Animal Care

Mission Statement

Animal Care of Davis County 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.

Core Functions & Services

- **Public Safety:** Our Field Team of Animal Control Officers (ACOs) are tasked with keeping our community safe and enforcing animal related laws and ordinances. These experienced officers do much more than catch loose dogs. They are our front-line team who understand animal behavior and how to work with all varieties of animals found in our county.



- **Stray Animals:** Stray animals are those brought in by Animal Control Officers or by good samaritans. In 2020, loose animals running on the streets of Davis County made up approximately 74% of the animal arrivals. Animals who arrive as strays at Animal Care of Davis County are made available for adoption five business days after their arrival.

- **Adoptions:** Animal Care of Davis County is dedicated to finding forever homes for the hundreds of animals we care for each day. All adopted dogs and cats leave the shelter spayed/neutered, vaccinated, microchipped, and dewormed.

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Field Services		
	2019	**2020**
Stray Animals:	3,680	2,378
Return to Field:	482	326
Nuisance Calls:	2,159	2,425
Extra Patrols:	369	734
Investigations:	3,438	3,289
Agency Assists:	309	296
Total Calls:	12,428	9,588

Shelter Services		
	2019	**2020**
Adoptions:	1,419	1,066
Owner Surrenders:	1,167	781
Reunifications:	886	889
Average Length of Stay:	8.85	3.38
Euthanasia:	357	186

Community Engagement		
	2019	**2020**
Active Volunteers	126	276
Community Events:	23	3

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Current Year Projected Outcomes

Animal Care of Davis County was able to accomplish a number of enhancements and modifications to ensure a safe environment for all shelter guests and made significant modifications to the shelter itself as we adapted to this new environment surrounding COVID-19. These changes included the following:

- Created an appointment-based system which resulted in hundreds of pet adoptions since the pandemic began. We plan to continue this system post-pandemic as it has greatly improved our facilities efficiency and statistic-gathering abilities.
    - 2,500 prospective adopters visited our facility from January 1 to Sep 28, 2021
    - Staff spend approximately 138 hours each month working to pair up animals with potential adopters.
    - We are able to better manage our intakes because we know what is coming in, so we are never having to euthanize for space.
    - We provided 1,663 citizens with low cost vaccines or microchips.
- Transitioned our adoption counseling process to virtual services, providing phone consultation and matching of animals with potential adopters prior to them coming to the shelter to officially meet their new best friend and completing the adoption paperwork.
    - We have found this to much better serve the needs of the citizens of Davis County with less wait times, better adoption placements and generally happier adopters!

Second, as part of our ongoing commitment to continual performance improvement, we addressed several areas of service and made the following changes unrelated to COVID-19:

- We made changes to our organizational leadership and personnel model to improve operations, reduce costs, and provide better supervision.
- Implemented community vaccination clinics targeting areas where medical care for pets is limited and/or compliance with pet licensing is low. Implemented a text messaging mobile app, so guests can safely wait in their vehicles until they are paged.
- Developed and implemented Standard Operating Procedures for Animal Care of Davis County.
- Made numerous modifications to Animal Care of Davis County to provide better housing for the animals including a cat isolation room, species specific intake rooms and a dedicated space for under-age kittens.
- Promoted the use of our online licensing system and established a payment system for officers in the field.

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    - Citizens now have the ability to license their pet and pay violations without coming up to our physical location which has been made especially difficult with the ongoing construction on Highway 89.
- Implemented a cat and dog enrichment program to reduce kennel stress in our population, contributing to less behavioral euthanasia.
- Created and implemented a volunteer foster program and a foster and rescue coordinator position, saving nearly 400 lives this year alone.
- Implemented drug and supplies inventory and ordering processes/procedures which resulted in a cost saving of nearly $30,000.
- Implemented Daily Population Management Rounds which has significantly reduced the length of stay from 9 days to 3 days, which is a savings of $75 **per animal** (cost is estimated to be ~$15 per day).
- Created and implemented a Field Training Officer Program to reduce staff turnover and improved knowledge base.
    - Four officers have completed this program so far, with 100% retention.



Third, we provided care to **3,545** animals at our shelter, adopted **1,066** animals to new and loving families, reunited **889** lost pets with their families, and transferred **709** animals to our transfer/placement partners. Finally, our field officers responded to almost **9,588** calls in the community.

