

**City of Garden Grove**  
**INTER-DEPARTMENT MEMORANDUM**

To: Scott C. Stiles  
Dept.: City Manager  
Subject: ANIMAL CARE UPDATE  
FISCAL YEAR 2019-2020

From: William E. Murray  
Dept.: Public Works  
Date: September 10, 2020

**OBJECTIVE**

To provide the City Council with an update regarding Animal Care Services for Fiscal Year (FY) 2019-20.

**BACKGROUND**

On January 1, 2017, the City's Animal Care Services (ACS) took over animal care and control duties from Orange County Animal Care. The purpose of the transition to a city-run program was to better manage escalating costs while also providing more responsive services to the community. The new model called for ACS to provide field services in Garden Grove and for shelter services to be provided by the Orange County Humane Society (OCHS).

As part of the ACS program, if staff can identify who owns a lost animal through use of a pet license or microchip, that animal is returned directly to their owner in the field. Not only does this reduce the number of animals taken to the shelter, but it also saves Garden Grove residents time and money as they do not have to pay shelter impound fees.

**DISCUSSION**

**COVID-19 Pandemic**

As with many other City operations, the COVID-19 pandemic also affected ACS operations. Following direction from OC Animal Care, ACS and other animal control agencies in the County switched from in-person contact to remote contact when possible for a variety of situations, including animal bites, to reduce employee exposure to the virus.

Additional personal protective equipment, such as face masks, gloves and Tyvek suits were purchased and provided to employees. The disinfectant ACS uses for everyday cleaning, Rescue™, was previously approved by the EPA as part of their Emerging Viral Pathogen program and was shown to be effective against the COVID-19 virus.

**Field Services**

During FY 2019-20, ACS received approximately 3,052 field service calls, which is approximately 125 calls lower than in previous years. This is attributed to the COVID-19 pandemic and related Safer at Home orders issued by various health care agencies in the Orange/Los Angeles County area. A summary is attached for review (Attachment A).

## ANIMAL CARE SERVICES UPDATE

September 10, 2020

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### Shelter Operations

During the FY, there were 1,085 animals brought in by ACS staff, Good Samaritans, and owner surrenders from Garden Grove; including 474 dogs, 578 cats, and 33 various other animals. 168 stray dogs and 8 cats were returned to their owners and 256 dogs and 209 cats were adopted. A summary of statistics from OCHS is attached for review (Attachment B).

During this timeframe, the shelter made improvements, including painting the facility, installing a new access gate, improving ventilation systems and adding iPad technology. Since the shelter capacity was lower than normal due to COVID-19, the facility was also treated for pests and deep cleaned.

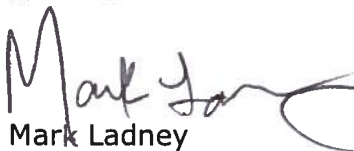
### Return-To-Field Program

During the FY, 204 cats were sent through the Stray Cat Alliance Return to Field (RTF) program. Additionally, with the implementation of Garden Grove Municipal Code section 6.04.160(C) in December 2019, providing for a free trapping permit, there are now over 200 households and businesses in the City that have permits and participate in the RTF program. Finally, from the beginning of the safer at home order in March, and lasting until June, the RTF program was transitioned into a targeted trapping program. Working collectively with OCHS and Stray Cat Alliance, areas were identified where large number of kittens were turned in. These areas were then targeted for trapping, so that the animals could be fixed and reproduction would be limited.

### SUMMARY

In FY 2019-20, ACS continued to provide high quality animal care services to the community. Field operations were adapted to maximize safety during the COVID-19 pandemic and a variety of aesthetic, health and safety, and operational improvements were implemented at the shelter. ACS staff continued to reunite animals with their owners in the field, control euthanasia rates, and provide a responsive and cost effective program for the residents.

  
WILLIAM E. MURRAY, P.E.  
Public Works Director

By:   
Mark Ladney  
Public Works Supervisor

Attachment: A) Field Service Call Summary  
B) OCHS Statistics

## Attachment A



**FIELD STATUS  
JULY 2019 – JUNE 2020**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE			
	DOG	CAT	OTHER	TOTAL
Animal Bite	100	12	1	113
Animal Confined	250	124	51	425
Animal Dead Pick Up	74	564	436	1074
Animal Injured	49	89	139	277
Animal Stray/at Large	270	19	12	301
Animal Noise Complaint	45	0	0	45
Animal Sick	4	50	8	62
Vicious Animal	26	0	0	26
Live Wildlife	0	0	112	112
Animal Cruelty	47	12	7	66

TOTAL SERVICE/FIELD CALLS RECEIVED											
JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
306	304	251	236	218	217	221	230	217	253	265	334

BARKING DOG	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Complaints Received	1	12	2	2	4	3	4	3	3	6	2	3
Hearings	0	0	0	0	0	0	0	0	0	0	0	0
Citations	0	0	0	0	0	0	0	0	0	0	0	0



**SHELTER STATUS  
JULY 2019 – JUNE 2020**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	352	434	24
Surrendered by Owner	47	10	0
Returned to Owner	168	8	3
Strays turned in by Public	75	134	9
Returned to Field	0	204	0
Transferred Out	8	62	40
Died in Care	0	52	0
Euthanized	36	84	1
Adopted Out	256	209	6