

**2016 ORANGE COUNTY HUMANE SOCIETY
SHELTER EVALUATION & ACTION PLAN**

I. Address Concerns from 2015 Newport Beach Audit of OCHS

Reported non-compliance concerns from Newport Beach Audit of Orange County Humane Society and Costa Mesa's Response:

1. *Absence of dedicated full-time Shelter Manager/Coordinator*
Costa Mesa: This issue was discussed during a meeting held March 1, 2016 at Orange County Humane Society. City CEO to research possible remedies, funding, etc. Pending hiring and assignment of part-time Animal Control Officer for joint OCHS/Costa Mesa duties.
2. *Vaccination and parasite control best practices*
Costa Mesa: In compliance per Animal Control Officer.
3. *Spay and neutering requirements at adoption (per CA Food & Agricultural Code)*
Costa Mesa: In compliance per Animal Control Officer.
4. *No sanitation plan*
Costa Mesa: Per Animal Control Officer, OCHS follows Humane Society of the United States guidelines for drainage, disease control, cleaning, etc.
5. *Proper record keeping and billing (per City agreement)*
Costa Mesa: I.T. Director and Supervisor conducted preliminary on-site software assessment. The City plans to address record keeping concern through development of data entry tablet application to interface with existing OCHS Pet Point software. Additional record keeping duties will be assigned to part-time Animal Control Officer. To address billing concern, City CEO plans to assign independent audit team to examine selected accounting concerns.
6. *Improper retention (non-remittance) of City impound fees*
Costa Mesa: According to staff review by the Animal Control Officer and Revenue Supervisor, Costa Mesa is properly receiving spay and neuter fines and dog licensing fees from OCHS (submitted to Costa Mesa Finance Department). Adoption and impound fees are also being properly retained by OCHS in accordance with the agreement.
7. *Improperly charging sales tax on adoptions and improperly withholding remittances from Costa Mesa.*
Costa Mesa: Per Finance Director, City's Sales Tax Consultant advised that sales tax does not apply to adoption-related services for non-profit organizations. This issue was discussed with OCHS during the March 1st meeting. OCHS is amenable to changing over from their current tax and pay state tax model to tax exemption adoption services, with the help of Costa Mesa's Finance and Legal teams.

II. Additional Concerns to Resolve with OCHS

1. *Potential violation of 7-day hold requirement prior to adoption*
Costa Mesa: Allegedly, OCHS practices a 5-day hold prior to adoption rather than a 7-day hold. According to Costa Mesa's Animal Control Officer, the 5-day adopt-outs practice is "lawful" (per Food & Agriculture Code 31108(a)(1) "Impounding period for stray dogs: 4-day hold required, not including day animal brought in.")
2. *Confirmation of OCHS Non-Profit Status*
Costa Mesa: City Attorney's Office submitted request to the State of California in early February to confirm non-profit/incorporated status of the Orange County Humane Society. Findings expected to arrive in approximately one month.

III. Develop Tablet Software to Improve Record Keeping

Costa Mesa: Identified need for a mobile tablet device to enable part-time and full-time Animal Control Officers to improve record keeping and evaluate existing Orange County Humane Society software for effectiveness.

The mobile tablet device needs to be able to do the following:

1. Track / validate ongoing accuracy of intake/processing/disposals of all animals impounded at OCHS on ongoing basis
2. Enable "daily site log" (check off list) entries by Costa Mesa Animal Control Officers tasked with daily inspections
3. Facilitate improved uploading of information regarding "adopt-out animals" at Orange County Humane Society and Costa Mesa's city website
4. Enable tablet access / entries for case management of vicious and quarantined animals

Costa Mesa's I.T. Director and I.T. Supervisor met with Police Department and Animal Control staff in January 2016 to provide form (templates / formats) intended to be stored on tablet for use, i.e. monthly reports, annual LRCA reports, etc. I.T. will consider either adopting SunGard module/hardware or designing our own "in house" Wi-Fi enabled, browser-based tablet with customizable forms, etc.

