

**GRAND TRAVERSE COUNTY  
BOARD OF COMMISSIONERS**

**NOTICE OF STUDY SESSION**

**Wednesday, June 28, 2017  
5:30 p.m.**

**Governmental Center, Commission Chambers  
400 Boardman Avenue**

**Traverse City, Michigan 49684**

The purpose of this study session is for discussion of the Animal Control Program.

Please remember this Study Session is to review information and for discussion purposes only. No formal action will be taken at the meeting.

**AGENDA**

- 1. OPENING CEREMONIES OR EXERCISES**
- 2. ROLL CALL**
- 3. FIRST PUBLIC COMMENT**

Any person shall be permitted to address a meeting of the Board of Commissioners which is required to be open to the public under the provision of the Michigan Open Meetings Act. Public Comment shall be carried out in accordance with the following Board Rules and Procedures:

Any person wishing to address the Board shall state his or her name and address.

No person shall be allowed to speak more than once on the same matter, excluding time needed to answer Commissioners' questions, if any. The Chairperson shall control the amount of time each person shall be allowed to speak, which shall not exceed three (3) minutes. The Chairperson may, at his or her discretion, extend the amount of time any person is allowed to speak.

Public comment will be solicited during the two public comment periods noted in Rule 5.4, Order of Business. However, public comment will generally be received at any time during the meeting regarding a specific topic currently under discussion by the board. Members of the public wishing to comment should raise their hand or pass a note to the clerk in order to be recognized, and shall not address the board until called upon by the chairperson.

- 4. Animal Control Program Update**
- 5. Discussion**
- 6. SECOND PUBLIC COMMENT (Refer to Rules under Public Comment above)**
- 7. ADJOURNMENT**

***If you are planning to attend and you have a disability requiring any special assistance at the meeting, please notify the County Clerk immediately at 922-4760.***



## Study Session Request

Meeting Date:	6/28/2017		
Department:	Health	Submitted By:	Wendy Trute
Contact E-Mail:	wtrute@gtchd.org	Contact Telephone:	995-6100
Agenda Item Title:	Animal Control Program Update		
Estimated Time:	30 <small>(in minutes)</small>	Laptop Presentation:	<input checked="" type="radio"/> Yes <input type="radio"/> No

**Summary of Request:**

Included in this packet is data and information on the following: how animal control staff are spending their time, types of complaints and calls they have responded to and where, data from a new time tracking system implemented in June, the 2017 animal control budget, staff time dedicated to animal control that exceeds the budget, and dog license revenue, explanation of the challenges and inefficiencies of the program, a summary of the work done to improve the challenges and inefficiencies and a summary table to animal control programs in 15 Michigan counties.

**Suggested Motion:**

**Financial Informatic**

Total Cost:		General Fund Cost:		Included in budget: <input type="radio"/> Yes <input type="radio"/> No
-------------	--	--------------------	--	------------------------------------------------------------------------

**This section for Finance Director, Human Resources Director, Civil Counsel, and Administration USE ONLY:**

Reviews:	Signature	Date
Finance Director		
Human Resources Director		
Civil Counsel		
<b>Administration:</b> <input type="checkbox"/> Recommended	Date:	
<u>Miscellaneous:</u>		

**Attachments:**

Attachment Titles:

---

PHONE CALLS	AC Phone Total			
	Phone Calls			
Month	# of Calls	Mins per Month	Hours per Month	% of Time
October	124	345	5.8	6%
November	612	2281	38	38%
December	536	1871	31.2	31%
January	566	2178	36.3	36%
February	615	2530	42.2	42%
March	352	1597	26.6	27%
April	469	2472	41.2	41%
May	not available yet		0.0	0%
<b>Total</b>	<b>3274</b>	<b>13274</b>	<b>30.8</b>	<b>36%</b>

MILEAGE	Miles Driven	Hours per Month	% of Time
Month			
October	87	2.2	2%
November	505	12.6	13%
December	554	13.9	14%
January	647	16.2	16%
February	422	10.6	11%
March	577	14.4	14%
April	760	19.0	19%
May	622	15.6	16%
<b>Total</b>	<b>4174</b>	<b>14.6</b>	<b>15%</b>

