



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Barry Ng

**SUBJECT: POLICE RESPONSE
DATA FOR ANIMAL RELATED
CALLS FOR SERVICE, AND
POSSIBLE ALTERNATIVES
ANALYSIS**

DATE: May 22, 2015

Approved

Date

5-22-15

RECOMMENDATION

Refer the analysis of police response data for animal-related calls for service and identification of possible alternatives to the City Auditor as part of that office's 2015-2016 work plan.

BACKGROUND

Animal Care and Services (ACS) is the primary responding agency for animal related services. In 2014, Animal Services Officers responded to more than 24,000 calls for service. These calls are dispatched by ACS. Police sworn personnel also respond to animal related calls for service that are dispatched by police dispatch. Preliminary data indicates that Police Officers responded to more than 1,000 animal related calls for service during the 2014 calendar year. Many of these calls may be non-emergency and may not require the presence of a sworn officer. At the Budget Study Sessions, a request by Councilmember Peralez was made to analyze whether or not it is possible to shift this response to non-sworn personnel, such as Animal Services Officers or Community Services Officers, and whether such a shift would require the addition of resources.

ANALYSIS

To correctly analyze this subject, staff must evaluate several variables covering a period of time to be able to determine:

1. The types of calls that are being responded to by the Police Department (PD) – include emergencies such as an attacking dog, and/or non-emergencies such as a barking dog. The Animal Care and Services division (ACS) tracks more than 50 separate categories of animal related calls and these are divided into three different priorities (emergency, urgent, non-urgent). PD also tracks the animal related calls for service that they respond

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to, but they are collected and categorized differently. Evaluating these two sets of data requires some additional time and potential reconfiguration.

2. The time of day/night when calls are received that PD responds to animal related calls. Currently, ACS provides response to all animal related calls between the hours of 7a.m. and 10 p.m., every day of the week, and provides emergency call-back staffing between the hours of 10 p.m. and 7 a.m. every night. Recommended strategies will differ depending on these timeframes.
3. Where animal related calls initiate to PD, ex: directly from the public, or as a request from ACS for support.
4. Evaluation of potential non-sworn classifications that could respond to those calls for animal services (e.g., Community Service Officers and Animal Control Officers), including a potential deployment strategy.
5. Cost differences associated with a response by PD vs. ACS personnel.
6. Any trends in the data that should be considered, ex: are PD responses to animal related calls increasing or decreasing.

A full analysis of this subject was not possible in the timeframe provided. The City Auditor's Office is agreeable to including this type of complete analysis in their 2015-2016 draft work plan that will be considered by the City Council in August 2015.

COORDINATION

This memo was coordinated with the Police Department and the City Auditor's Office.

/s/

BARRY NG
Interim Director, Public Works