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DEPARTMENT OF  
PUBLIC WORKS

ANIMAL CARE SERVICES DIVISION

CITY OF SACRAMENTO  
CALIFORNIA

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August 1, 2003

City Council  
Sacramento, California

Honorable Members in Session:

**SUBJECT: REVISED PUBLIC HOURS FOR ANIMAL CARE SERVICES**

**LOCATION AND COUNCIL DISTRICT:** Citywide, All Districts.

**RECOMMENDATION:**

This report is for City Council information only.

**CONTACT PERSON:** Jamille Moens, Administrative Officer, 264-6719

**FOR COUNCIL MEETING OF:** September 2, 2003

**SUMMARY:**

For improved services to our customers and to provide adequate coverage for our new Receiving Center, we are revising the hours we are open to the public effective September 15, 2003 as follows:

Current Hours

**Main Building** (Adoptions, Redemptions, Licensing, Owner Surrenders & Strays)  
11AM – 5PM Monday thru Saturday; and until 7PM on Wednesday  
Closed Sunday

Revised Hours

**Main Building**  
(Adoption, Redemption & Licensing)  
11AM – 6PM Tuesday thru Friday  
10AM – 4PM Saturday  
Closed Sunday and Monday

**NEW Receiving Center Building**  
(Owner Surrender & Strays)  
7AM – 6PM Tuesday thru Friday  
10AM – 4PM Saturday  
Closed Sunday and Monday

**COMMITTEE/COMMISSION ACTION:**

This item is agendaized for the August 26, 2003 meeting of the Animal Care Services Citizens Advisory Committee.

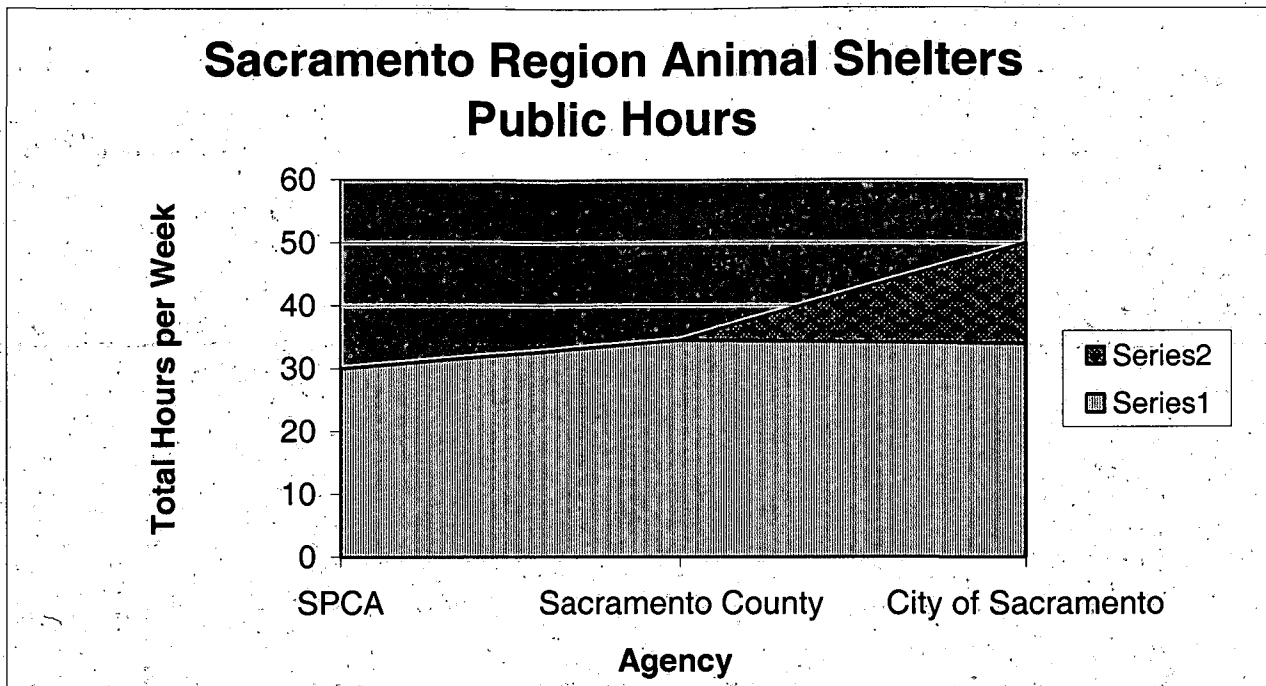
**BACKGROUND INFORMATION:**

To improve the process of receiving animals, placing animals and minimize the "dumping" of animals, Animal Care Services has remodeled the former "Night Drop" building to become a new Receiving Center. Many of the animals previously dropped off at the "Night Drop" building were from out of our jurisdiction and were often held longer than necessary. The majority of the time no information was provided on the animals, and consequently, the animal was held as a stray (requiring a holding period of 4-6 days prior to being available for adoption) as opposed to an owner surrender hold (which would have made them available for adoption immediately.)

