSUM	11		11
BAT	6	2	4
GUINEA PIG	4	4	
SQUIRREL	4		4
FOX	3		3
LIVESTOCK	1	1	
RABBIT	1	1	
RAT	1		1

CCAS Serving Hercules

HERCULES							
Priority	Calls	Median Response Time	Average Response Time	Maximum Response Time	Minimum Response Time	Target Compliance	N/I
Priority 1	28	23m	3h 6m	1d 3h 24m	0m	85.19 %	4 %
Priority 2	10	4h 46m	22h 49m	3d 20h 49m	14m	60.00 %	0 %
Priority 3	29	23h 8m	4d 2h 51m	48d 23h 34m	8m	56.00 %	14 %
Priority 5	3	2m	2m	4m	0m	100.00 %	33 %
70 - Total Calls for HERCULES							

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

	CANCELLED	COMPLETED	Total
Priority 1:	1	27	28
Not Included(N/I):	1		1
Priority 2:		10	10
Not Included(N/I):			0
Priority 3:	3	26	29
Not Included(N/I):	3	1	4
Priority 5:		3	3
Not Included(N/I):		1	1
Total:	4	66	70
Not Included(N/I) Total:	4	2	6

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 Hercules

Hercules represents 2.0% of CCAS' total service area and uses 1.72% of total services provided by CCAS.

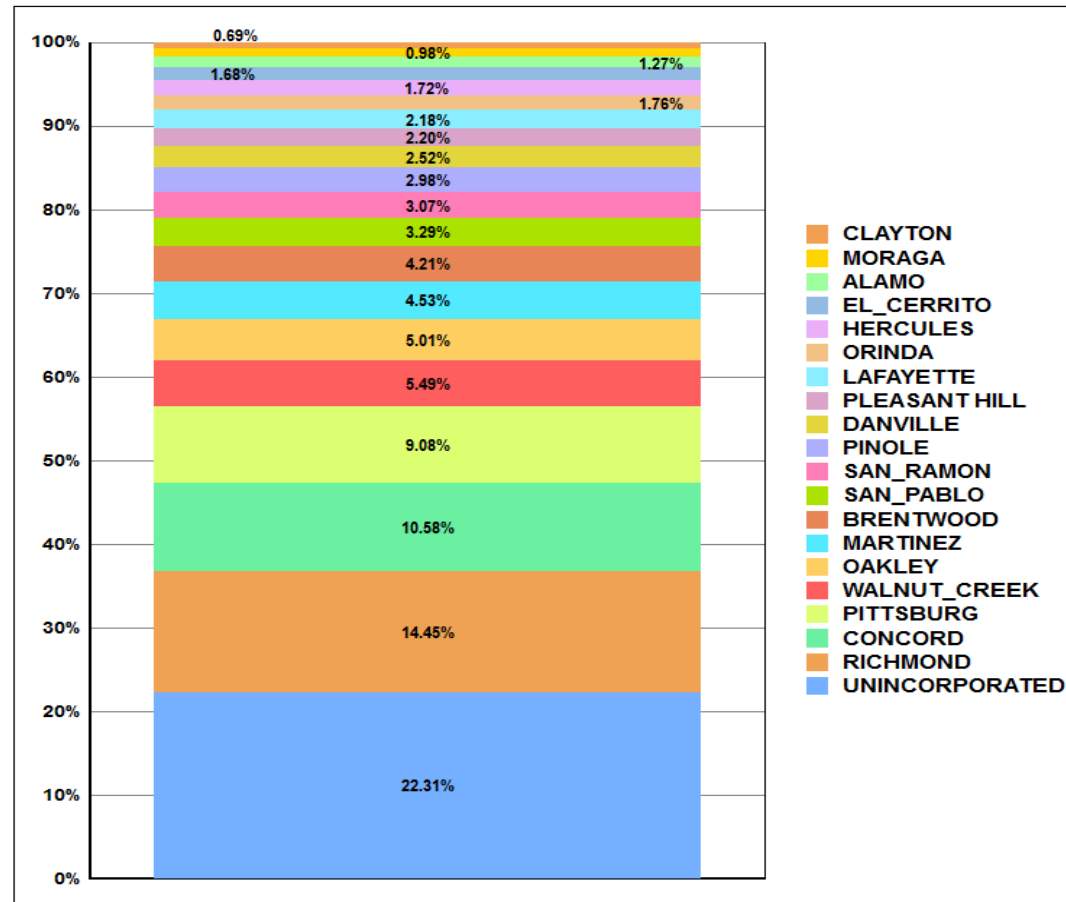


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SUMMARY OF ANIMAL ACTIVITIES AND ACTIONS

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 Hercules City Council adopts, noise complaints cannot be serviced in Hercules.

