Animal Care

Davis COUNTY

Mission Statement

Animal Care Davis County

Davis County Animal Care is committed to providing great service to residents and compassionate care to animals, working tirelessly to support public safety, find homes for homeless animals and educate the community about responsible pet ownership.

Prior Year Inputs/Outputs

Shelter Services			
	2017	2018	2019
Adoptions	1206	1031	1419
Reunifications	956	806	886
Surrenders	1008	994	1167
Stray Animals	849	851	1130
Euthanasia (including Wildlife)	2259	2429	2550

Field Services			
	2017	2018	2019
Stray Animals	2407	2107	2461
Reunifications	318	347	396
Nuisance Calls	2084	2510	2159
Wildlife Responses	1552	1714	1887
Investigations	4020	5014	3435
Agency Assists	551	650	309
Total Calls	12939	14403	12428

Community Outreach			
	2017	2018	2019
Volunteers	---	---	126
Volunteer Hours	---	---	2679
Estimated Value of Volunteer Time	---	---	$68,121
Community Events	---	16	23

Other 2019 Facts		
FTE: 30.11	Fleet Size: 13	**2 New Positions Created & Filled:** Development Manager Volunteer Supervisor

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Core Functions and Services



Field Services:

Educate · Enforce · Assist · Protect

The primary function of the field team is to stand ready to assist the citizens of Davis County with all of their animal and pet needs. This occurs through education, communication and the enforcement of city, county and state ordinances along. We assist both citizens and other public safety agencies with animal related rescues, investigations, and interventions. We provide protection to both our citizens from aggressive and nuisance animals, and animals from neglect and abuse.

Shelter Services:

We ensure that every lost, unwanted, or abandoned animal has a place to receive food, water, and shelter. Our shelter is a place for citizens of Davis County to adopt and find new members of their family. With our capable shelter technicians we provide other wellness services to the citizens of the county including but not limited to vaccinations and euthanasia services. We are a safe place for pet owners to surrender their animals when they can no longer care for them and we resolve notices of violation and other field related matters. All of our staff work tirelessly to reunite lost pets with their owners.

Community Outreach:

We bring Animal Care wellness and adoption services to the public at off-site locations, hosting education events, providing volunteer opportunities, and by working with those choosing to complete community service requirements with us.

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Current Year Projected Outcomes

As it has been for all Davis County departments and our citizens, 2020 has been a very difficult year for our Animal Care Department. Besides the affects the COVID-19 pandemic has had upon our operations and our employees, we have seen a complete turnover in leadership and the initial stages of a comprehensive overhaul of operations. Therefore, we do not have specific budget initiatives or programs to review at this time.

However, it is important to note that we have not simply sat back since the new Director's arrival on July 1 and we do take responsibility for the actions and outcomes that have occurred since. **Great efforts have been put into developing a positive organizational culture, building productive professional relationships, enhancing operations, improving quality of service and managing a wide variety of hot topic community challenges.**

Director Cook has gone to great lengths to observe our operations, meet with all employees, **build strong communication channels** and **listen** to ideas and concerns from inside and outside the department. Much work lies ahead and we believe the future of Animal Care of Davis County is very bright. The following is a partial list of projects and areas of improvement that have occurred over the past 90 days:

- Implemented recommendation from review of controlled substance protocol
- Addressed cash handling and fiscal failures identified by Clerk/Auditor Office
- Reorganized organizational structure and responsibilities (Operations vs. Support)
- Unified entire organization and leadership as ONE TEAM
- Re-Keyed entire facility, properly inventoried keys and insured the facility gate is operational
- Replaced/rebuilt freezer for animal remains
- Intense cleaning, removal of garbage/clutter, surplus, inventory and organization
- Inventory of all equipment, computers, radios, office supplies, etc.
- Euthanasia training for all employees and caught up all defensive driving training
- Established temporary veterinary services – prepared recruitment for contract veterinarian
- Developed uniform and appearance policies – purchased uniforms - professionalize
- Required Animal Control Officers living outside the country to park vehicle at shelter
- Addressed GRAMA management concerns
- Engaged and enhanced use of volunteers
- United Animal Care with Information Systems around "Chameleon" operation system

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Next Year Budget Initiatives

All initiatives and projects we intend to accomplish in 2021 have first be subjected to a thorough review of how it stabilizes and enhances our operations or helps us provide an industry best standard of service to both our animals and the citizens we serve. Our shift in organizational culture, structure and leadership has allowed for a more specialized approach to our operations and we believe our requests meet the need of the department and the county as a whole.

Contract Veterinarian Position with Merit Vet Assistant vs Merit Veterinarian

For obvious reasons having a veterinarian available to the shelter is an important part of our operations. However, over the course of the last several months, due to the ultimate departure of our veterinarian, we have learned that there are other ways of ensuring proper care to the animals is professionally administered.

