

Response to 2011-12 Grand Jury Report Form
(Insert Fiscal Year)

Report Title: Ventura County Animal Services Department

Report Date: 6/12/12 Responding Agency/Dept. County Executive Office

Response by: Scott Powers Title: CEO-Analyst

FINDINGS

- I (we) agree with the findings numbered: FI-07
- I (we) disagree wholly or partially with the findings numbered: FI-08
(Attach a statement specifying any portions of the findings that are disputed; include an explanation of the reasons therefore.)

RECOMMENDATIONS

- Recommendations numbered R-01, R-05 have been implemented.
(Attach a summary describing the implemented actions.)
- Recommendations numbered R-04 have not yet been implemented, but will be implemented in the future.
(Attach a timeframe for the implementation.)
- Recommendations numbered n/a require further analysis.
(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.)
- Recommendations numbered n/a will not be implemented because they are not warranted or are not reasonable.
(Attach an explanation.)

Date: _____ Signed: 



Michael Powers
County Executive Officer

Number of pages attached: 2

Response to 2011-2012 Grand Jury Final Report
Ventura County Animal Services Department
From the County Executive Office

FINDINGS

FI-07 The Department outsources all shelter spaying and neutering services required or requested.

Agree. Spay and neuter services are performed on-site by a veterinarian under contract (non-County employee). This has traditionally been done to allow for flexibility within the department however management will be evaluating the hiring of a second veterinarian.

FI-08 The Department outsources emergency services for animal injuries and nighttime animal incidents.

Disagree. Ventura County Animal Services (VCAS) does not outsource injuries requiring medical treatment during normal business hours. VCAS does contract with a private pet emergency clinic (PEC) for life threatening emergencies that occur outside of business hours (7:30 p.m. to 6 a.m. PEC will stabilize and hold the animal until the next morning for VCAS staff to pick up. The animal's medical needs are then treated on site by County staff. If an injury occurs that is not urgent or life threatening, it is impounded into the shelter's hospital and seen by veterinary staff in the morning.

RECOMMENDATIONS

R-01 That the County Executive Office conduct a study to determine the economic feasibility of returning outsourced Shelter work to the Department and hiring a second County veterinarian.

Implemented. Public Health will be requesting the additional County positions (one veterinarian and two veterinarian technicians) to the Board of Supervisors by October 2012.

R-04 That the Department expedites the completion of the planned and budgeted "one-stop" intake facility.

Will be implemented. Project is scheduled for completion in September 2012. We expect the intake facility to expedite the processing of an animal into the shelter system. This will increase the animal's chances of adoption by publicizing its pertinent information to the VCAS website. Additionally, it will make more time available for Animal Control Officers (ACOs) by centralizing the location for animal

processing at the shelter allowing them more time to perform other duties.

R-05 That the Department employ an expert Internet website maintenance employee, or utilize an expert site maintenance volunteer, to improve and maintain its website.

Implemented. Public Health webmasters have greatly improved the Animal Services website (<http://www.vchca.org/animal-services>). The site is now organized in a more user-friendly manner. The improvements include:

- Upgraded the Animal Services site to a new platform which provides greater capabilities including the ability for Animal Services staff to make basic changes and enhancements.
- The Animal Services menu is now organized in a more user-friendly manner. Foremost, webmasters have added a “Services and Resources Directory” page which makes the site much easier to navigate (<http://www.vchca.org/animal-services/services-and-resources>).
- Lost Animal Searches - new search capability that displays the most recently admitted animals. This will help owners locate their lost animals quicker and more efficiently.
- Adoption Searches – displays the animals that have been at the Shelter the longest. This will increase their likelihood of adoption by being the first viewed on the search.

Each of these improvements are key to increasing the odds of an animal being adopted.