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**Regular City Council Meeting
April 21, 2022**

FRESNO CITY COUNCIL



Information Packet

ITEM(S)

File ID 22-584, 3-B

WORKSHOP - Animal Center Presentation

Contents of Supplement:

PowerPoint Presentation – Animal Center Workshop

Item(s)

Supplemental Information:

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed. The Supplemental Packet is available for public inspection in the City Clerk's Office, 2600 Fresno Street, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2)). In addition, Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2600 Fresno Street. Supplemental Packets are also available on-line on the City Clerk's website.

Americans with Disabilities Act (ADA):

The meeting room is accessible to the physically disabled, and the services of a translator can be made available. Requests for additional accommodations for the disabled, sign language interpreters, assistive listening devices, or translators should be made one week prior to the meeting. Please call City Clerk's Office at 621-7650. Please keep the doorways, aisles and wheelchair seating areas open and accessible. If you need assistance with seating because of a disability, please see Security.



Animal Center Workshop

Legal Responsibility of the City

- The City is required to maintain or provide for the maintenance of a pound system and a rabies control program. (Health & Safety Code §121690(e))
 - This mandate includes responsibilities to quarantine rabies-suspect animals or destroy the animal(s) at the discretion of the Health Officer,
 - Distribute anti-rabies vaccine,
 - Investigate reports of rabies (bite investigations),
 - Enforce dog licensing and rabies vaccination requirements
 - Provide dog vaccination clinics with no excess costs passed on to clients.

Legal Responsibility of the City

- The City is required to provide for the impound of all dogs found running at large and for killing in a humane manner, or otherwise disposing of dogs which are impounded. (Food & Agric. Code §31105).).
 - Animal control shall exercise rights to retrieve animals that have been involuntarily deposited (Civil Code §1815 and §1816)
 - Take possession of stray, abandoned, neglected animals and care for the animal until it is redeemed by the owner or claimant. (Penal Code §597.1; §597f)
 - Shelters shall provide animals with prompt veterinary care, nutrition, shelter, and treat them kindly. (Civil Code §1834)
 - No adoptable animal shall be euthanized if it can be adopted into a suitable home. (Civil Code §1834.4)

Mission and Vision

- The mission of the City of Fresno's Animal Center is to provide a compassionate and humane approach to animal services creatively through community and partner collaboration that maximizes survival rates in a sustainable manner.
- The Vision of the City of Fresno's Animal Center is to become the industry leader in animal services for the benefit of our people and their pets.

Outcomes of Best Practices

Historic Operations

- Unmanaged/Unscheduled Admissions.
- Animal Influx Exceeding Capacity.
- Higher crowding, stress and disease.
- Higher euthanasia.
- Poor customer experience.
- Compromised staffing efficiency.
- Decreased operational effectiveness.
- Punitive outcomes

Planned Operations

- Triage and appointment based provide situation specific solutions paralleled to human healthcare.
- Increased customer experience in process and outcome.
- Reduced crowding, stress, disease and consequently, euthanasia.
- Improved staff morale due to more effective and efficient staffing.
- Increased ability to reconnect lost pets with owners and to serve our community.
- ROI maximized over long term.

Project Milestones: Now – September 2022

- Employee, equipment and supplies acquisitions with FHAS input.
- Training, learning and ramping up toward operations.
- Establishing operating protocols based on current best practices and with expert partner input (UC Davis Koret Shelter Medicine Program and Best Friends Animal Society).
- Initial phase of an outreach educational plan introducing the new operating process.
- Reviewing implementation of operations to collaboratively determine City and FHAS roles.
- Data collection to evaluate new programming and operational costs of new facility.
- **Variable reimbursement to FHAS based on actual costs incurred.**

Project Milestones: Oct. 2022 – June 2023

- Return to Council to provide updates of the previous months of operations.
- Revisiting learned lessons arising from transition period.
- Evaluating and refining data to ensure accurate cost analysis to determine actual operating costs.
- Refining accountability and oversight measures – this includes the City having full access to the animal data management system.
- Updating scope of work and respective budget in alignment with proven best operating practices.
- Seeking outside funding opportunities and grants both by FHAS, City and other entities.
- **Variable reimbursement to FHAS based on actual costs incurred.**

Current Roles

City of Fresno

- Construction
- Equipment & Vehicle Acquisition
- Employee staffing:
 - Temporary employees
 - Workforce Fellows
 - Provide entry level skill development

Fresno Humane

- Expert Oversight
- Determining Needs
- Expanding Capacity
- Employee Staffing
- Education & Training

UC Davis

- Best Practices
- Grants
- Shelter Optimization
- Education
- Operational Support

Best Friends

- Best Practices
- Policy Overview
- Equipment Acquisition Support
- Education and Training
- Operational Support

Upcoming Agreement

- Term – 14 months
- Collaborative approach to all aspects that allows use of available resources by the City and FHAS
 - Employee recruitments including temporary employees.
 - Acquisition of equipment, vehicles and ancillaries.
 - FHAS to use existing contracts requiring veterinarians for pharmaceuticals and consumables.
 - Proactively recruit and plan for veterinary clinic operations.
 - Reimbursement on actual costs to FHAS.
 - Monthly P&L statement audits – review and approval of reimbursement by City.

Future Agreements

- May 2023 return to Council with a fully evaluated program based on proven data and phased in achievable outcomes that include updates to Municipal Code & Master Fee Schedule and a budget reflective of the real operational need.



QUESTIONS