

Contra Costa Animal Services

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**ANIMAL
SERVICES**
CONTRA COSTA COUNTY

Animal Services Update

Public Protection Committee

February 18, 2025

Ben Winkleblack
Animal Services Director

Challenges identified

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- **Field Services**
 - 5 vacant AS Officer positions
 - CCSO dispatch contract concluded on 1/1/25
- **Shelter Services**
 - Trend of increasing animal intake
 - Overcrowding in the shelter
 - Increasing costs for supplies and staff
 - Medical supply costs increased 40% over previous fiscal year
 - Emergency Veterinary Care Services costs increased almost 100% over previous fiscal year
- **Community Services**
 - Increased need for veterinary care in the community due to affordability and access.



Approach to challenges

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Shelter Operations

- **Pathway planning to decrease length of stay**
 - Meeting 4 times weekly with outcome stakeholders to plan outcome pathways at time of impound and ongoing assessment to shorten stay
 - Leading to faster decisions and better animal care
 - Current Length of Stay is 16 days, down from 20 days in July 2024
- **Operational evaluation – ongoing**
 - Database vendor on-site in January and identified several opportunities for improvement that will increase efficiency, allow automation of tasks, and decrease errors
- **Improved animal wellness – ongoing**
 - Kuranda beds have been donated and provided for all dog enclosures
 - Feline stress reduction project of sound deadening and allowing natural behavior expression to begin in the spring
- **Recommendations from Veterinary Behaviorist**
 - 12 recommendations made by Dr. Sung MS, PhD, DVM, DACVB
 - 11 recommendations already addressed or in process
 - Ongoing monitoring of Fear Anxiety and Stress (FAS)
 - Objective approach to identify changes earlier

Approach to challenges

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Field Services

- Two Field Services Officers have completed Field Training and are now on full duty
- Offer letters have been given to two new Field Services Officers, currently in medical evaluation
- Dispatch services are now performed by San Ramon Valley Fire
 - Integration of CAD and Chameleon currently in testing phase
- Search Warrant training to be hosted at CCAS
 - Follow-up to Penal Code 597.1 training in January
- Increased implementation of GIS mapping for efficient delivery of services for high priority calls
- Two new Field Services Officers to begin training
- Recruitment to fill additional vacancies



Sgt. Flauding impounding livestock

Approach to challenges

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Medical Services

- Michelle Mehalick DVM premises holder and DEA registrant as of February 1, 2025
- Dr. Mehalick auditing and advising medical division through February
 - Updated approach to surgical and medical practices to increase capacity and scope of care
- TNR (Trap Neuter Return) program has recently been expanded by additional 29 cats per week
- Planned increase to spay and neuter program
- Measure X will fund approximately 2,700 surgeries
- Animal Benefit Fund will fund approximately 544 surgeries
- Additional RVT support to include weekend coverage to shorten animal stay at emergency hospital



Administration

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Licensing FYTD compared with same period last year

- Evaluation on licensing performance showed an opportunity to increase compliance and revenue with additional reminders and updated language
 - Response has increased total license sales 25%
 - New pet licensing increased 39%
 - New pet ownership up 44%
 - Total license revenue up 18%

Goals

- Sustainable operation – waste and costs are down
- Ensure industry best practices - ongoing
- Decrease length of stay – goal of 13 days by July 2025
- Increase revenue through animal licensing

YOUR PET'S LICENSE IS THEIR TICKET HOME!



License your pet in June through **Contra Costa Animal Services** to have all late fees waived and receive a **FREE** license tag equipped with 24/7 lost pet protection!



TO LEARN MORE, SCAN THE QR CODE
OR VISIT CCASD.ORG
*CONTRA COSTA RESIDENTS ONLY



Community & Outreach Services

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Outreach Services

- 64 total community events fiscal year-to-date
 - 3 Free Microchip Clinics
 - 4 Free Vaccination Clinic
 - 33 Offsite Adoption Events
 - 24 Humane Education Events
 - Targeted in areas with high number of stray animals
- Access to Services
 - Collaboration with Contra Costa County cities and partner animal welfare agencies has allowed us to bring even more services to county residents.