Month	Dogs			
	ACO Delivered	Comm Delivered	Licensed	Redeemed
October	3	18	9	4
November	4	2	18	11
December	7	11	9	9
January	11	12	15	1
February	10	12	23	5
March	12	6	15	11
April	9	9	17	9
May	not available yet			
<b>Total</b>	<b>56</b>	<b>70</b>	<b>106</b>	<b>50</b>

**On-site Visits - Animal Control Data for January 1, 2017 through May 12, 2017**

<b>Complaints by Type</b>		<b>Complaints by Township</b>		<b>Complaints by Month</b>	
Dog at Large	106	Acme	12	January	66
Confined Stray	8	Blair	34	February	29
Neglect/Abuse	46	East Bay	33	March	43
Animal in Distress	1	Fife Lake	3	April	34
Other	22	Garfield	29	May (partial month data)	15
No Data	3	Grant	5	<b>Total</b>	<b>187</b>
Assist Law Enforcement	1	Green Lake	8		
<b>Total</b>	<b>187</b>	Long Lake	23		
		Mayfield	10		
		Paradise	16		
		Peninsula	3		
		Union	0		
		Whitewater	0		
		City of Traverse	7		
		Out of County	1		
		No Data	3		
		<b>Total</b>	<b>187</b>		

Note: Data does not include multiple site visits per case.

**Annual Dog Kennel Inspections**

16 Annual Dog Kennel Inspections were conducted during the month of May by the Env Health Director

Pilot study using Sword Solutions software to track animal control staff time by activity and hours.  
 Started June 1st, 1 37.5 Hour Animal Control Officer, 1 25-30 hour a week seasonal Animal Control Specialist

Activity (June 1st through 16th)	Time Spent in hours	Units (calls, visits, animals)	Average time per unit
Phone Calls	25.5	134	11.4 minutes
Legal Consultation	1.25	5	15 minutes
Report writing, data management, email	45.5		
Public Relations/Education	5.25	3	1.45 hours
Complaint Response - Initial	34.5	27	1.25 hours
Complaint Response - Follow-up	17.75	6	3 hours
Cherryland Humane Society Activity	16.5		
Stray Pick up	5.5	6	55 minutes
Animal in Hot Car	3	3	1 hour
Animal Seizure	6	2	3 hours
Notice to Comply	3.5	1	3.5 hours
<b>Total AC Staff Hours</b>	<b>164.25</b>		
<b>Avg AC Staff hours/ day</b>	<b>13.7</b>		

\* Summary Report

Following 3 pages gives more detail on activity codes and animal control responses to calls

