

Richmond Animal Care and Control



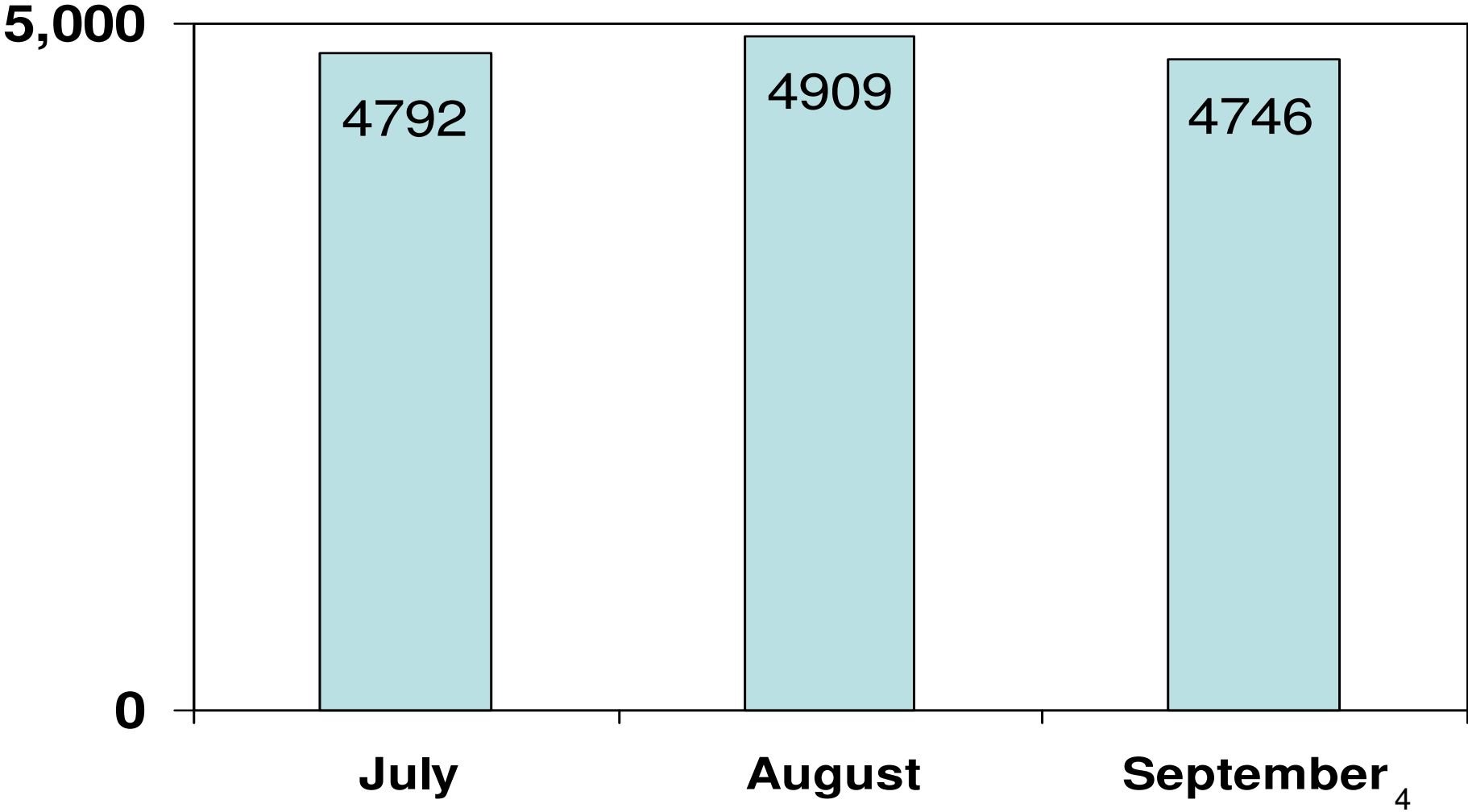
Recent Accomplishments

- Anti-tethering Code Revisions
- Job Studies on supervisors and program manager completed
 - Staffing assessment and tiered staffing levels in process
- Maddie's Fund statistical reporting resulted in a \$20,000 grant
- Pen Pals program has seen a 35% jump in placements this quarter
- Participated in Bayer research study, resulted in \$3000 in preventative treatments for the animals
- American Humane Conference training for 8 AC&C participants
- 43% year-to-date increase in animals being placed
- Customer Service and GIS training for key staff

