

answer questions and provide information on the program, including dog licensing. Staff also handed out pet emergency notification stickers, Frisbees, and pet waste disposal bag holders shaped as a mini-fire hydrant.

Animal Care Services Webpage

At the start of the program, the Animal Care Services webpage was added to the City website to provide the community with comprehensive information about the City's ACS program. Specific information is provided on pet licensing and registration and lost and found animals, including links to relevant contractors' pages. Enhancements to the webpage continue to be implemented on an ongoing basis to achieve greater program efficiency and effectiveness. In November 2017, minor website updates were made to the Lost and Found Animal page to clarify the reporting and response process for lost and found dogs.

Presently, ACS staff is working with the Information Technology Department to implement a Frequently Asked Questions (FAQ) section and other enhancements to make it easier to track the status of found animals. The FAQ section should be in place by April of 2018, with the other enhancements following thereafter.

Shelter Operations

As mentioned above, shelter operations are contracted with the OCHS. For 2017, there were 1,535 animals brought in by ACS staff, Good Samaritans, and/or owner surrenders from Garden Grove, including 687 dogs, 798 cats, and 50 various other animals such as roosters, snakes, rabbits, and iguanas. This is a substantial reduction in the number of animals sheltered the prior year. A summary of statistics for the Humane Society is attached for your review (Attachment B). Of particular importance is the reduction in euthanasia from 1,044 in 2016 to 435 in 2017.

Going forward, ACS anticipates substantially fewer cats will be taken to the shelter each year. This is due to the pending implementation of the Stray Cat Alliance (SCA, below) program, which is expected to result in up to 400 less cats entering the shelter in 2018.

Stray Cat Return-To-Field Program

Staff is continuing to work with SCA to implement a Return to Field and Targeted Trap Neuter Return program, which is planned to begin in March 2018. SCA has prepared a budget and secured a local veterinary office to perform the spay/neuter. Due to the number of cats expected to be involved in the two programs, SCA plans to hire one individual to serve as their main program coordinator. SCA 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 as funding is available.

Additional Animal Care Initiatives

Staff is progressively working to complete specified program initiatives. To this end, the new temporary animal holding facility and office space will be operational before the end of February 2018. This facility will be used to hold animals for short periods of time (i.e., a few hours as needed) before animals are routinely transported to OCHS the same day they are picked up. Construction photos can be seen in Attachment C. ACS is also working with OCHS to further develop and implement partnership programs with animal rescue and welfare organizations.

SUMMARY

Since the City took over animal care services in January, staff has been working diligently to establish and refine protocols, become more knowledgeable about the program, provide public information, implement effective training, and strengthen relationships with contractors. As a result of these efforts the program is continuing to evolve and improve. ACS staff would like to acknowledge all the City departments and staff, including the Police Department, Information Technology, Community Relations, Public Works and Human Resources for their collaborative support during the creation and implementation of the ACS program.

As a result of these collective efforts, many successes were achieved in 2017 including fewer animals being sent to the shelter, more animals being returned directly to owners, reduced euthanasia and greater cost management. Staff is committed to providing quality animal care services and will continue to implement ongoing program enhancements. The next update on the Animal Care Services program will be provided in April 2018.

WILLIAM E. MURRAY
Public Works Director

By: Mark Ladney
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Attachment A: Field Service Call Summary
Attachment B: OCHS Statistics
Attachment C: Photos of Temporary Animal Holding Facility and Office Space



**FIELD STATUS
JANUARY 2017 – DECEMBER 2017**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE			
	DOG	CAT	OTHER	TOTAL
Animal Bite	73	10	1	84
Animal Confined	290	343	111	744
Animal Dead Pick Up*	95	544	372	1,011
Animal Injured	66	92	129	287
Animal Stray/at Large	384	13	75	472
Animal Noise Complaint	69	0	0	69
Animal Sick	13	43	13	69
Vicious Animal	66	0	3	69
Live Wildlife	0	0	107	107
Animal Cruelty	121	14	2	137

TOTAL SERVICE/FIELD CALLS RECEIVED											
JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
241	211	272	273	287	322	317	301	263	306	217	233

BARKING DOG	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Complaints Received	5	14	4	4	6	8	4	10	2	3	2	3
Hearings	0	0	3	0	0	0	0	0	0	0	0	1
Citations	0	0	3	0	0	0	0	0	0	0	1	0

*In 2016, OCAC had 1,056 requests to pick up dead animals from Garden Grove



**SHELTER STATUS
JANUARY 2017 – DECEMBER 2017**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	460	469	35
Surrendered by Owner	90	22	8
Returned to Owner	206	7	1
Strays turned in by Public	137	307	7
Transferred Out	25	37	16
Died in Care	2	53	2
Euthanized	87	344	4
Adopted Out	309	255	4

