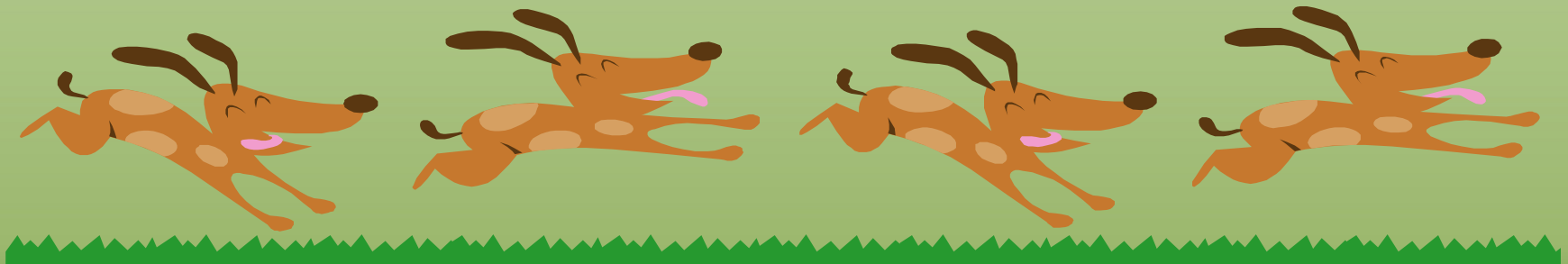


Animal Control Update

Commission Conference Agenda

March 10, 2014



Animal Control Staff

- 3 Full-time Animal Control Officers
 - Kenny Nelson, 11 years of service as an ACO
 - BJ Gasparre, 10 years of service as an ACO
 - William Blue, 10 years of service as an ACO
- All work four 10-hour shifts
 - 1 officer on duty on Mondays & Saturdays
 - 2 officers on duty on Tuesdays & Fridays
 - 3 officers on duty on Wednesdays & Thursdays
 - Sundays – on call only

An Animal Control
Officer is on-call 24 / 7





Animal Control Officers are not dog catchers. They respond to all types of animal complaints. Here is a sample of the types of animals they encounter on any given day.

The only 3 things Animal Control Does NOT handle



Licensing Program

License Now

License your pet now,
enter your zip code to
get started.

GO

Tag Search

For owner information,
enter the tag number
and click GO.

GO

Agency Access

GO

[Password reminder](#)

Powered by: 

Welcome to PetData

You've arrived at the best-in-class provider of animal licensing services! PetData is the only company in the United States whose sole focus is pet licensing. Since 1994 we have processed over 4.7 million licenses for more than 44 cities, counties and animal agencies. Whether you're a pet owner, veterinarian, animal agency or community that needs our services, PetData makes animal licensing easy!

- We are in the final steps of outsourcing the licensing program to PetData.
- Palm Beach County has contracted with them since 2011 and are renewing the current contract.
- We are piggy-backing off of Palm Beach County's contract.

PetData



- PetData retains \$3.85 per license to perform these services:
 - Send up to two renewal notices prior to registration expiring
 - Send up to two tag expired notices after registration has expired
 - Review rabies certificates submitted by local vets and send notices to owners without city registration
 - Forward list of non-responsive owners to AC for follow-up
 - Coordinate with all participating vets to issue registrations
 - Maintain owner database and transmit that data to be incorporated with Shelter Pro software
- Collect payments and forward such payments to the City
- Provide on-line purchase of registrations and tag searches
- Maintains an authorized access only area for vets, 911, FPPD, etc. for more detailed information.



PetData

- This program will greatly increase registration income and compliance while freeing up staff time.
 - Per PetData, their average customer will see an increase in revenue of 42%.
 - If the client receives rabies registration information from local vets (which we do), the increase in revenue jumps to 72%!
 - Per Palm Beach County, they saw a “substantial” increase during their 1st year, a more moderate income during their 2nd year and have indicated that the increase has leveled out during their 3rd year.

Fiscal Year	Actual Income
FY 2012	\$3,880
FY 2011	\$3,411
FY 2010	\$3,023
Average	\$3,438
FY 2014 (50% - 60%)	\$5,000 - \$5,500

Complaint Processing



- Most calls are received through 911
 - Dispatched over the radio to ACO
 - All calls are cleared with an “echo” code. Ex.) E4 – verbal warning or E21 – dropped animal at shelter
- Some calls are received through Community Response front desk
 - All calls are logged into our Access database.
 - Copy of the complaint is e-mailed to all ACOs and a copy placed in their in-box.
 - Once addressed, the results are noted and returned to the front desk to be logged in the database.
- All complaints, either through 911 or front desk will soon be documented with our new software Shelter Pro.
- Each ACO maintains a log book of all their daily activities.

Record Keeping

- The city has purchased Shelter Pro software to provide better record keeping
- It has not yet been installed on the AC computers



The Animal Control Module

- ✦ Incident tracking – Origination, Assignment and Final Outcome. Cruelty investigations.
- ✦ Citations – Issuance and Fines.
- ✦ Bite Cases
- ✦ Forms – Incident report, Citation report, etc.
- ✦ Reports – Incident/Citation registers, Unpaid fines, Stats, and more. Flexible grouping/sorting.