## Animal Control Dailies Service and Activity Codes

<b>Service Code:</b>	<b>100</b>	<b>Leave</b>	
	<b>900</b>	<b>Animal Control</b>	
<b>Activity Codes:</b>	<b>30</b>	<b>Office Consultations/Phone Calls</b>	
		<ul style="list-style-type: none"> <li>• Total daily time. Use units for number of phone <u>conversations</u>. Please do not include voicemails received, hang-ups or missed calls</li> </ul>	
	<b>34</b>	<b>Legal – Consultations</b>	
		<ul style="list-style-type: none"> <li>• Time only – leave units at 1</li> </ul>	
	<b>340</b>	<b>Legal Hearings/Proceedings</b>	
		<ul style="list-style-type: none"> <li>• Time only – leave units at 1</li> </ul>	
	<b>37</b>	<b>General Office Activities (errands, general office duties, etc)</b>	
		<ul style="list-style-type: none"> <li>• Time only – leave units at 1</li> </ul>	
	<b>909</b>	<b>Public Relations/Education</b>	
		<ul style="list-style-type: none"> <li>• Time only – leave units at 1</li> </ul>	
	<b>920</b>	<b>Quarantine site visit</b>	
		<ul style="list-style-type: none"> <li>• Total daily time. Use units for the number of locations visited.</li> </ul>	
	<b>922</b>	<b>Complaint– initial field visit</b>	
		<ul style="list-style-type: none"> <li>• Total daily time. Use units for the number of locations visited.</li> </ul>	
	<b>923</b>	<b>Complaint – follow-up field visit</b>	
		<ul style="list-style-type: none"> <li>• Total daily time. Use units for the number of locations visited.</li> </ul>	
	<b>925</b>	<b>CHS activities</b>	
		<ul style="list-style-type: none"> <li>• Time only – leave units at 1</li> </ul>	
	<b>940</b>	<b>Stray Pick up</b>	
		<ul style="list-style-type: none"> <li>• Time per location. Use units for number of dogs captured at single location. Enter new line for each location</li> </ul>	
	<b>941</b>	<b>Animal in Hot Car – field visit</b>	
		<ul style="list-style-type: none"> <li>• Total daily time. Use units for number of locations visited</li> </ul>	
	<b>944</b>	<b>Animal Seizure (due to owner neglect or abuse)</b>	
		<ul style="list-style-type: none"> <li>• Time per location. Use units for the number of dogs seized. Enter new line for each location</li> </ul>	
	<b>945</b>	<b>Owner relinquish</b>	
		<ul style="list-style-type: none"> <li>• Time per location. Use units for the number of dogs relinquished. Enter new line for each location</li> </ul>	
	<b>946</b>	<b>Notice to Comply</b>	
		<ul style="list-style-type: none"> <li>• Time only. Leave units at 1. Enter new line for each notice given</li> </ul>	
	<b>947</b>	<b>Citations Issued</b>	
		<ul style="list-style-type: none"> <li>• Time per location/case. Use units for the number of citations issued per location. Enter new line for each location/case</li> </ul>	
	<b>951</b>	<b>Kennel Inspections</b>	
		<ul style="list-style-type: none"> <li>• Total daily time. Use units for number of inspections completed each day</li> </ul>	
	<b>980</b>	<b>Officer Training/Education</b>	<b>985</b> <b>Comp Time</b>
	<b>981</b>	<b>Jury Duty</b>	<b>986</b> <b>Holiday</b>
	<b>982</b>	<b>Bereavement</b>	<b>987</b> <b>Floating Holiday</b>
	<b>983</b>	<b>Personal Leave</b>	<b>988</b> <b>Short Term Disability</b>
	<b>984</b>	<b>Vacation</b>	<b>989</b> <b>Unpaid Leave</b>