The Receiving Center will be staffed from 7AM – 6PM Tuesday through Friday to give the public a chance to bring in animals before and after work as well as during the middle of the day. To provide consistency in our closing hours and to give customers additional time at the end of the day, the Main Building hours will be expanded from 11AM – 5PM to 11AM – 6PM Tuesday through Friday. Both the Receiving Center and Main Building will be open 10AM – 4PM on Saturdays, and closed Sundays and Mondays.

Our revised public hours are consistent with the other shelters in the Sacramento area, the Sacramento SPCA and Sacramento County Animal Care and Regulation, that are open to the public between 30 and 35 hours per week and closed on Mondays. Animal Care Service's Main Building (where adoptions, redemptions & licensing are conducted) will be open to the public a total of 34 hours per week. Our new Receiving Center (where citizens surrender owned animals and bring in stray animals) will be open to the public a total of 50 hours per week.

	<b>General Shelter Operations (Receiving &amp; Placement)</b>	<b>Additional Hours Receiving Center Only</b>	<b>Total Public Hours per Week</b>
<b>SPCA</b>	30	0	30
<b>Sacramento County</b>	34.5	0	34.5
<b>City of Sacramento</b>	34	16	50



Series 1 – General Shelter public hours (Adoptions, Surrenders, Redemptions, Licensing, etc.)  
Series 2 – Additional public hours in New Receiving Center for Owner Surrenders and Strays

While the public hours at the shelter are changing, Animal Care Services' field enforcement hours are unaffected by the new schedule. Animal Control Officers will continue to provide field services seven days a week.

We currently run a skeleton administrative staff (three people) on Saturdays and Mondays (our busiest days) to answer phones, dispatch Animal Control Officers and assist customers with surrenders, adoptions, redemptions, and licensing. The service to our customers is less than adequate as people are required to wait longer in lines and are on telephone holds for extended periods (especially during lunch hours when there are only two people to dispatch, answer phones, and serve people at the front counter.)

When we open the new Receiving Center, we would be unable to adequately cover two public counters (Receiving Center and Main Building), answer phones and dispatch our Animal Control Officers with existing staff if we remained open on Mondays. Our assistance to customers searching for their lost pet or considering an adoption would also be negatively impacted if shelter staff had to cover 6 days a week, as opposed to 5.

The benefits of our new hours open to the public far outweigh the single concession of being closed to the public for 6 hours (11AM – 5PM) on Mondays. The benefits are:

- New Receiving Center allows us to capture information on all animals surrendered to our shelter and collect appropriate fees as applicable (recently approved by City Council).

- Gives the public a chance to bring in animals before and after work, as well as during the middle of the day with the new Receiving Center hours of 7AM – 6PM.
- Provides much improved customer service – fully staffed Tuesday through Saturday at the counters and on phones, and more Animal Care Technicians assigned on these days to support customers in locating lost pets and adopting animals.
- Eliminates the risks associated with potential bites and dogfights from bringing stray/unpredictable animals into the front lobby and interacting with people conducting adoption/redemption transactions. It streamlines our operation – intaking animals in one building and processing them out in another building.
- Provides the public an additional hour after normal public hours, from 5PM – 6PM, to come and search for lost pets, adopt a new pet, purchase a license, or surrender an animal.
- Total number of hours per week for customers to surrender animals is increased by 16 hours.

**FINANCIAL CONSIDERATIONS:**

The revised public hours will be accomplished with existing staff. No fiscal impacts are anticipated.

**ENVIRONMENTAL CONSIDERATIONS:**

The City Council's action in accepting this information is solely for the purpose of adjusting the hours we are open to the public and is, therefore, exempt from the California Environmental Quality Act (CEQA) under Section 15061(b)(3) of the CEQA Guidelines. This project does not have the potential for causing a significant effect on the environment.

**POLICY CONSIDERATIONS:**

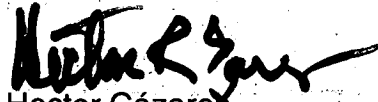
The action being taken herein is consistent with the City of Sacramento's Strategic Plan goal of enhancing and preserving the neighborhoods. The revised schedule provides the public with more non-traditional as well as usual business hours to serve them.

City Council  
Revised Public Hours  
August 1, 2003

**ESBD CONSIDERATIONS:**

No goods or services are being provided.

Respectfully submitted,



Hector Cázarez  
Division Manager, Animal Care Services

FOR CITY COUNCIL INFORMATION:



ROBERT P. THOMAS  
City Manager

Approved:



Thomas V. Lee  
Deputy City Manager