

February 2024

Director Update

Pilot programs Updates

- Scheduled and unscheduled visits compared as part of a review of the OCAC service model.
- Feedback sought from the community, Board of Supervisors, and CMAACC.
- Little on the Lawns and Pooches on the Porch (pilot programs) resulted in a lower rate of visits, as compared to the visiting hours model currently employed at the shelter.

Daily Adoption Options

- Scheduled Visits
 - Daily – 11 am to 5 pm
 - Inquiries are specific and intentional.
- Unscheduled Visits
 - Daily – 2 pm to 5 pm
 - Public may walk through buildings 2, 3, & 4.

Resources and Information

- Media alerts, a dedicated landing page, and multilingual flyers created and distributed by OCAC.

Media

- OCAC released a Spanish video, featured on YouTube, among other recognitions.

Budget Update

FY 2023-24

- Quarter 2 invoices were mailed, and expenses and revenues are available for end-of-year projections.
- End of Year projection equal to NOI amount.

FY 2024-25

- Final steps of budget preparation are underway, with NOIs to be mailed no later than April 1, 2024.

Operational Update

Coyotes

OC Animal Care (OCAC) provided education on coyote-related topics, including identification and behavior. Field officers are available for town hall discussions, offering the community options for deterrents, such as motion-sensing sprinklers, animatronics, and coyote rollers. As part of our partnership, OCAC educates communities on coexistence with wildlife. The presentation covered the reasons for coyote presence and proactive measures for residents. OCAC recommends adhering to best practices and local regulations for safety.

2023 Operation Update

The cumulative statistics from this year's operations include an increase in pets fostered (up from 2200), with 49% of adoptions made by community members. While there was a large transfer rate in 2023, this can be attributed to the Tustin Fire and the efforts related to that emergency.

2023 Year-In-Review

- Animal Intake: 14,673
- Dog Save Rate: Over 90% (10-years running)
 - 94% rate in 2024
- Pet Pantry Food Distribution: 81 Tons
 - Operated with donations

Adoption Feedback

The feedback received from adopters in 2023 showed success, with satisfaction categories all rated at or above 90%.

Microchip Clinic for Dogs and Cats

The Noble Friends Foundation sponsored a total of 100 microchips, for a free clinic scheduled for Saturday, February 24, 2024. This pilot program is only available to cities in the CMAACC group. Depending on event success, the clinic may expand to quarterly chip clinics, to be offered exclusively to CMAACC communities.



OC Animal Care



CMAACC PRESENTATION FEBRUARY 2024





TODAY'S AGENDA:

- **Director's Update**
 - Pilot Program Recap
 - Daily Adoption Options
 - Recent Media
- **Budget Update**
- **Let's Paws - Coyotes**
- **Operation Update**



PILOT PROGRAMS: *ALL SUMMER LONG*

- ✔ BOS charged OCAC with reviewing its shelter adoption operational model
- ✔ OCAC successfully developed and launched several Pilot Programs
- ✔ Programs ran for four months, July 19 - November 19*
- ✔ Community feedback gathered
- ✔ Planned adjustments launched January 17



DAILY ADOPTION OPTIONS



Adoption Visits

 Daily
11 a.m. - 5 p.m.

- Scheduled Adoption Visits available for the convenience of adopters
- Walk-in Adoption Visits welcome and provided next available time
- Includes meet-and-greet



Viewing Hours

 Daily
2 - 5 p.m.

- Open daily for visitors to drop by to walk through kennels
- Visitors can view ready-to-go-home dogs and cats during Viewing Hours
- Meet-and-greets available first come, first serve



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RESOURCES & INFORMATION



- ✓ Media Alert shared
- ✓ Dedicated website landing page
- ✓ Stakeholder communications
- ✓ E-blasts
- ✓ Multiple languages



Daily Adoption Options

Adoption Visits	Viewing Hours
 Daily 11 a.m. - 5 p.m.	 Daily 2 - 5 p.m.
<ul style="list-style-type: none">• Scheduled Adoption Visits available for the convenience of adopters• Walk-in Adoption Visits welcome and provided next available time slot• To pre-schedule a visit, call 714-935-6848• Phone line open daily from 8 a.m. - 5 p.m.	<ul style="list-style-type: none">• OC Animal Care is open daily for visitors to drop by to walk through• Visitors can view ready-to-go-home dogs and cats during Viewing Hours

At OC Animal Care, we know how important it is to get to know a pet before you make the final decision to adopt. That's why one-on-one "meet-and-greets" are a critical part of the OCAC adoption process.

