

# **ANIMAL SERVICES DEPARTMENT**

## **DEPARTMENT MISSION STATEMENT**

The mission of Mono County Animal Services is to protect public safety of residents and visitors, to protect animals through sheltering, education, and adoption while promoting their humane treatment.

## **DEPARTMENTAL OVERVIEW**

Animal Services operates two shelters in Mono County, located in Whitmore and Bridgeport, and employs two full time Animal Control Officers. Department staff responds to complaints and violations of County ordinance, dog bite investigations and quarantines, resolves issues of animal neglect or cruelty, promotes responsible pet ownership through education and support, operates an adoption program in two shelters, offers low cost spay/neuter vouchers, offers low-cost pet boarding, and administers pet licensing and vaccination clinics.

## **CHALLENGES/ISSUES**

We have a dilemma of choosing between the shelter animals to go with minimal attention and risking their wellbeing, or field services to go with minimal attention risking the safety of the public. We currently have the Officers assigned to cover the days off for the shelter attendants. With this arrangement field services receives minimal attention, which can be a safety risk for the public as dogs run without supervision causing vehicular accidents, or causing fights with other dogs to name a couple of the risks. Four days a week the County has one Officer on duty to cover over 3,000 square miles of the unincorporated areas of Mono County. Those same four days an Officer is also taking care of the shelter animals for the attendant's days off. As a result of the Officers covering the shelters the animals often suffer stress from lack of attention due to not being able to go on walks with volunteers, since the Officers need to stay available to respond to urgent requests in the field. Also, if an Officer is detained by an urgent request for service at the beginning of the day, the animals have to wait to be attended to, which they have already spent 15 hours in their kennels through the night, without any human contact.

Upon trial and evaluation of the alternative approach of having the attendants cover each other's days off by traveling between shelters, the animals are again not given sufficient attention having one person caring for two shelters an hour apart from each other. As a result, the animals become stressed, making their stay at the shelter inhumane, resulting in euthanasia. This stress can also lead to behavior problems, making adoptions very challenging, extending their stay with us, and possibly resulting in the animal being unsafe for adoption, resulting in euthanasia.

If we had a third attendant to work as a floater between the two shelters, covering their days off and assisting either shelter on the fifth day, this would resolve our dilemma and allow our department to operate the shelters 7 days a week and allow the Officers to devote their time to the duties they were hired to perform. Examples of duties for the third shelter attendant would be to cover the days off of the regular shelter attendants, caring for the animals, managing volunteers to walk dogs and socialize the cats, facilitate adoptions, transport animals to the vet for spays and neuters, assist the regular shelter attendant with dog to dog introductions (making it much safer), transport animals between shelters to allow people easier access to adopt them. With this third attendant we could increase adoptions by opening both shelters to a 7 day a week schedule, allowing to facilitate more adoptions and allow more time for volunteers to spend time walking the dogs. We would be able to relieve stress for the animals, making them more adoptable thus reducing the length of stay and making the transition to their new home life easier, and also reducing the risk of euthanasia.

## **OPPORTUNITIES**

### **Partnering with Docupet:**

We are in the process of partnering with Docupet, which will allow us to provide better customer service for our licensing program and pet reunification efforts by providing the following:

- A user-friendly online licensing option which allows people to complete their licensing and receive their tags more efficiently than before.
- Owners are provided a pet profile to keep track of their pets' license and vaccination expiration dates.
- Owners will be able to choose the tag that best suits their pet, such as sizing and style.
- If a lost pet is found, the number on the tag can be referenced on Docupet's website by the person who found their dog (information provided will be customized by the owner), or they may call Docupet's 24/7 help hotline, which provides a more efficient reunion.
- Docupet is also used by Inyo County and Mammoth Lakes, which we will allow us to cross reference each other's licensing data base, allowing for a more efficient reunion. As many times a pet from Mono County is brought to Inyo County shelter, and a pet from Mammoth is brought to the Whitmore shelter.
- Docupet also allows 20% of the proceeds from the designer tag sales to come back to us, to be used for improving the care of our animals.

### **Spay/Neuter Surgeries for pets:**

We are now offering a low cost spay/neuter program which supports responsible pet owners, provides an incentive to license, helps to combat pet overpopulation and abandonment, as well as solving common behavior problems associated with intact male dogs.

### **Microchipping pets:**

With our agreement with PetPoint, our software for sheltering and field service operations, we agreed to buy a bulk number of microchips each year in exchange for a substantial discount for the software program. Therefore, we are now microchipping all dogs and cats in our adoption program, and we will offer free microchips at our vaccination/licensing clinics. This will improve pet reunification and provide another incentive for licensing and provide support for responsible pet owners.

## **CORE SERVICE AND PROGRAM DESCRIPTION**

In the Whitmore and Bridgeport animal shelters attendants are responsible for daily care and feeding of the animals, providing medical care when necessary, keeping a clean and disease-free environment for the animals, reuniting lost animals with their owners, operating an adoption program, and managing volunteers. Our shelter attendants work to provide the 5 freedoms for animals, which are internationally accepted standards of care to provide for the physical and mental needs of animals in our care, the five freedoms are...