We currently have one contracted Vet that comes in 1-2 days per week and two – three other contracted vets that come on an as needed and as available basis. We have also established relationships with 24-hr emergency vets in our county and worked with them on a standard of care should we need their assistance.

Our fortified relationships with two separate agencies who have been and are willing to continue helping with spay/neuter surgeries as needed and as available basis depending on our animal population. These agencies have been available in our time of need and set aside slots for up-to seven alterations per week with assumed costs for care.

Even with these relationships, it is better in the long-run both financially and on a basis of efficiency to have an in-house vet on a regular and consistent schedule. The pros of a contract veterinarian over a merit employee are:

- It allows us to effectively manage the level of care delivered through proper contract monitoring.
- If the contracted veterinarian fails to perform to industry standards the contract can be terminated or nullified.
- We would be able to properly manage a flexible schedule based on shelter needs and services provided.
- Allows us to set the salary at a higher rate due to not paying for benefits, therefore becoming a competitive contender in the recruitment process.

We should be able to come in well below the projected budget appropriation for that position with proper management of the schedule even though it is necessary to plan for the worst and make sure that the budget is available should we need it.

The requested Veterinary Technician position is an integral part of this plan. According to the Compendium for Rabies Prevention and Control the rabies vaccine "should be restricted to use by or under the direct supervision of a veterinarian." The addition of certified Veterinary Technician to our staff will allow the administration of Rabies Vaccination under indirect supervision, leading to more consistent community service and revenue generation.

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New Animal Control Officer Positions

We are requesting two new Animal Control Officer Positions.

As the county demographic becomes more densely populated and urban in feel it is important to keep up on the control side of the increasing population in both citizens and companion animals. Our officers educate the public and enforce county and state ordinances in regards to all animals, assist citizens and other public safety agencies with animal related calls, and protect the public and visitors from aggressive animals, zoonotic diseases and other related issues.

Unfortunately at current staffing levels we cannot keep up with demand of the citizens of Davis County. We find ourselves in a primarily reactive vs. proactive mode. Our officers are barely able to respond to the daily list of citizen calls, complaints and investigations let alone proactive patrol of the 150+ parks and hundreds of miles of walking trails.

Comparing Davis County to other neighboring entities we are well behind the curve on appropriate staffing levels in the field. The average officer ratio from other local municipalities is 1:17,000 officer/citizens. Our officers are serving a ratio of 1:36,000 officer/citizens. Our request for two additional officers still does not bring us to the level of service wanted however we are looking forward to a multi-year phased plan to bring us in line with best practices for staffing in the field and the shelter.

It is our hope and intent that the removal of the Merit Vet position will help fund the increase of two new officer positions.





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Vehicle Replacements and Purchases

The vehicles used by Animal Control Officers are a banner of professionalism in the community representing an organization that serves the people, the pets, the community. As of September 14th, 2020 we have 5 Vehicles which have or will have surpassed the 150,000 mileage replacement mark by the end of the year.



Vehicle Number	Vehicle Age	Current Vehicle Mileage (10/07/2020)
11-09	9 Years	157,498
13-14	7 Years	147,633
11-08	9 Years	
10-13	10 Years	185,245
10-12	10 Years	158,453

All vehicles will be branded with our updated and approved new look. The new design features Antelope Island (a clear landmark of Davis County), follows the brand and style guide of the county and represents us and the county well.