The Animal Identification Module

- ✦ Licensing
- ✦ Vaccinations
- ✦ Registrations
- ✦ Microchips
- ✦ Forms – Issue certificates, Renewal due notices, Renewal reminders.
- ✦ Reports – Issued registers, Expired registers, non-compliance and more. Flexible grouping/sorting.

Shelter Pro

- This program will be available to all ACOs in the fields as well as to Management and administration staff in the office

The screenshot displays the 'Shelter Pro' application window. The title bar reads 'Shelter Pro' and the menu bar includes 'System', 'Customize', 'Animal Control', 'Shelter Management', 'Animal IDs - Licensing and Vaccs', 'Dgnations', 'Traps', 'Accounting', and 'About Shelter Pro'. The main content area is titled 'Incident View: ID:567 Status:COMPLETE' and features several tabs: 'Overview', 'Owner History', 'Animals Owned', 'Animal Involved', 'Location History', 'Citation(s)', 'Charges', and 'No Case'. The 'Overview' tab is active, showing a form with the following fields and values:

- Incident ID: 567
- Logged Date/Time: 09-11-2005 06:40:04 PM
- Precinct: PRECINCT 1
- Logged by: JAMES C DUNN
- Reported Location: Street # 100, Dir N, Street Name MAIN, City/State ANYTOWN, TX
- Charges: Citizen Making Report (Jane Doe, \$40.00), Owner At Origination (Jane Doe, \$40.00)
- Other charges: BITE VICTIM (Not Specified)
- Checkboxes: STRAY (checked), DANGEROUS, BITE CASE, NOISE, DESTRUCTION, UNWANTED, PACK, SICK, CONTAINED, NEGLECT, ABANDONED, DEAD ANIMAL, OTHER
- Report Notes: Animal reported to be getting into neighborhood trash cans. Description is friendly, and has been seen in the area prior to this call.
- ACO Dispatched: SHEILA BENNET (09-11-2005 06:45:57 PM), Priority 0, Current Status = COMPLETE
- Final Outcome: ANIMAL PICKED UP (09-11-2005 07:45:37 PM), Time lapsed from inception to completion = 1 Hrs 05 Min
- Outcome Notes: Animal picked up and logged into shelter. Shelter lost reports show 2 possible owners of the dog, plus 3 potential citizens wishing to adopt this breed.

At the bottom of the window, there is a toolbar with buttons for 'New Case', 'File Cabinet', 'Print Forms', 'New Incident', 'Save Incident', 'Del Incident', 'Cancel', and 'Close'.

Shelter Pro

- This program tracks all activities and provides vital history information to the ACOs in the field

Shelter Pro

System Customize Animal Control Shelter Management Animal IDs - Licensing and Vaccs Donations Traps Accounting About Shelter Pro

Incident View: ID:567 Status:COMPLETE

Overview **Owner History** Animals Owned Animal Involved Location History Citation(s) Charges No Case


There are 5 history records found for JANE DOE [View record](#)

Date	Event	Description	Other information
03-03-2008 01:07	Case-Owner At Disposition	Adopted.M.Cat.American Shorthair	Adopted.03-03-2008
12-22-2005 12:00	Case-Owner At Disposition	Adopted.F.Other.Cow	Adopted.12-22-2005
12-19-2005 12:00	Case-Owner At Intake	Unwanted.Aco Pickup.M.Dog.Airedale Terrier	Adopted.12-26-2005
09-11-2005 12:00	Incident-567-Animal Owner	Stray	Animal Picked Up.09-11-2005
01-03-2002 12:00	Case-Owner At Disposition	Adopted.F.Cat.Maine Coon.Pet Name:Kitty Cat	Adopted.01-03-2002

New Case File Cabinet Print Forms New Incident Save Incident Del Incident Cancel Close



Spay / Neuter Program

- In 2009, the City Commission created a differential annual licensing fee structure of \$10 for a sterilized pet and \$75 for a non-sterilized pet.
 - To assist residents having their pet spayed or neutered in order to qualify for the lower registration fee, a sterilization grant program was created.
 - Per Resolution 09-29, any resident seeking an award of the grant shall submit an application to the City certifying eligibility for the award.
 - Grant vouchers are issued at the Animal Control front desk or directly to a resident by an Animal Control Officer in the field.
- 

Spay / Neuter Program



- The yearly expenditures from the grant program:

Fiscal Year	Amount Expensed	Source of Funds
FY 2014	\$8,000 (budgeted)	General Fund
FY 2013	\$6,470	General Fund
FY 2012	\$3,110	General Fund
FY 2012	\$12,656	FAF Inc. Grant
FY 2011	\$6,995	General Fund

- Due to an increase in vouchers this current year, the budgeted amount is soon to be exhausted and the program has been suspended until October 2014.

Grant Opportunities

- There are several organizations that can provide grant dollars to be utilized by the City.
- Libby Woodruff is preparing to submit a grant application to Florida Animal Friend, Inc.
- If the City is awarded this grant, it will supplement our current city voucher program and increase the line item from the existing \$8000 to \$18,000.
- The program will be administered by the City's Animal Control Department.

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United States Department of Agriculture
National Agricultural Library