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Next Year Budget Initiatives

Staffing Related Budget Initiatives:

In 2021, Animal Care is not requesting any additional positions. Instead, we are seeking several items to help retain our staff and make ourselves more competitive in the current market place.

Shelter Technicians:

Weekend Differential - We are requesting a 4% increase in pay to shelter technicians that work Saturday or Sunday shifts at Animal Care. This is standard practice at many other places of employment including the Davis County Health Department.This has a budget impact of $4,485 total cost for the year.



$2 per hour raise to meet market-

ACDC Shelter Technicians are the very foundation of our organization and over the past year have been one of the key pieces in enhancing operations such as inventory management, reduction in length of stay for shelter pets, and the reduction in shelter euthansia, 47.8992% decrease over last year.

It's important to note that we are asking these individuals to complete mentally, emotionally and physically taxing work on a daily basis, yet they are some of the lowest paid in the entire county. It's a tough job that many can't do. Oftentimes, we will hire a new employee and after a week, they will decide it's not the job fit for them. On a daily basis, our techs are hand scrubbing every dog kennel in our facility to prevent the spread of disease, lifting 50+ pounds, and picking up fecal matter and vomit several times a day. In addition, our Shelter

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Technicians are also responsible for performing humane euthanisia on a daily basis. You will truly never meet such a caring and dedicated, hard-working crew.

As we transition into a new facility over the next 3-5 years, we will need experienced staff to help make the transition smooth. It is very possible that we will be operating out of two facilities for some time and will have additional staff and new roles that will need to be trained or filled. ACDC needs skilled, animal welfare professionals that feel valued and appreciated in their roles and could be possibly promoted from within the organization as we grow in the coming years.

On average, our Shelter Technicians are making $14.00 per hour. We're currently unable to keep up with the market to keep these positions filled. We are getting applicants, we are finding promising candidates, but when the offer letters are being sent out, the prospective employees are turning us down.

On 08 September 2021, these are just a few of the job postings in the Farmington area that are considered "entry" level:

Job Title	**Wage/hourly**	**Benefits**
Fedex Warehouse Package Handler	$21.75	medical, dental, vision, vacation, holiday pay, parental leave and tuition assistance
Amazon Picker Packer	$19.65	$1,000 signing bonus. Health care, employee discounts, 401(k) savings plans, paid time off
Home Depot Customer Service Representative	$17.00	medical, dental, vision, vacation, holiday pay, parental leave and store discounts
Blue Lemon Cashier and Cooks	$17.00	Dental insurance Health insurance Life insurance Paid time off Vision insurance
Scrambled! Waiter	$16.00	+ tips, no benefits

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Raising the wage by $2/ hour for all shelter technicians has a budget impact of $89,440.00, including benefits for calendar year 2021.

Animal Control Officers:



On-Call Pay - Currently our officers receive $15 per day that they are on-call. This has not been reviewed since 2003. We are hoping to mirror the Sheriff's office with our on-call officers receiving $35 per day. This has a budget impact of $7,300 for calendar year 2021.

Animal Control Officer II - In our current grade system, our Animal Control officers have no goals or achievements to work towards to encourage longevity. We would like to add an Animal Control Officer II position at Grade 16. This would be a budget impact of $5,328 per year, including benefits.

The requirements for the ACO II position are as follows:

- Two (2) years experience in a veterinary hospital, animal shelter, public safety, state or local law.
- Certified in Humane euthanasia through Humane Society of the United States.
- Certified through National Animal Care and Control ACO I.

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Removal of the Contract Veterinarian:

In 2020, Animal Care of Davis County advocated for the removal of the part-time merit 24-29 hours per week veterinarian position due to not being able to fill it and moved towards a part-time, non-merit contract veterinarian that we could offer more money to - upwards of $80/hr which is more inline with private practices.

Unfortunately, in 2021, we were greatly unable to find any contract veterinarians to fill this position even with paid ads on multiple sites such as Linkedin, Indeed and the Utah Association of Veterinary Medicine. This is likely due to multiple challenges, including a nationwide veterinary shortage with The U.S. Bureau of Labor Statistics reports a growing shortage of veterinarians in the range of 3,000 to 5,000. There are over 4,000 open positions for veterinarians on the American Veterinary Medical Association website as of 21 September 2021.



