

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



Clerk of the Board of Supervisors
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Santa Barbara, CA 93101
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Agenda Number:
Prepared on: 9/16/03
Department Name: Public Health
Department No.: 041
Agenda Date: 9/23/03
Placement: Departmental
Estimate Time: 45 minutes
Continued Item: Yes
If Yes, date from: From 8/19/03

TO: Board of Supervisors

FROM: Roger E. Heroux, Director
Public Health Department

STAFF CONTACT: Jan E. Glick, extension 5284
Animal Services Director

SUBJECT: Change in Public Visitation Hours at the Lompoc Animal Shelter

Recommendation(s): That the Board of Supervisors:

A. Consider recommendations from the Public Health Department Director regarding office hours and related operational issues at the Lompoc Animal Shelter.

Alignment with Board Strategic Plan:

The recommendation is primarily aligned with:

Goal #1: A Community that is Economically Vital and Sustainable.

Executive Summary and Discussion:

Consistent with the Board of Supervisors' adoption of the Public Health Department's budget on June 13, 2003, the animal shelter in Lompoc changed its hours for public visitation from 9:00 a.m. to 4:45 p.m. to 12:00 p.m. to 4:30 p.m. Monday through Friday. This represents a 2 hour and 15 minute daily reduction in public visitation hours Monday through Friday. Saturday visitation hours have changed from 10:00 a.m. to 4:00 p.m. to 11:00 a.m. to 4:00 p.m. with Companion Animal Placement Assistance (CAPA) volunteers taking a lead role in showing animals for adoption and redemption. An Animal Control Officer is scheduled to work at the Lompoc Animal Shelter on Saturdays, to care for the animals and respond to priority field activities. The volunteers have worked in cooperation with staff, as has occurred historically at all three of the County's animal shelters.

Elimination of an Office Assistant II position from the Animal Services staff necessitated an adjustment to continue to keep all three animal shelters open six days a week. Based on service demands and level of activity being lower, the public visitation hours at the Lompoc shelter were reduced. The telephone hours have remained the same. The Lompoc shelter has historically closed for the lunch hour from 12:30 p.m. to 1:30 p.m. and this was adjusted to a lunch hour of 11:00 a.m. to 12:00 p.m. to enable clients who work to visit the shelter during the conventional lunch hour. In addition, appointments are available for clients missing a pet who are unable to make it to the shelter during the business hours.

The contract for Animal Control Services with the City of Lompoc does not specify the business hours at the shelter. Hours for phone services and Animal Control Officer services are specified by the contract and remain the same. Staff is deployed as required by service demands. In the event of an absence of the customer care staff person at the Lompoc shelter due to vacation or illness, staff from another shelter have been sent to Lompoc to ensure the shelter remains open to serve the public.

At the Board of Supervisors hearing on September 23, the Public Health Department Director will advise your Board of the status and outcome of the public hearing on this issue held before the Lompoc City Council on Tuesday, September 16, 2003.

Staff from the Public Health Department and the County Administrator's Office will work collaboratively to address the concerns expressed by citizens regarding the change in hours at the Lompoc Shelter to determine the proper level of staffing needed at that shelter.

Mandates and Service Levels:

The County is mandated "to maintain or provide for the maintenance of a pound system and a rabies control program..." (H&S 121690 {e}). These services will continue to be provided.

Fiscal and Facilities Impacts:

Should the Public Health Department reinstate the position of Office Assistant II in the Lompoc Shelter, the Department will work collaboratively with the County Administrator's Office to identify the requisite and appropriate source of funding for this position: Office Assistant II. The projected salaries and benefits costs needed from November 9 through the end of the fiscal year is estimated at \$27,177.

Special Instructions:

None

Concurrence:

None