- 1.) Freedom from Hunger and Thirst
- 2.) Freedom from Discomfort
- 3.) Freedom from Pain, Injury, or Disease
- 4.) Freedom to Express Normal Behavior
- 5.) Freedom from Fear and Distress

Some responsibilities of the Officers include:

- Responding to complaints and ordinance violations
- Responding to nuisance complaints and mediating neighbor disputes when animals are involved
- Responding to barking or aggressive dogs

- Picking up stray dogs and either reuniting owners with their pets prior to taking them to the shelter or taking them to the shelter when an owner is unknown or not able to be reached
- Responds to vehicular accidents when animals are involved
- Picks up abandoned animals
- Picks up animals injured on the road and transports them to the vet if applicable
- Picks up animals from a residence when the owner has passed away or is hospitalized.
- Officers work with law enforcement and the District Attorney to investigate and prosecute cases of animal cruelty or abuse, and vicious and potentially dangerous dogs.
- Officers work with pet owners to correct neglect through education and support
- Officers assist law enforcement when animals are involved, to either free the scene of the animals or contain animals while they carry out a search warrant, for example.
- Officers work with the public to trap feral cats for spay/neuter surgeries, to be returned to the field.

All department staff work collaboratively to conduct annual low-cost vaccination clinics throughout Mono County each year. Our Animal Services Department strives to provide humane treatment of animals in our community and in our care.

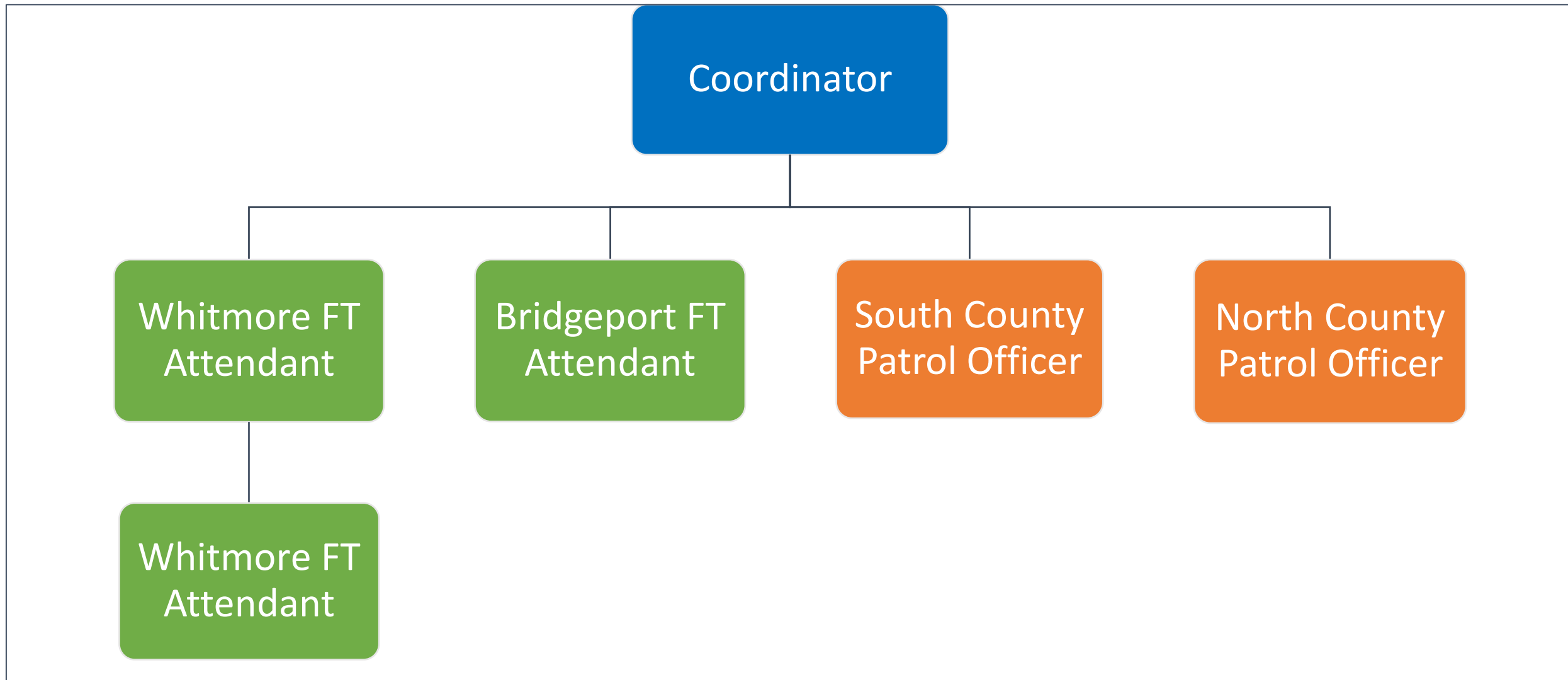
### **DEPARTMENTAL (or Division) ACTION PLAN FOR 2021-2022**