□ **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

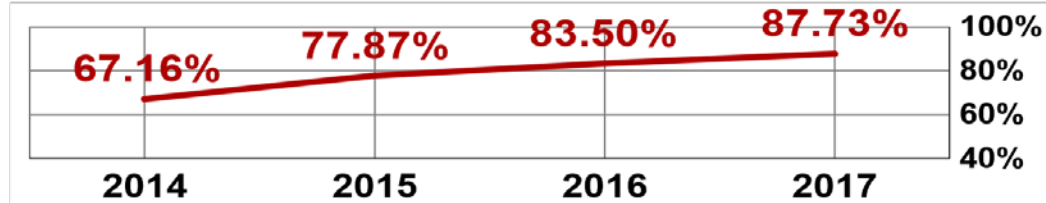
2017 Live Release Rate Stats

Overall Live Release Rate = 83.7%

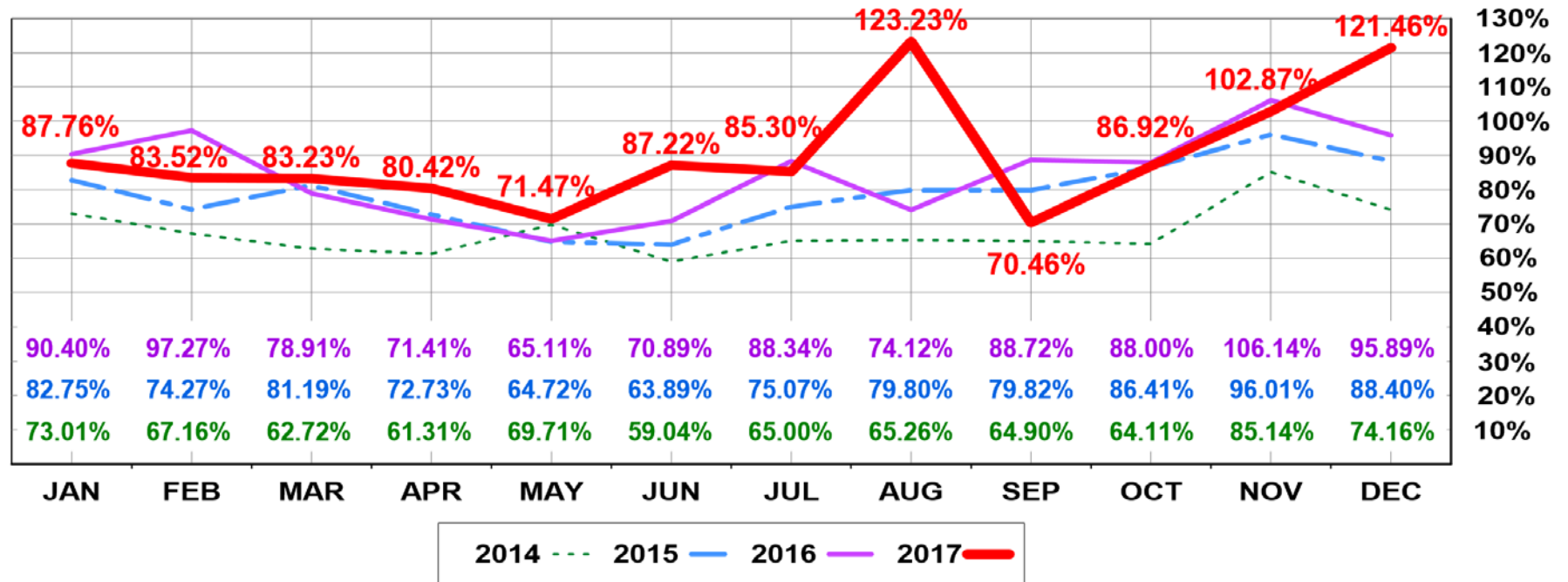
Dog Live Release Rate = 92.1%

Cat Live Release Rate = 82.7%

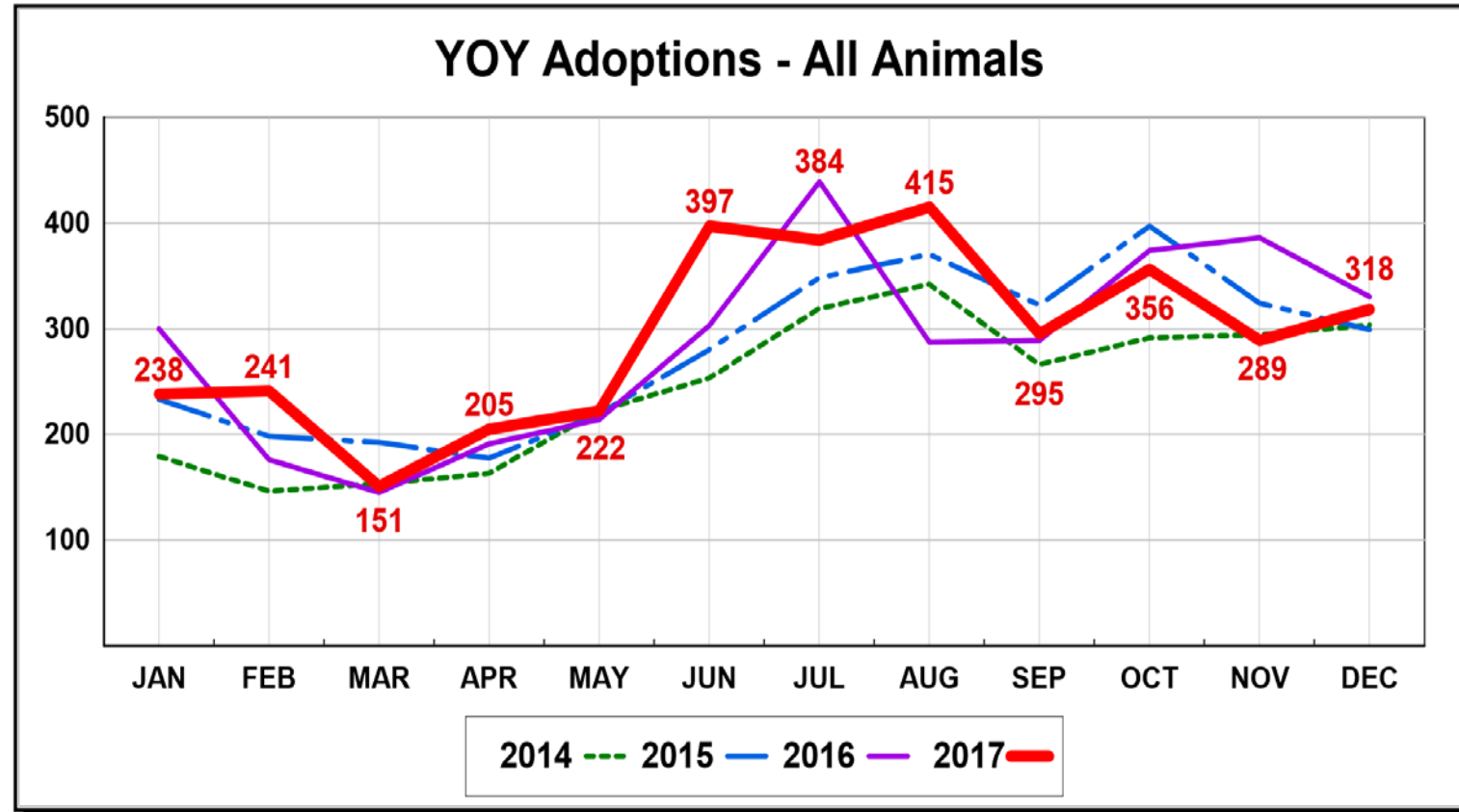
YOY Live Release Rate by Year - Dogs and Cats



YOY Live Release Rate by Month - Dogs and Cats



Adoptions



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
2017	238	241	151	205	222	397	384	415	295	356	289	318	3,511
2016	300	176	145	191	214	303	439	287	289	374	386	330	3,434
2015	233	198	192	177	219	280	348	370	322	397	324	299	3,359
2014	179	146	153	163	222	253	319	342	266	291	294	303	2,931

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!