OC Animal Care's mission is to provide refuge and care for animals, foster the human-animal bond, and promote safety in our community.

OC Animal Care | 1630 Victory Rd. Tustin, CA 92782 | 714-935-6848

RECENT MEDIA:

- Conexiones del Condado de Orange, OC Animal Care:
<https://www.youtube.com/@countyoforange>
- Fountain Valley Living Feature
- Storm Coverage
- Senator Nguyen Op-ed and follow-up on-site tour



BUDGET UPDATE



- **Fiscal Year 2023-24**
 - Q2 service invoices were mailed out on January 30.
 - Seven months of actual expenses and revenue are now available for year-end projections
 - Year-end projection as of Jan. 31 is estimated to be equal to the overall NOI amount of \$17.9m
 - Cities currently estimated to be over their individual NOI amounts will be contacted within the next two weeks

- **Fiscal Year 2024-25**
 - Final steps of the Budget preparation process are being completed
 - Annual estimates for each city will be provided in their Notices of Intent (NOIs) by April 1, 2024





LET'S PAWS: COYOTES

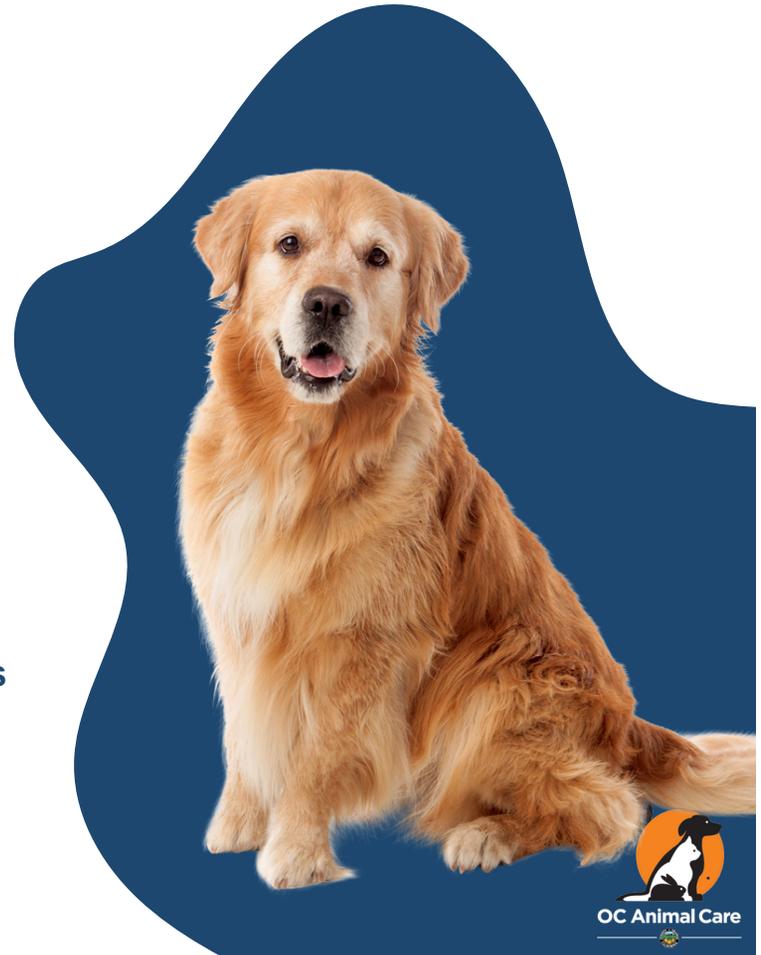


- What is OC Animal Care's role?
- How can we partner?
- What does our coyote education presentation include?
 - Coyote identification and behavior
 - Why are coyotes in my neighborhood?
 - What can I do?
 - What does OC Animal Care recommend?
 - When do I call?
 - Q&A



2023 OPERATION UPDATE:

- ✓ 55,679 field response activities
- ✓ 2,910 pets fostered
- ✓ 5,276 dogs and cats adopted to families
- ✓ 1,478 dogs and cats reunited with their families
- ✓ 2,273 dogs and cats transferred to partners



2023 YEAR-IN-REVIEW



- OCAC took in 14,673 animals including dogs, cats, rabbits, mini mammals, reptiles, livestock, birds, and wildlife
- OCAC's dog save rate continues to be over 90%, a benchmark set by the strategic plan and recognized nationally by leading animal welfare agencies
- OCAC distributed over 81 tons of pet food to feed nearly 9,000 animals