Measure X

- \$750,000 in total funds provided
 - Pet retention programs
 - Progressive programs to reduce shelter intake and increase animal health in the community

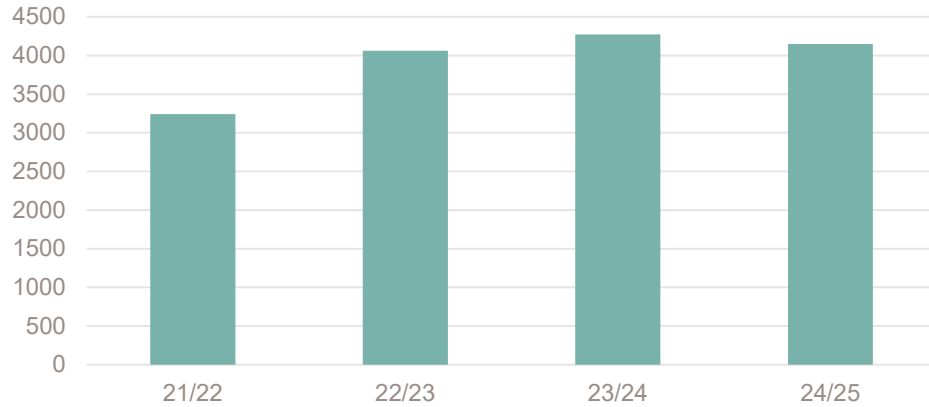
(Above) CCAS staff preparing to microchip a dog at our free microchip clinic in Hercules.

(Below) CCAS volunteers providing free adoption services at in Richmond at the County Block Party.

