

ANTIOCH POLICE DEPARTMENT



ANTIOCH ANIMAL SERVICES STRATEGIC PLAN 2009 - 2012



Presented By: **Interim Chief Allan Cantando**
Antioch Police Department
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MISSION STATEMENT

The mission of Antioch Animal Services is to protect the citizens and animals of the City of Antioch. It is a mission that consists of three primary areas of emphasis: Field Services, Shelter Services and Volunteer/Outreach Services. Throughout all areas of emphasis, it is our goal, as a bureau of the Antioch Police Department, to provide high quality services to the citizens of the City of Antioch while holding our staff to the highest performance standards in our work with both humans and animals.

ANTIOCH ANIMAL SERVICES ACTION PLAN



RECOMMENDATIONS	RESPONSIBLE	2010	2011	2012	STATUS
Recognized that the City of Antioch will experience significant population growth over the next 30 years and that the animal control program will need to grow to meet rising community expectations.	City Council City Administration	X			COMPLETED
Recognized that unless public education and spay/neuter programs are strengthened more public funds will need to be expended on controlling and sheltering the City's animal population.	City Council City Administration	X			COMPLETED
Establish and adopt an Animal Services program Mission Statement specifically for today's needs and community expectations.	Supervisor Helgemo	X			COMPLETED
Set clearly defined goals and objectives related to service delivery outcomes and expectations.	Supervisor Helgemo Lieutenant Orman	X			In Progress
Institute initial and recurrent training in the use of the Chameleon software system.	Supervisor Helgemo Lieutenant Orman	X			On-Going
Offer management training to the Unit Supervisor and encourage them to join national and state organizations and to take advantage of the training courses specific to identified needs.	Lieutenant Orman	X			COMPLETED
Repair, paint, and enhance the current Animal Shelter.	Supervisor Helgemo Maintenance Services	X	X	X	COMPLETED ON-GOING

Contract with the University of California, Davis Shelter Medicine Program for a review of shelter policies, procedures, sanitation and health issues.	Supervisor Helgemo Lieutenant Orman Contract Veterinarian	X			
Expand the Volunteer Program.	Supervisor Helgemo Volunteer Coordinator	X			Temporarily Suspended
Develop an advertising program to recruit additional volunteers.	Supervisor Helgemo Volunteer Coordinator	X			
Develop a comprehensive education program and community outreach program for the citizens of Antioch.	Supervisor Helgemo	X			
Implement an outreach and advertising program to inform citizens of available spay/neuter programs.	Supervisor Helgemo	X			In Progress
Explore and formalize possible endowment resources with the non-profits in the City and region.	Supervisor Helgemo City Administration	X			On-Going
Increase the amount of off-site mobile adoptions	Supervisor Helgemo Volunteer Coordinator	X			COMPLETED
Conduct bi-weekly staff meetings.	Supervisor Helgemo	X			COMPLETED
Explore different avenues for fund raising to include on-line web donations.	Supervisor Helgemo	X	X		On-Going

Explore ways to decrease euthanization.	Supervisor Helgemo	X	X	X	On-Going
Enhance the lobby with literature in different languages.	Supervisor Helgemo	X	X		COMPLETED ON-GOING
Enhance the lobby with more educational literature.	Supervisor Helgemo	X	X		COMPLETED ON-GOING
Prepare a flow chart as to how animals flow through the shelter	Supervisor Helgemo Contract Veterinarian	X	X		COMPLETED
Implement a program to increase revenue by increasing dog license sales.	Supervisor Helgemo	X	X		COMPLETED A volunteer is dedicated to working from an unpaid licenses and known unlicensed dogs list
Establish protocol regarding medical treatment of incoming shelter animals.	Supervisor Helgemo Contract Veterinarian	X	X		COMPLETED All animals that need treatment or a visit from the Veterinarian have a lime green card on it's kennel. Very visible
Examine all outsourcing to ensure monetary efficiency.	Supervisor Helgemo	X	X		On-Going
Develop an Emergency Preparedness Program.	Supervisor Helgemo	X	X		In Progress
Re-visit In House Licensing vs. PetData.	Supervisor Helgemo	X	X		In Progress
Explore the feasibility of mandatory pet licensing	Supervisor Helgemo		X		In Progress

<p>Develop partnerships with rescue groups to enhance our community outreach.</p>	<p>Supervisor Helgemo Volunteer Coordinator</p>	<p>X</p>	<p>X</p>		<p>COMPLETED ON-GOING ARF, Tri City SPCA, Pets Unlimited, Compassionate Pets, BigDawg Rescue, Noies Ark and Great Kitty Rescue</p> <p>WE HAVE ADDED THE HIRING OF A RESCUE COORDINATOR AT THE ANTIOCH ANIMAL SHELTER. Revenues received from the Maddie's Fund Grant will be used to pay for this position in full. This employee will work 30 hours per week. The primary duties of the position will be to coordinate with rescues and other organizations throughout the greater Bay Area in an effort to increase the Shelter's adoption rate as well as the number of animals accepted by rescues.</p>
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Implement a voice recording to direct information requests accordingly.	Supervisor Helgemo Information Systems	X	X		COMPLETED
Increase capabilities on our web page to include on-line customer service needs.	Supervisor Helgemo Web Master	X	X	X	COMPLETED A Comment Form has been added
Conduct a training needs assessment. Develop a training plan for each classification.	Supervisor Helgemo Lieutenant Orman		X	X	
Implement in-house dog training classes.	Supervisor Helgemo		X	X	
Develop Standard Operating Procedures for all visitors assisting with shelter activities including, but not limited to, volunteers and special interest groups.	Supervisor Helgemo Volunteer Coordinator		X	X	
Prepare final facility plans.	Supervisor Helgemo			X	
Re-visit the Antioch Municipal (AMC) codes for any needed updates for the current times.	Supervisor Helgemo City Attorney			X	In Progress On-Going
Develop and implement a yearly employee family event function (Department Picnic)	Supervisor Helgemo			X	
Consider providing spay/neuter financial assistance for low-income residents.	City Manager City Council			X	
Explore the feasibility and mission of an Animal Services Commission	Chief of Police City Administration			X	
Consider alternative approaches to dealing with feral cats.	Supervisor Helgemo Lieutenant Orman			X	
Develop and place additional signs to the Animal Shelter.	Supervisor Helgemo Lieutenant Orman	X			In-Progress

ANIMAL SHELTER FACILITY UPGRADES



CLEAN HALLWAYS



NEW PAINT AND FAUCET



NEW PAINT/HOSE/FAUCET RED HOSES WILL NOT STAIN WALLS



DR. BROWN DOING AN EXAM PRIOR TO A RABIES VACCINATION



DR. BROWN CONDUCTING A WALK THROUGH



INFORMATION TABLE WITH A TV AND SUCCESS PICTURES



MORE SPANISH INFORMATION



ADOPTION CAT ROOM



CLEAN WALLS/INFORMATION DIRECTING TO DOG AREA



RELAXING AREA TO SIT



QUESTIONS AND ANSWERS