In February 2016, the I.T. Director provided an update that the department is leaning toward developing in house browser-based tablet device. He will advise on a timeline for the confirmation of the decision, and when the Costa Mesa user group will need to meet to develop forms/features/functions to be designed for Animal Control Officer's intended use.

The I.T. Director and Supervisor conducted an on-site preliminary assessment of Orange County Humane Society's Pet Point software on February 24, 2016. The I.T. Director believes Costa Mesa's hand-held browser development and working with CHS staff regarding data input data remedy data discrepancies with LRCA (Local Rabies Control Activities) reports, etc. This issue was discussed at the March 1st meeting and Dr. Botros is agreeable to Costa Mesa's proposed smart-tablet/browser development with OCHS using their Pet Point software.

IV. OCHS Structural Improvements

In January 2016, Costa Mesa City staff, including the Building Official and Animal Control Officer, met with OCHS staff and architect to evaluate and discuss possible building modifications to mitigate concerns with the current facility. Discussed modifications include:

1. Extend cinderblock wall to entirely physically separate dog kennel from cat kennel areas (includes demolition and rebuild of existing block wall and installation of new hollow core metal door in cat kennel area)
2. Install additional ventilation hardware in general animal kennel area (2 mechanical fans)
3. Install 2 sky lights to improve lighting conditions
4. Install 14 external security bars over louvered windows, on kennel buildings, to safeguard from break-ins (to steal animals after-hours)

The City's Building Official estimates a cost range between \$16k-\$48k to perform the proposed structural improvements, including plans and permitting fees. At the March 1st meeting, Dr. Botros updated staff on the status of the building improvements stating that his architect is underway with drawing up plans and estimate for submittal. The architect will coordinate with the City Building Official going forward to obtain permits and complete construction. Upon receiving the final plans and estimate from OCHS, the City will evaluate its role in contributing to the improvements.

V. Consider Alternative Animal Care Services Provided by the County (OC Animal Care)

City of Costa Mesa staff met with representatives from OC Community Resources and OC Animal Care on February 29th to discuss and explore the option of obtaining future animal services from the County. Due to the planned capital improvement project on the horizon, there is an April 1, 2016 deadline for cities to sign a letter of intent to contract for OC Animal Care services and subsequently contribute to the new shelter facility scheduled to open in Fall 2017. During the meeting, County representatives explained various details of a potential agreement:

1. April 1, 2016 is the deadline for cities to sign on with Tustin shelter project
2. Finalized prospective agreement, to show interested cities, not due (for presentation) until early-to-mid March, 2016
3. 10-year committal agreement
4. 3-year moratorium – locking out new/additional sign-ups
5. 2-part contract: (1) participation agreement, funds towards CIP portion; and (2) service agreement, quarterly billing for 10-years
6. Participating cities pay starting October 2016. The shelter is scheduled to open in October 2017
7. Billing based on pooled “shelter days” estimate, based on 5-year historical data. Each city's billing based on its proportion of shelter days needed, out of “total shelter days” determined for all participating cities
8. Bulk of shelter days projected for North OC cities, e.g. Garden Grove, SA, Anaheim, HB, Fullerton, Orange = comprise approx. 60-70% of current services
9. County (OC) to contribute land + \$5M towards \$30M-35M estimate (previously stated to news media as \$25M); sign-on cities to fund remaining costs ** New sign-ups, i.e. cities signing on after 3-year moratorium will still be charged to cover same costs as initial participant cities

10. OCAC anticipates current 18 cities contracting with them to “sign up” for the Tustin shelter
11. Additional stats from OC Animal Care:
 - a. Santa Ana is the only city of the 18 participants that fields its own Animal Control Officers
 - b. 6 of the cities presently pay more than \$1M per year
 - c. Euthanasia rates: 10% dogs, 50% cats = 33% total
 - d. Average animal stay: 7-10 days

As of March 2nd, City Staff is waiting for a cost estimate from OC Animal Care based on approximately 1,000 animals impounded annually as well as a description of basic services and general terms of the potential agreement.