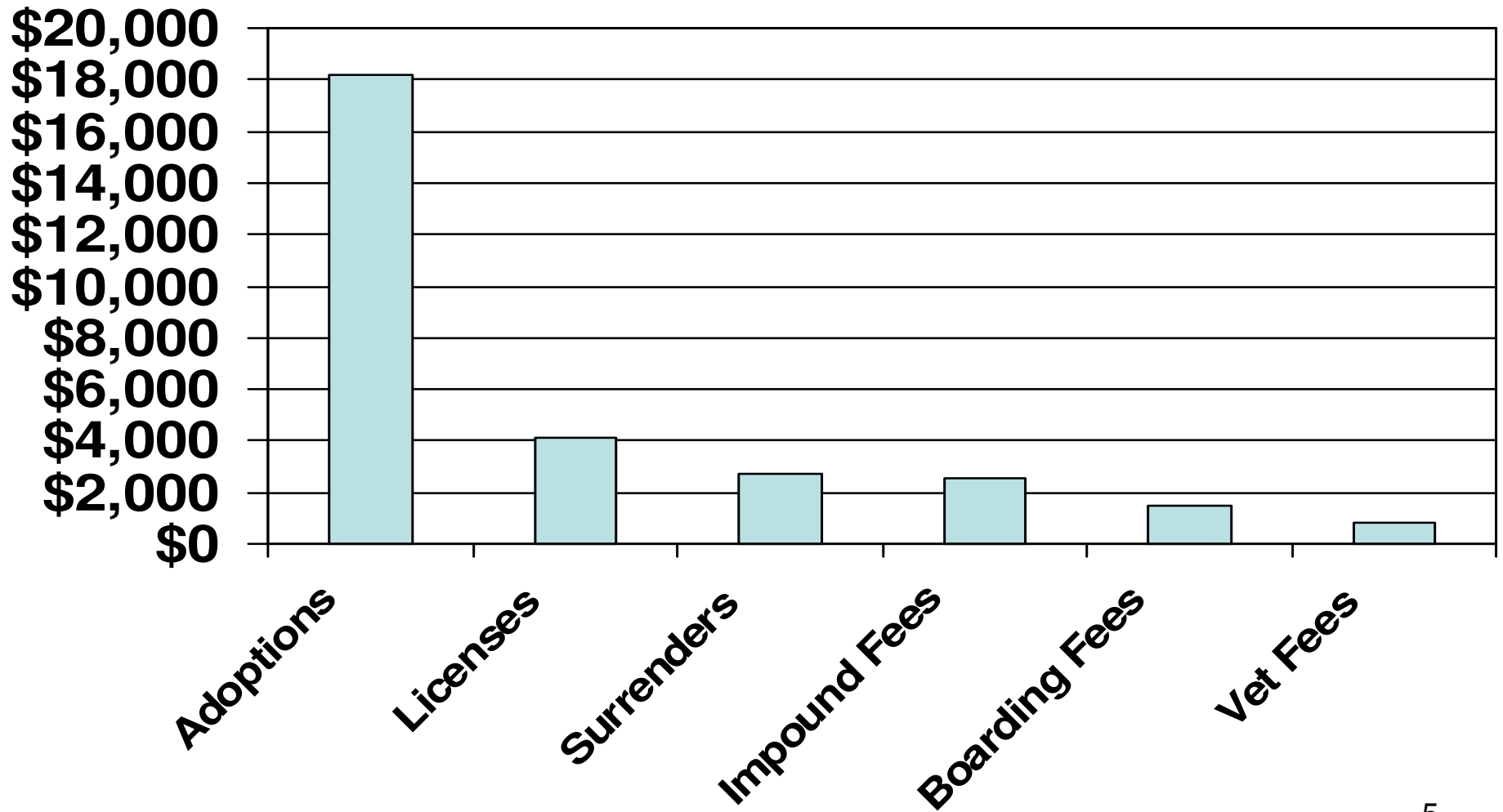
Current Projects

- Shelter Buddy revisions and additional training for staff
 - Review of data entry process and training of new staff
 - Data integrity evaluation
 - Product upgrades scheduled for the last week of November with consultant training
- Heartworm/FELV trials scheduled for November
 - This program will generate additional revenue of \$500-\$1,000 and improve customer satisfaction with division
- Building renovations
- Legal committee to strengthen statewide cruelty legislation
- Working with Finance to identify grant opportunities
- Working with the HSUS to promote the Foundation's Stamp Out Cruelty Campaign (SOC)
 - Resulting in the opportunity to offer rewards of \$5,000 to \$10,000 for reporting information