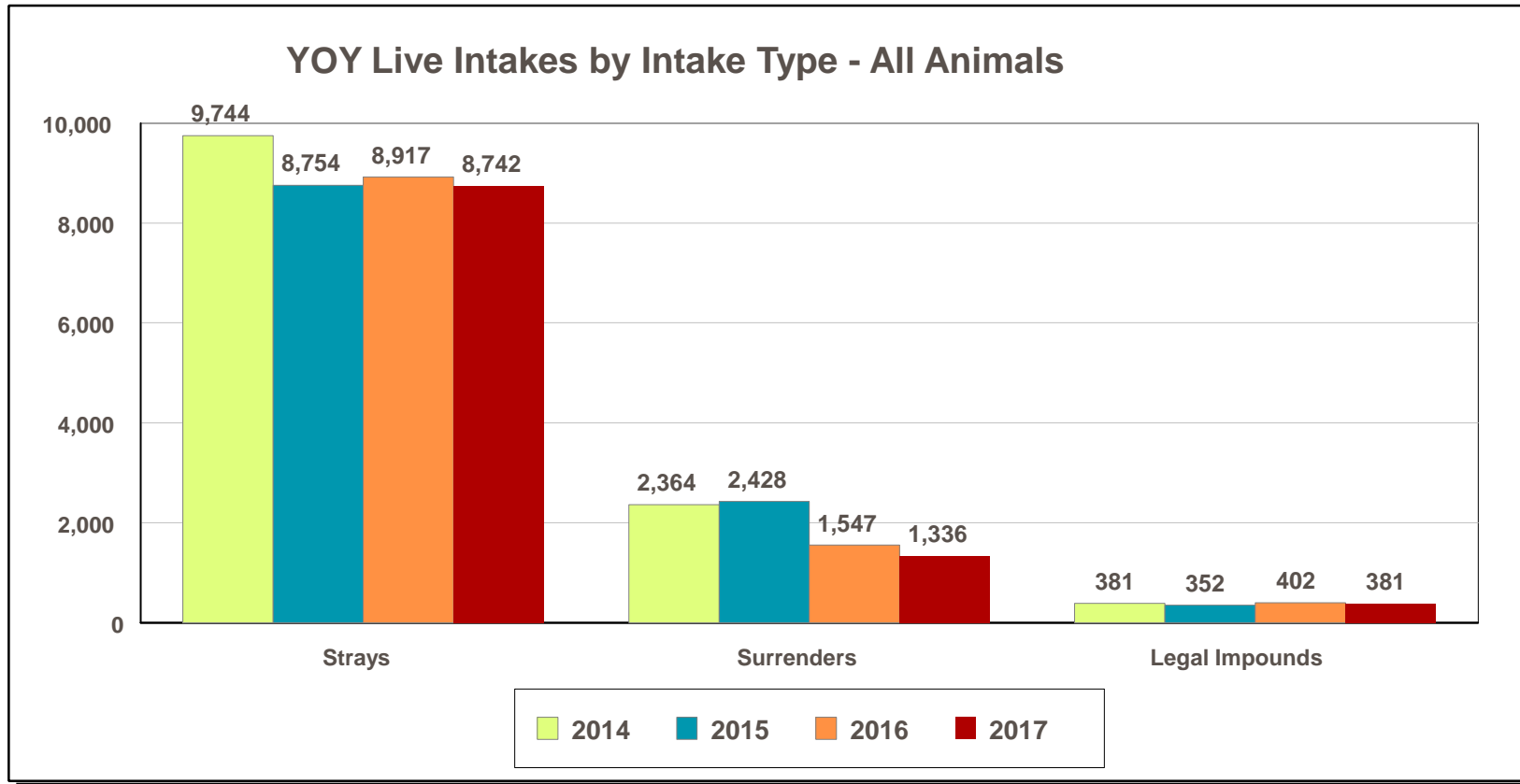
Discounts on other services too! Check our website!

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

A promotional graphic for Contra Costa County Animal Services. It features a Chihuahua puppy on the left and a scruffy dog on the right, both holding tablets. The puppy's tablet shows a pet profile for 'Buddy', a 10-month-old male dog. The scruffy dog's tablet shows a pet profile for 'Kermit', a 4-year-old male dog. The background is white with blue and green accents. The text is in a clean, sans-serif font. The overall theme is pet licensing and adoption.

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