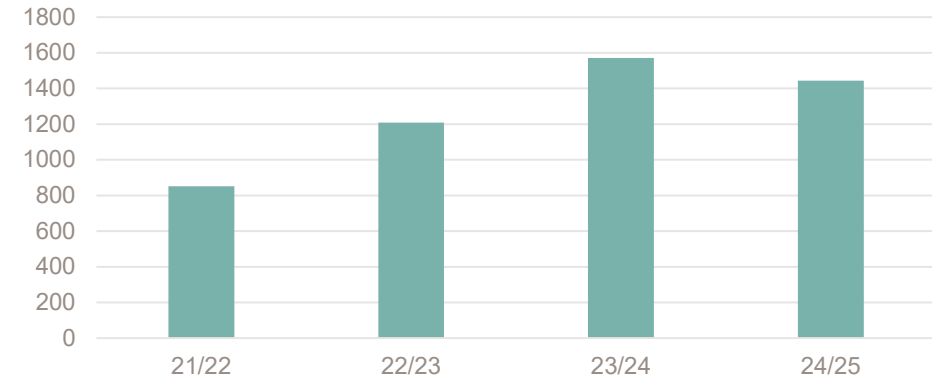


Fiscal Year to date comparison

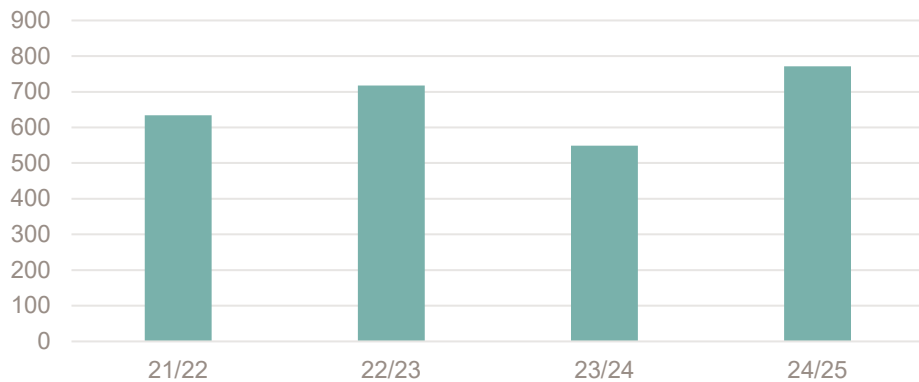
Animal Intake Fiscal Year to date



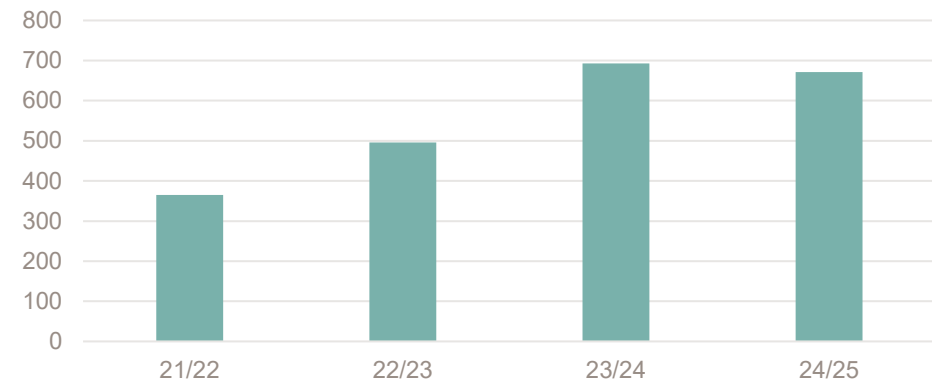
Adoptions



Rescue Partner Transfers

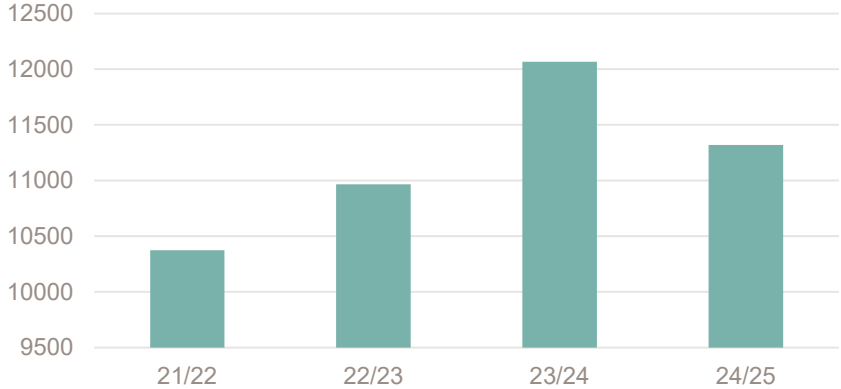


Euthanasia



Field Services

Field Services Activities



Active DA/PDA Permits by City

ALL CITIES

	Total Animals
Total	107
BRENTWOOD	7
CLAYTON	3
CONCORD	7
DANVILLE	6
HERCULES	3
LAFAYETTE	1
MARTINEZ	9
MORAGA	3
OAKLEY	10
ORINDA	1
PINOLE	5
PITTSBURG	7
PLEASANT HILL	3
RICHMOND	17
SAN PABLO	5
SAN RAMON	3
UNINCORPORATED	13
WALNUT CREEK	4



Coming Soon

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Increased Services

- Improved care of animals in the shelter through enrichment, increased volunteer support, enclosure improvements, and expedited medical care
- Ongoing relationship building with transfer partners
- Planned training for staff including Fear Free Animal Handling
- Refinement of Pathway Planning
- Implementation of Strategic Plan approved by Board of Supervisors
- Expansion of spay and neuter services at CCAS
- Proposed budget includes clerical staff to open shelter 7 days a week
 - Accessibility of services for residents
 - Increased opportunity for adoption, reunification, and licensing



Thank You

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Please contact me with any questions:
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