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2023 Year in Review

	93.85% Dog Save Rate		2,910 Pets Fostered
	69.49% Cat Save Rate		Over 400 Volunteers Donated 21,128 Hours of Service
	55,679 Field Responses		Distributed 81 Tons of Pet Food to Feed 8,908 Pets
	14,673 Total Animal Intakes		Hosted 12 H.E.A.R.T Mobile Spay and Neuter Clinics
	9,027 Dogs and Cats Reunited with their Families, Adopted, or Transferred to a Partner		Hosted 12 H.E.A.R.T Low Cost Vaccination Clinics

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2023 ADOPTION FEEDBACK

- 99.2% shared they were greeted in a friendly manner
- 66.7% chose to pre-schedule their visit
- 99% shared they would recommend OC Animal Care to a friend
- 93.9% agreed they were able to see their pet within 15 minutes regardless of if they pre-scheduled their visit or walked in



2023 ADOPTION FEEDBACK



Aspen arrived at OC Animal Care in November as a stray when a good Samaritan found her roaming near a busy intersection in Santa Ana. While in our care, Aspen was friendly and submissive but the overwhelming environment of the shelter scared her. Aspen refused to walk on a leash and preferred to be carried, but she was no small pup weighing in at 55 pounds. During the Tustin Hangar Fire the foster family wanted to help OC Animal Care by opening their hearts and home by fostering a dog. The Foster Team matched them with Aspen, believing that a quiet and loving home would be just what she needed to decompress and show her sweet nature. Through our weekly check-ins with the foster, we could see that Aspen was blossoming into a well-mannered and confident girl who respects her feline siblings. In December, the foster decided to adopt Aspen as they realized that she was the missing piece of their family's puzzle they did not know they needed.

From 2,111 total responses:

99.2%
of respondents agreed they were greeted in a friendly manner by staff upon arrival at the shelter.

66.7%
of respondents had an appointment before visiting the shelter.

99%
of respondents would recommend OC Animal Care to a friend or colleague.

93.9%
of respondents agreed they were taken to see their pet within 15 minutes of a pre-scheduled appointment or walk-in.

CUSTOMER COMMENTS

"Great service."

"Thank you for all that you do! We have adopted 3 cats from you and we love them all."

"The new facility looks amazing! So much cleaner and better organized. Thank you for taking care of these animals"

"Love what you all do - thank you!"

"Great, facility and great staff! It's nice to be able to interact and meet dogs in the meeting grass area."

"Stacey was great so was all the staff... great customer service. Thank you."

OC Animal Care provides field and shelter services for the Cities of Anaheim, Brea, Cypress, Fountain Valley, Fullerton, Huntington Beach, Lake Forest, Orange, Placentia, San Juan Capistrano, Tustin, Villa Park, Yorba Linda, and the County unincorporated areas and shelter services for the City of Santa Ana.

Our mission at OC Animal Care is to provide refuge and care for animals, foster the human-animal bond, and promote safety in our community.

MICROCHIP CLINIC FOR DOGS & CATS



- ✓ Free for residents of contracted service areas & unincorporated County
- ✓ Sponsored by Noble Friends
- ✓ Limit of 100 total, up to 2 per household
- ✓ Pilot with potential to expand to quarterly chip clinics dependent on sponsorship
- ✓ Media alert & graphics



Free Microchip Clinic for Dogs and Cats



DATE:

Saturday, February 24

TIME:

8 - 11 a.m.

LOCATION:

OC Animal Care
1630 Victory Rd.
Tustin, CA 92782

- Free microchip clinic for the first 100 dogs and cats
- Limit 2 pets per household; all pets must be 8 weeks of age+
- For safety purposes, all pets must be well-socialized
- Dogs must be on a 6-foot leash or shorter at all times (no retractables)
- Cats must be in a secure pet carrier at all times (no feral traps)

sponsored by:



- A California ID or photo ID with a utility bill, rental/lease agreement, or home ownership document indicating residency at an OC Animal Care shelter service address must be present in order to participate in the free microchip clinic.
- Contracted shelter service areas of OC Animal Care include: Anaheim, Brea, Cypress, Fountain Valley, Fullerton, Huntington Beach, Lake Forest, Orange, Placentia, San Juan Capistrano, Santa Ana, Tustin, Villa Park, Yorba Linda, and the County unincorporated areas.

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QUESTIONS?