Throughout this last year, we have begun to build strong relationships with local veterinary clinics such as Mountain West Veterinary Specialist, Bayview, Angel Paws and several other semi-local clinics. In 2022, we plan to continue to seek spay/neuter services from these partner clinics and hope to expand our partnerships to other local clinics in the area.

In 2021, we budgeted $163,667.00 for contract veterinary services and emergency care, we are coming in significantly under budget at $71,121.20. Approximately 70% of our population of animals that arrive at the shelter are unaltered. The average cost for a cat spay/neuter is $53.00 and we intake, on average, 1,834 cats per year. The average cost for a dog spay/neuter is $158. We take in, on average, 1,211 dogs per year. In this next budget year, it is estimated that we will need $231,878.00 for spay/neuter procedures and emergency medical care (pets hit by car, neglect/cruelty,

etc.). Although in 2021, we used almost exclusively private vet clinics and we are coming in well under budget.

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, and the community. As of 30 July 2021 we have one vehicle which has surpassed the 150,000 mileage replacement mark, thanks to the budget committee working diligently to get most of our old and outdated vehicles replaced in the 2021 budget year.

Vehicle Number	Vehicle Age	Current Vehicle Mileage (30 July 2021)
13-14	8 Years	161,0000



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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Dump Truck Replacement

This 2003 dump truck has served Animal Care Faithfully for the past 18 years. We are seeking replacement this year for a new dump truck.



Vehicle Number	Vehicle Age	Current Vehicle Mileage (30 July 2021)
N/A	18 Years	42,397

- Used weekly to transport deceased animals from our freezer to the landfill.
- Used by on-call officers when called out on livestock to haul the horse trailer.

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Web Chameleon

We are seeking Web Chameleon at a cost of $11,520.00 annually. This mobile platform allows us to significantly reduce the need for costly and bulky hardware in our patrol vehicles. In addition, it will dramatically speed up entry and reduce wasted time updating records in the field by being able to access Chameleon from any device with an internet browser. Web Chameleon will give our Officers the ability to instantly upload photos, seamless navigation to calls from dispatch and search to text translation. This will allow our officers to spend more time in the field and working with the citizens and not tethered to a vehicle or workstation.

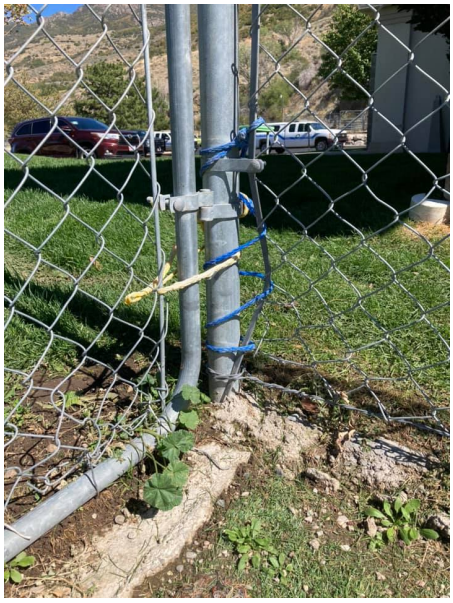
Fencing

We are seeking new poles and fencing for our outside play yards, estimated to cost approximately $20,000. Over the last year, multiple dogs have escaped from our current fencing and it is a significant safety risk for not only the dogs, but visitors to our facility. There are multiple holes in our fencing and areas that are tied together using leashes to attempt to prevent dogs from getting out, as well as pieces of wood used as barricades. Our fencing will not last the 3-6 years until a new facility is built.



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Feasibility Study

Animal Care of Davis County's Feasibility study was issued on 23 August 2021 and the deadline for firms to submit proposals was on 23 September 2021. The register of proposals was read at the 28 September 2021 commission meeting. Animal Care is moving forward with the review committee looking at each of the two proposals that were submitted. Then, ACDC plans to go to the budget committee for a budget adjustment in the 2021 budget year for funding of the feasibility study. It is likely that the feasibility study will not be complete until 2022 and there is a possibility that funds may be rolled over to the 2022 budget year.