# June 1 - June 16 Activity Report Details

#	Record Date	Civil Division	Service Code	Activity Code	Units	Service In Minutes	Expenses	Comments	Description	Employee Last Name
1	06/01/2017		900	46	1	120				BUSS
2	06/02/2017		900	46	1	120				BUSS
3	06/02/2017		900	940	1	60	\$4.95	GOLDEN RET. TO CHS	Complaint	CROEL
4	06/02/2017		900	925	1	120	\$4.95	LOSO MASTIFF MIX	Complaint	CROEL
5	06/02/2017		900	30	6	240		PHONE CALLS AND REPORTS	Lead	CROEL
6	06/02/2017		900	922	1	60	\$9.90	ABANDON BOXER	Complaint	CROEL
7	06/05/2017		900	37	1	30		TELRAD FOR UNIFORMS	Lead	CROEL
8	06/05/2017	Long Lake Twp.	900	922	1	60		BARKING GSD	Complaint	CROEL
9	06/05/2017		900	925	1	30		CAT TO CHS	Complaint	CROEL
10	06/05/2017	Long Lake Twp.	900	922	1	60		CALL	Complaint	CROEL
11	06/05/2017	Long Lake Twp.	900	922	1	60		GREAT DANE	Complaint	CROEL
12	06/05/2017	Long Lake Twp.	900	923	1	60		ROGERS RD FOLLOW UP	Bite (Animal)	CROEL
13	06/05/2017	City of Traverse City	900	30	5	120		REPORTS	Cross-Connection	CROEL
14	06/05/2017		900	922	1	60		MEADOWWOODS DR CAT	Complaint	CROEL
15	06/07/2017		900	37	1	60		PHONE CALLS AND MESSAGES, REPORTS		CROEL
16	06/07/2017		900	37	1	30		bAY SUPPLY UNIFORMS		CROEL
17	06/07/2017		900	922	1	60		CAT BITE		CROEL
18	06/07/2017		900	37	1	90		Phone Messages, call backs, reports,		CROEL
19	06/07/2017		900	30	11	120		PHONE MESSAGES AND CALLBACKS		CROEL
20	06/07/2017		900	37	1	30		LOVE YOUR CAR		CROEL
21	06/07/2017		900	37	1	30		DROP OFF ACO TRUCK		CROEL
22	06/07/2017		900	37	1	30		LOVE YOUR CAR SAFETY FIRST UNIFORMS		CROEL
23	06/07/2017		900	37	1	30		TELRAD UNIFORMS		CROEL
24	06/09/2017		900	925	1	60		Rogers dog drop off		CROEL
25	06/09/2017		900	34	1	30		admin, clerk, PA		CROEL
26	06/09/2017		900	944	1	180		Rogers Rd		CROEL
27	06/09/2017		900	30	7	240		phone calls, reports, call backs, filing		CROEL
28	06/12/2017		900	30	2	30		call backs		CROEL
29	06/12/2017		900	37	1	90		voice messages, reports etc.		CROEL
30	06/12/2017		900	37	1	30		Telrad uniforms		CROEL
31	06/12/2017		900	37	1	120		messages, timesheets, and grant		CROEL
32	06/12/2017		900	925	1	30		drop dogs off at chs	Agreement or Contract	CROEL
33	06/12/2017	Green Lake Twp.	900	922	1	90		pick up 3 dogs interlochen	Complaint	CROEL
34	06/12/2017		900	922	1	180		N. Long lake Rd.		CROEL
35	06/14/2017		900	925	1	60		dog issue		CROEL
36	06/14/2017		900	922	1	120		outer dr, garden ct, maple rd. comp.		CROEL
37	06/14/2017		900	37	1	390		voicemails, reports, forms etc.		CROEL
38	06/16/2017		900	925	1	30		try key, dog leashes		CROEL
39	06/16/2017		900	922	3	90		dog in hot car, dog bite, key, gas		CROEL
40	06/16/2017		900	941	1	30		walmart		CROEL
41	06/16/2017		900	30	7	60		callback		CROEL
42	06/16/2017		900	37	1	150		voicemails, reports, admin etc.		CROEL
43	06/16/2017		900	941	1	30		goodwill		CROEL
44	06/16/2017		900	37	1	90		reports		CROEL
45	06/02/2017		900	37	1	90				THORELL
46	06/08/2017		900	37	1	120				THORELL
47	06/09/2017		900	37	1	60				THORELL
48	06/02/2017	City of Traverse City	900	923	1	480		Kessler	Complaint	ZERAFA
49	06/02/2017	Garfield Twp.	900	925	1	150		2 counties & tribal issue	Complaint	ZERAFA
50	06/02/2017	Garfield Twp.	900	30	21	210		Jax Incoming/outgoing calls	Office Activities	ZERAFA
51	06/02/2017	Long Lake Twp.	900	922	1	120		owner	Complaint	ZERAFA
52	06/05/2017		900	30	25	120		Incoming/outgoing calls	Office Activities	ZERAFA
53	06/05/2017		900	923	1	60			Bite (Animal)	ZERAFA
54	06/05/2017	Mayfield Twp.	900	925	1	90		Cat w/ tumor to CHS	Complaint	ZERAFA
55	06/05/2017	Long Lake Twp.	900	922	1	90		Parson - Great Dane	Complaint	ZERAFA
56	06/05/2017	Acme Twp.	900	946	1	90			Complaint	ZERAFA
57	06/05/2017	Paradise Twp.	900	922	1	60		Parson - Kingsley	Complaint	ZERAFA
58	06/05/2017		900	37	1	60		Tel-Rad	Misc	ZERAFA
59	06/05/2017	East Bay Twp.	900	922	1	60			Complaint	ZERAFA
60	06/07/2017	Green Lake Twp.	900	922	1	110		Stray cat live trap	Complaint	ZERAFA
61	06/07/2017	Green Lake Twp.	900	922	1	120		Cats in outdoor cage 24/7	Complaint	ZERAFA
62	06/07/2017		900	909	1	120		TeleRad, Bay supply, Safety 1st	Misc	ZERAFA
63	06/07/2017		900	37	1	60		Grant App, data entry	Office Activities	ZERAFA
64	06/07/2017		900	30	24	220		calls, mtg w/ Marrisa, data entry	Office Activities	ZERAFA