- If approved, create, and fill a position for a third full time shelter attendant to provide better service for the animals and their potential owners, and allow the ACOs to give field services their full attention.
- Complete the process for partnering with Docupet.
- Decide on the method for collecting and retaining the revenue from the designer tags
- Move \$2,000 from the Spay/Neuter Trust Fund to the Specialized Services line item, for providing low cost spay/neuter surgeries



# Animal Control

## Departmental Organizational Chart

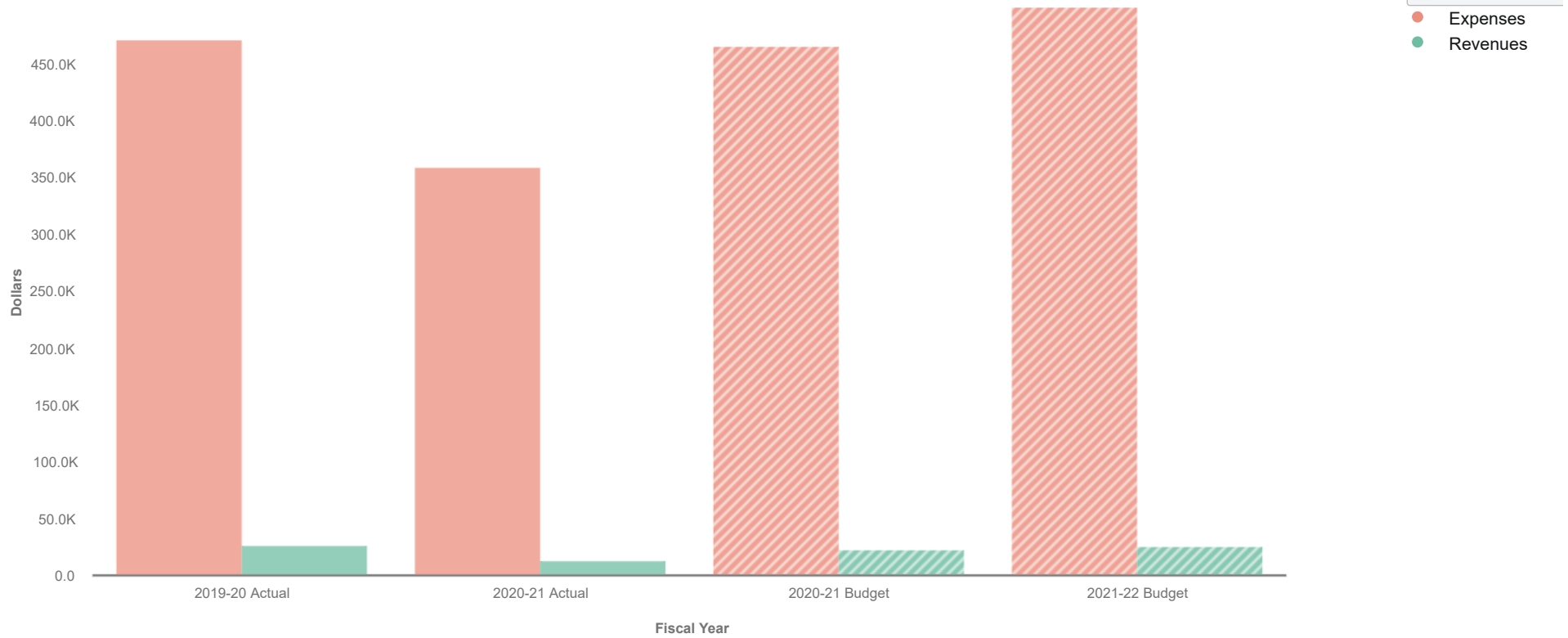


# 0. 2021-22 Recommended Budget

ANIMAL SERVICES 100-27-205



## Visualization



Expand All	2019-20 Actual	2020-21 Actual	2020-21 Budget	2021-22 Budget
▼ Revenues	\$ 26,597	\$ 13,729	\$ 23,000	\$ 25,817
▶ Licenses, Permits & Franchises	18,995	5,980	17,000	17,000
▶ Charges for Services	5,924	5,914	6,000	8,817
▶ Miscellaneous Revenues	1,678	1,835	0	0
▼ Expenses	472,085	359,842	466,508	499,774
▶ Salaries & Benefits	336,958	283,412	362,156	429,764
▶ Services and Supplies	135,128	76,430	104,352	70,010
<b>Revenues Less Expenses</b>	<b>\$ -445,488</b>	<b>\$ -346,113</b>	<b>\$ -443,508</b>	<b>\$ -473,957</b>