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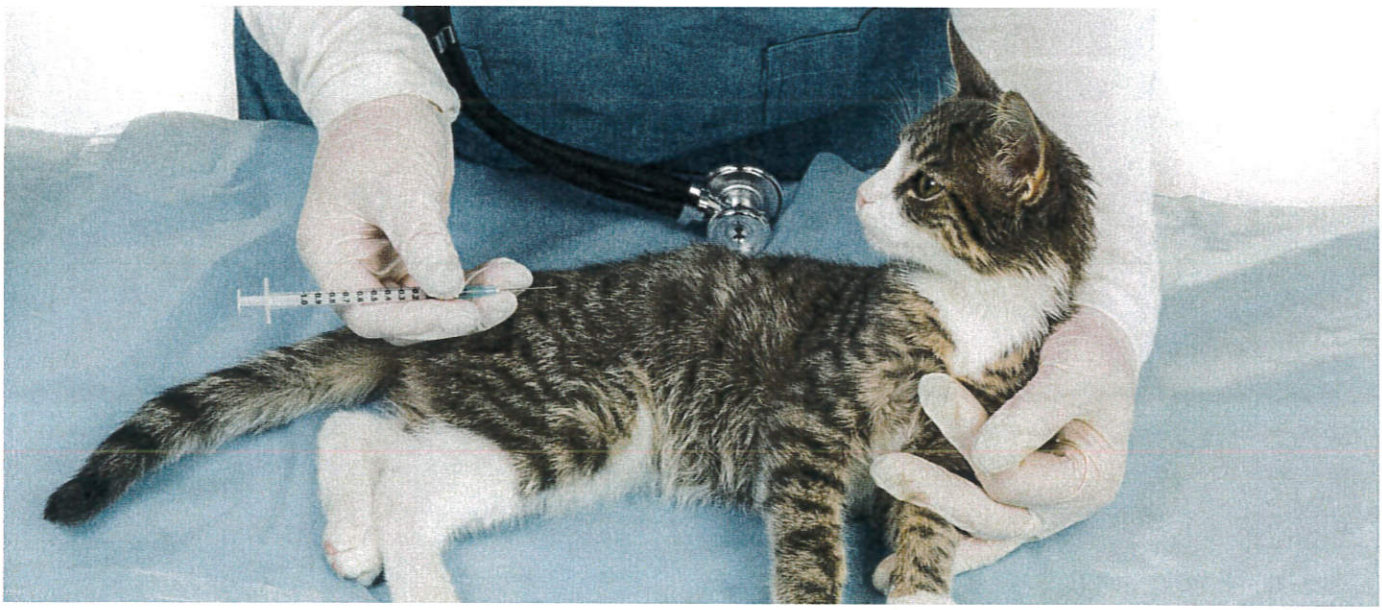
Davis COUNTY

Meeting Industry Standards on Animal Vaccinations

In our shelter environment, or other similar high-turnover small animal population, the likelihood of exposure to disease is very high, and the consequences of infection are severe for both the shelter and general animal population of Davis County. The shelter layout and available resources do not allow for separation of animals based on different risk factors. This is why vaccination on intake and booster vaccines are vital to protecting the herd of animals both in and out of the shelter.

Because of the extremely close quarters that we are working in and the high turnover through adoption and placement programs our previous standard practice of limiting vaccinations to intake only needs to be updated to industry best practices. More than 10 years ago the *Guidelines for Standards of Care in Animal Shelters* by The Association of Shelter Veterinarians published this increasingly important standard. It has been adopted by countless shelters and clinics through the nation and continues to be promoted by leading experts in shelter medicine like UC Davis, the AVMA, and Humane Society of the United States.

Though our hope is to reduce the length of stay in our shelter we must be prepared financially to expend the costs associated with proper vaccination schedules. Just this year we have had disease outbreaks in the kennel that led to more than a month long hiatus to volunteers in the kennel, a halt to adoptions and a limit to the general public's ability to bring in stray and lost animals and owner surrendered animals at fear of spreading the disease.



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Microchipping Feral Community Cats

Community Cat colonies continue to be a hot topic discussion among our citizens and the city leaderships within our county. It has not been common practice to microchip feral cats in the colonies as part of the TNR (Trap, Neuter, and Return) program. However, that leads to no way of tracking or knowing if we are making progress in our efforts to support the citizens of Davis County who have growing populations of cats in their community.

Microchipping the community cat population serves an important purpose much like the vaccinations do. If cats are trapped, officers that respond will be able to quickly determine if the cat has been treated at any time by Animal Care of Davis County. They will be able to determine if the cat has been vaccinated, altered, and will also be able to identify if this cat is staying with its known colony or if it has moved. These statistics will help us respond to concerns and complaints about the cat colonies in the boundaries of the county.

Additionally, because of the lack of knowledge surrounding community cats, we often have cats brought to us by the public that have already been treated, vaccinated, and altered. Upon arrival, we will be able to identify if the cat has already been treated by us and will be able to verify their vaccinations are up-to-date, educate the finder, and invite them to return it to its colony.



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Cost of Initiatives

Priority Levels		
Low	Medium	High

Shelter Initiatives			
	Priority / Reasoning	Cost	Increase Over 2019
Vet Technician Position	**High** Multiple times every day we are asked if we can vaccinate animals. State code requires proof of rabies vaccination to license a companion animal. As the licensing agency, it doesn't make sense that we are not able to provide that service.	Salary Estimate: $40,300 Benefits Estimate: $20,073 Total: $60,373	100%
Meeting Industry Vaccination Standards	**High** We had 1580 Dogs and Cats that stayed in the shelter longer than two weeks. Each of these should have received booster vaccines. This in addition to the 5130 animals that should be receiving vaccinations on intake. The projected cost is actual current cost to provide just those vaccinations.	$71,853.59	$40,853
Microchipping Feral Community Cats	**Medium** Is microchipping required for us to continue our work with community cats? No. However, it would be more efficient and would provide better data to allow us to make more informed decisions as to how to manage and mitigate the perceived concern from the citizens of Davis County.	$24,455.20	$20,455.20