[Redacted] = names redacted

#	Record Date	Civil Division	Service Code	Activity Code	Units	Service In Minutes	Expenses	Comments	Description	Employee Last Name
65	06/08/2017		900	37	1	210		Grant App, data entry	Office Activities	ZERAFA
66	06/08/2017	Long Lake Twp.	900	909	1	135		Assist law enforcement	Amber Kraft matter	ZERAFA
67	06/08/2017	Green Lake Twp.	900	922	1	120		Transport cat to CHS, mtg	Complaint	ZERAFA
68	06/08/2017	Garfield Twp.	900	940	1	120		Dog at Large YMCA	Complaint	ZERAFA
69	06/09/2017	Green Lake Twp.	900	925	1	60		Transport 4 to CHS	Agreement or Contract	ZERAFA
70	06/09/2017	Garfield Twp.	900	37	1	240			Office Activities	ZERAFA
71	06/09/2017	City of Traverse City	900	909	1	60		GT Band	Onsite 3 Mile Rd	ZERAFA
72	06/09/2017	Green Lake Twp.	900	944	1	180		Surrender 4 pit bulls	Agreement or Contract	ZERAFA
73	06/12/2017	Green Lake Twp.	900	940	1	120		3 dogs to CHS	Complaint	ZERAFA
74	06/12/2017		900	925	1	60		Mtg with Staff	Activities at CHS	ZERAFA
75	06/12/2017	Long Lake Twp.	900	922	1	180		GT Sheriff follow-up	Complaint	ZERAFA
76	06/12/2017		900	37	17	60		Incoming/Outgoing calls	Office Activities	ZERAFA
77	06/12/2017		900	37	1	180		Complete Grant	Office Activities	ZERAFA
78	06/13/2017	Green Lake Twp.	900	923	3	90		██████ 3 dogs	Complaint	ZERAFA
79	06/13/2017	Long Lake Twp.	900	940	1	60		Stray Pickup	Complaint	ZERAFA
80	06/13/2017		900	37	1	360		Update AC Book/Forms	Office Activies	ZERAFA
81	06/13/2017		900	922	1	60		██████ Dogs	CHS Activities	ZERAFA
82	06/14/2017		900	922	4	120		Onsite Visits	Complaint	ZERAFA
83	06/14/2017	Green Lake Twp.	900	925	1	120		CHS - Kim Skaritt	Pit Bulls 451 Rogers Rd	ZERAFA
84	06/14/2017	Garfield Twp.	900	946	2	120		Onsite Visits	Complaint	ZERAFA
85	06/14/2017	Garfield Twp.	900	923	1	90		Maple St - ██████	Complaint	ZERAFA
86	06/14/2017		900	37	1	210		Data entry/calls	Office Activties	ZERAFA
87	06/15/2017	Long Lake Twp.	900	923	1	285		Assist law enforcement	Complaint	ZERAFA
88	06/15/2017	Garfield Twp.	900	922	1	60		Dog in Hot Car	Complaint	ZERAFA
89	06/15/2017	Garfield Twp.	900	925	1	180		Onsite CHS	Pit Bulls - followup	ZERAFA
90	06/15/2017	Garfield Twp.	900	941	1	120		Dispatch	Dollar Store	ZERAFA
91	06/16/2017		900	37	1	150			Office Activities	ZERAFA
92	06/16/2017		900	34	4	45		PA Forsyth & staff	Phone Calls	ZERAFA
93	06/16/2017		900	30	9	120		Incoming/Outgoing Calls	Phone Calls	ZERAFA