Animal Care & Control
Customer Service Statistics
July – September, 2007

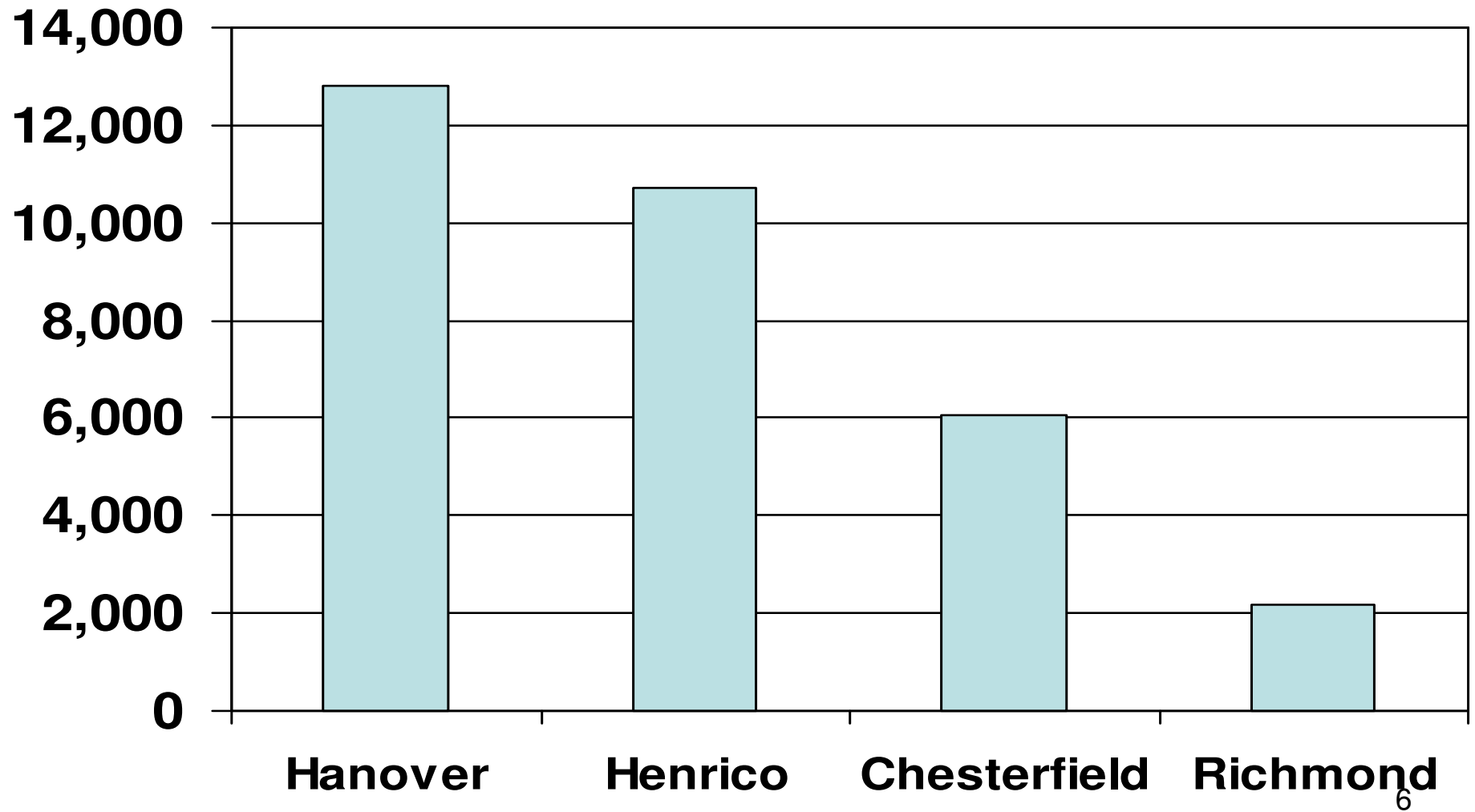


Animal Care & Control
Revenue YTD
July 1 – September 30, 2007
\$29,980



Animal Care & Control Number of Licenses Sold in 2006

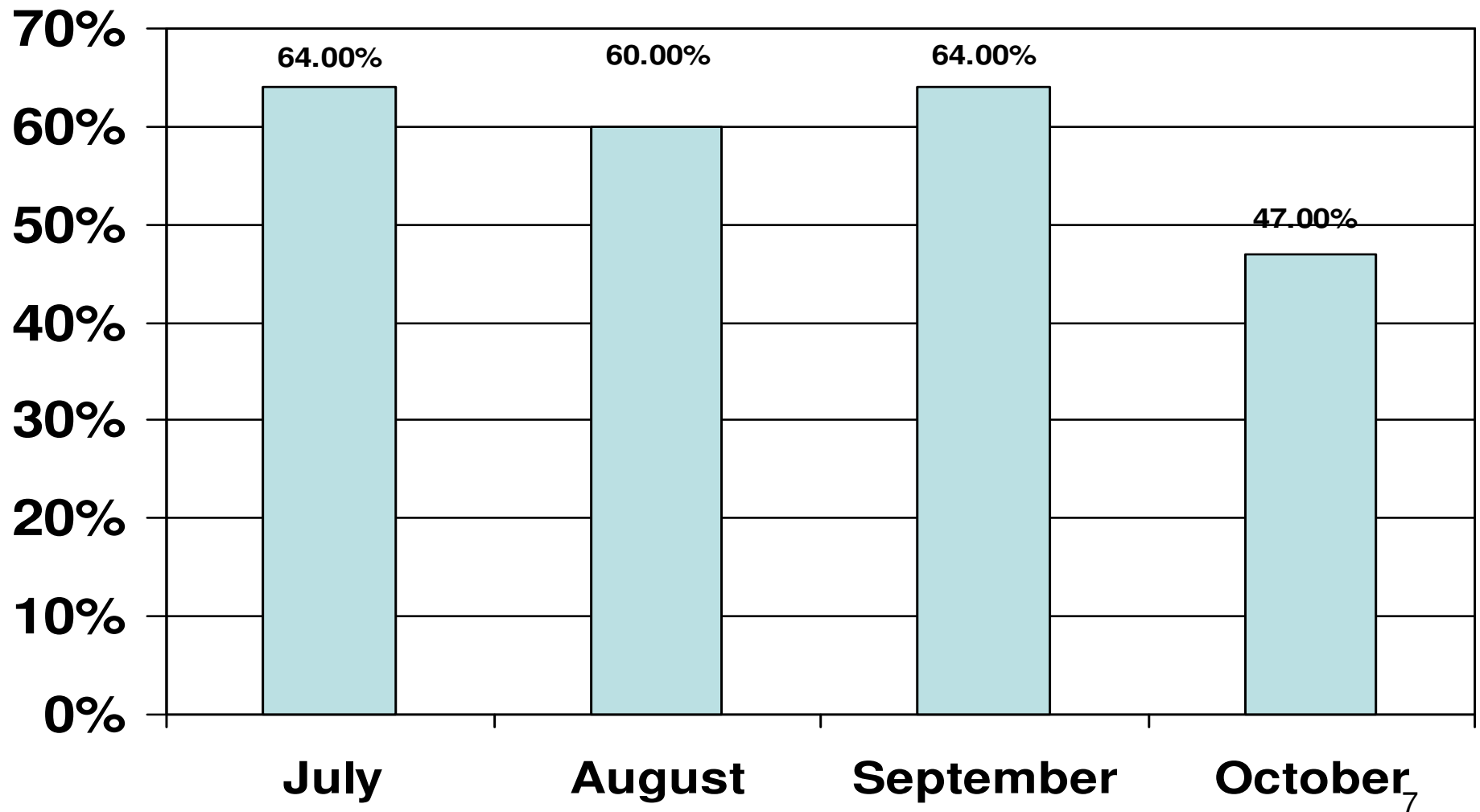
Richmond vs. Surrounding Localities



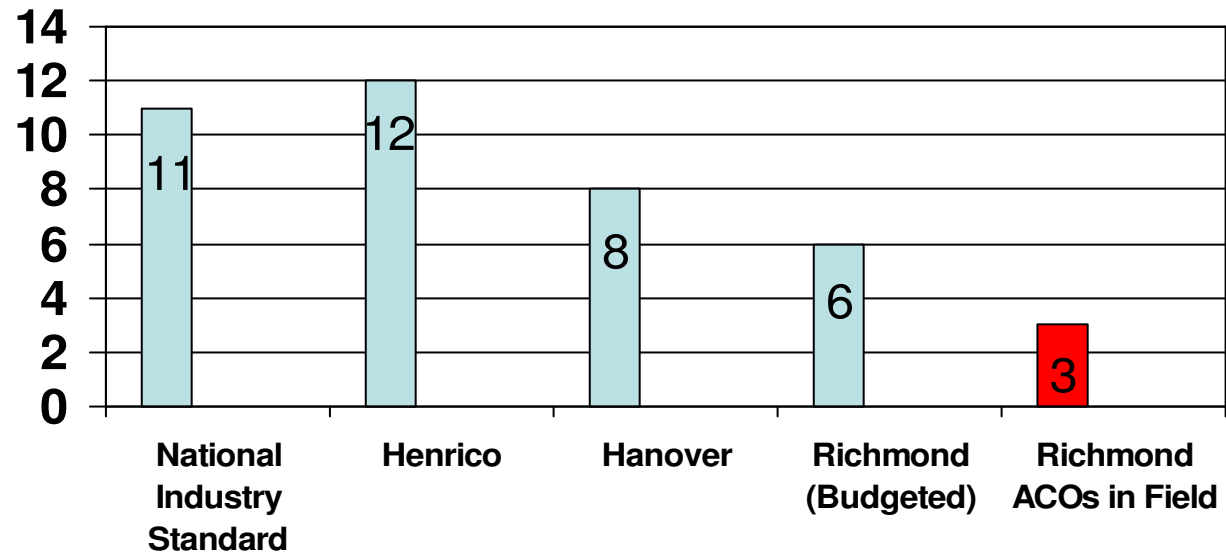
Animal Care & Control

Percent of Public Safety Calls Closed Within 24 Hours


July 1, 2007 – October 19, 2007



Animal Control Officer Staffing Levels



Staffing Issues

- Compromised Officer safety
 - Limited back-up available
 - Increased risk of injury
- Reduced call response
 - Ability to respond to priority calls in a timely manner
 - Failure to respond to lower priority calls in 24 hours
- Division Impact
 - Budgetary - Increased overtime for officers and temp usage for dispatching
 - Work overflow - Division performance
 - Staffing - Inability to schedule mandatory leave allocations
- **Result**  **Reduced morale and risk of further vacancies**

Filling the Gap

- Change in field patrol hours: Monday – Saturday 8-5 with on call coverage
- Staffing reassignments
 - Pulled information officer into field
 - Supervisor doing more field back-up – reduced productivity
- Call priorities refined
 - Prioritized call responses based on priority/need for immediate response

Upcoming challenge: *these measures will enable division to stretch remaining resources through the lower call volume months of winter, but are insufficient to meet the demands of spring's yearly increase in activity*

- Exploring technological solutions to stretch resources

Filling The Gap Through Technology

\$10,000  laptops and wireless

RESULTS

- Improved officer efficiency
- \$1,300 a month in manpower hours

Summary

Shelter operations is thriving with staffing minimal, yet adequate levels.

- increased placements
- improved customer service
- enhancements to animal care and programs

Field operations are at a critical point:

Officers – 4 minimum / 6 optimal

Laptops with wireless access

- minimal cost to maximize performance and fill the training gap.