

**SANTA BARBARA COUNTY  
BOARD AGENDA LETTER**



Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Agenda Number:**  
**Prepared on:** January 23, 2003  
**Department:** Public Health  
**Budget Unit:** 041  
**Agenda Date:** April 22, 2003  
**Placement:** Administrative  
**Estimate Time:**  
**Continued Item:** No  
**If Yes, date from:**

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**TO:** Board of Supervisors

**FROM:** Roger E. Heroux, MPA, Director  
Public Health Department

**STAFF  
CONTACT:** Jan E. Glick, Animal Services Director (681-4392)

**SUBJECT:** Animal Services Annual Report FY 2001-02

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**Recommendation:**

That the Board of Supervisors:

Accept this annual report about the condition of animals at our County Animal Shelters and the accomplishments of those engaged in their care and rescue. (Exhibit A)

**Alignment with Board Strategic Plan:**

The recommendation is primarily aligned with Goal No. 1: An Efficient Government Able to Respond Effectively to the Needs of the Community.

**Executive Summary and Discussion:**

The County has three animal shelters (Goleta, Lompoc and Santa Maria), which are staffed by 28 employees. The shelters are staffed for animal care and emergency officer response 7 days a week including holidays. They are open to the public for adoption, redemption and officer response 6 days a week. The shelter staff has been focusing as a team on improving customer service and standardizing procedures at all shelters. In support of the goal, all staff attended a minimum of one customer service class. The department worked as a team to draft a policy manual, outlining policies and procedures. In addition, staff from each shelter that performs the same function met off-site to discuss procedures and trouble shoot common problems. The department also met as a group to discuss policies, procedures, customer service and safety. Animal impound, outcome and officer activity is tracked in the animal shelter software, Chameleon, implemented in May, 2000. The system is based on "real time" which means the database is updated as things happen. At any given time, staff can view the officer calls and animals in the kennels at all three shelters. Quick and easy availability of this information has greatly improved the office staff's ability to answer the public's questions and provide a high level of customer

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**Agenda Date:** March 12, 2002  
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service to the public. Since the implementation of the new software there have been two upgrades and staff has had ongoing education and feedback on its use.

The next step in the use of Chameleon is the virtual shelter and touch screens. All animals impounded at the shelters will have their picture taken and it will be posted along with information about the animal on a web site. This will allow the public to view animals on-line at any time of the day or night for adoption and/or redemption. Eventually, it is projected that touch screens will be made available at locations in the community for the public to access. This increase in exposure will increase adoptions, raise the level of public awareness of the shelters and provide a quick and easy tool for people who have lost animals view the stray animals at the shelters.

In September 2001, your Board approved capital funds for the purpose of building a new shelter in Santa Maria. Plans for the facility are close to 100% completion. The actual cost of construction of the facility will not be known until the project goes to bid. Construction of this much needed facility will be a public-private partnership including funds from the County, the Santa Barbara Humane Society and a number of local foundations.

The animal statistics for each shelter and the County as a whole are included in the attached report (Exhibit A).

**Mandates and Service Levels:**

The acceptance of this report will not affect mandates or change service levels.

**Fiscal and Facilities Impacts:**

The acceptance of this report does not result in a fiscal impact or need for additional facilities.

**Special Instructions:**

None

**Concurrence:**

Not Applicable