<b>Grand Traverse County Animal Control</b>		
<b>Dog License Revenue</b>		
<b>Year</b>	<b>Budgeted</b>	<b>Actual</b>
<b>2001</b>	\$71,000	\$60,819
<b>2002</b>	\$71,000	\$61,118
<b>2003</b>	\$92,000	\$69,261
<b>2004</b>	\$110,585	\$117,189
<b>2005</b>	\$120,000	\$98,757
<b>2006</b>	\$100,000	\$91,038
<b>2007</b>	\$100,000	\$82,512
<b>2008</b>	\$100,000	\$94,101
<b>2009</b>	\$95,000	\$88,265
<b>2010</b>	\$90,000	\$84,275
<b>2011</b>	\$80,000	\$79,885
<b>2012</b>	\$72,000	\$78,125
<b>2013</b>	\$72,000	\$75,815
<b>2014</b>	\$72,000	\$80,665
<b>2015</b>	\$75,000	\$78,980
<b>2016</b>	\$85,000	\$79,460
<b>2017</b>	\$128,108	YTD- \$53,629

Fee increase implemented

Animal Control Budget- 2017		
Dog license revenue	128,108.00	
Kennel licenses	220.00	
Kennel inspections	240.00	
Processing fee	2,500.00	
Dog boarding fee	2,000.00	
<b>Total revenue</b>	<b>133,068.00</b>	
.67 FTE animal control officer	37,877.00	25 hours/week year round
Temporary and seasonal animal control specialist	9,000.00	
Environmental Health Director	8,000.00	Direct program time
Office supplies	175.00	
Printing	450.00	
Copy machine use	78.00	
Postage	2,900.00	Treasurer's postage plus bite follow-up letters
Other supplies	586.00	
Uniforms	1,250.00	
Gas, oil & grease	2,150.00	
Contractual - Cherryland Humane Society	27,150.00	\$2,262 monthly
Dues	25.00	
Service contracts	2,500.00	Cherryland treatment of injured dogs
MIS charges	1,955.00	Information technology charges
Contract services	9,000.00	Commission paid to local vets for selling dog licenses
Health services - Vaccinations	250.00	Rabies, tetanus etc.
Telephone	480.00	
Tele-Cellular network	1,019.59	Cell phones
Conferences	225.00	
Travel	258.41	Travel for kennel inspections
Insurance (auto & liability)	525.00	
Vehicle repair	1,275.00	
Building rent	939.00	\$18.78 square foot; estimating 50 square foot space
County indirect costs	25,000.00	Estimated cost based on prior cost allocation reports
<b>Total expenses</b>	<b>133,068.00</b>	
<b>Net income (expense)</b>	<b>-</b>	

## Staff Time Above and Beyond Current Funding from Dog Licenses Revenue

Animal Control Bite and Quarantine Follow-Up					
	2014	2015	2016	As of 5/30/17 2017	Projected 2017
Number of bite exposures (all vectors)	181	218	323	57	315
Animal Quarantines			176	62	156
Average nursing time per bite -human (by hour)	0.50	0.50	0.50	0.50	0.50
Average nursing time per bite animal (by hour)	0.00	0.00	0.75	0.75	0.75
Nursing time per year (hours)	90.5	109	161.5	28.5	157.5
Average cost nurse per hour (2017 loaded rate)	37.98	37.98	37.98	37.98	37.98
<b>Annual Average Cost of Nurses Time- Human</b>	<b>\$3,437</b>	<b>\$4,140</b>	<b>\$6,134</b>	<b>\$1,082</b>	<b>\$5,982</b>
<b>Annual Average Cost of Nurses Time- Animal</b>	<b>\$0</b>	<b>\$0</b>	<b>\$9,201</b>	<b>\$1,624</b>	<b>\$8,973</b>

**Note:** When animal control was in place in 2014 and 2015, the prior Animal Control officers performed the quarantine portion and animal-owner follow-up. The nurses were just contacting the victim initially and then again at the end of the quarantine to let them know the quarantine results. In the past, this portion of the animal bite and follow-up only took around 30 minutes. This included entering into the system, several phone calls and discussion with Animal Control officers.

In 2016, 2017, the time has at least doubled since the nurses are taking on the animal quarantine portion as well. The nurses now track down the owners, make multiple phone calls, fill out the quarantine information, and follow-up at the end of the quarantine process in addition to the usual bite victim/rabies exposure follow-up. In addition to this, there is also postage on each quarantine letter sent out. None of these additional costs are included in the 2017 Animal Control budget.

	Jan - June 19th, 2017			Cost Annual Budget
	Hours	Work Days	Rate	
<b>Program Management &amp; Support*</b>				
Tom Buss- EH Director	217.5	27.2	49.51	\$10,768
Dan Thorell- EH Director	9	1.1	44.78	\$403
Leslie Maher- Office Coordinator	56.25	7.0	28.7	\$1,614
<b>Total Management &amp; Support</b>	<b>282.75</b>	<b>35.3</b>		<b>\$12,786</b>
				<b>\$8,000</b>

\*Does not include administration time of Health Officer, Finance Director and support staff which usually are captured in health department indirect costs

## **The Challenges of Animal Control**

### Safety of the Animal Control staff

- Wear bullet proof vests due to unknown circumstances they are entering when responding to a call
- Not law enforcement or deputized so they are unable to carry a Taser, gun or mace to protect themselves
- Many calls require back-up and assistance from law enforcement

### Resources- funding and staffing

- In 2016 the 2016 program was defunded, then brought back in the fall of 2016 with the dog license revenue as its only source of funding
- Current funding allows for a year round .67 FTE animal control officer and a seasonal (24 weeks a year) part time (25-30 hours a week) animal control specialist
- Due to carry over license revenue from the fall of 2016 when we were unable to hire an animal control specialist, we are using those one time funds to do a pilot during the busier summer months to increase the animal control officer time to full time
- Due to the nature of the animal control duties and training required to become an animal control officer/specialist, there are no public health staff who can be leveraged to assist or who have the necessary background and training to assist. The closest type of position to animal control officers in the county are sheriff's deputies
- Health Department staff are assisting animal control with the compliant animal quarantines, but this takes up valuable public health nursing staff time that is needed to follow up on communicable diseases
- Due to the tight budget there is limited funding for management, supervision and overall administration of the program
- Animal control vehicles need to be replaced and upgraded to allow for more efficient computer access and information while on a call etc.
- Funding from animal control violations does not come back to the program, yet those types of calls take response time and follow-up

### Complex Situations and Inefficiencies

- Many of the animal control calls and responses are complex, require multiple agencies and involve a lot of time; this limits the volume of response capabilities of the staff for other animal control calls
- Call management is not efficient- there currently is no systematic way to manage and dispatch calls for animal control.
- No LEIN (law enforcement information network) access for animal control officers as they are not deputized and cannot have access.
- No MDT (mobile data terminal) system access for animal control staff at this time due to LEIN access restrictions also. This access would allow for the animal control staff to have immediate access to key information at the address they are responding to which could help them know if they are entering a dangerous situation, if they have responded to issues similar in the past etc. Animal control does have access to 2 MDT computers and docks for their vehicles if access can be granted.

### Animal Shelter

- Dedicated animal control space (10 kennels) at Cherryland Humane Society is often full and there is not back-up space if needed
- Considerable cost for holding dogs of those incarcerated pet owners, animals of situations being investigated etc.

## Animal Control Efficiency Task List (Update 5-31-2017)

1. **Use of MDT System in Animal Control Vehicles** *(Not possible right now per Jason Torrey due to LEIN Law; According to Chris Clark, if they can work out a programming change to the CAD system that will hide the LEIN information, then he has 2 MDT computers and docks for AC)*
  - Have discussed this with Jason Torrey and Chris Clark. They have a MDT/Dock/Antenna which can be provided to Animal Control Officer (ACO). However they are trying to work out concerns over the restricted LEIN and CJI through the use of MDT. Jason is checking to see if they can limit ACO's access with permission, but according to Jason, "I'm not optimistic".
  
2. **Triaging Animal Control calls through Central Dispatch** *(Not supported by Central Dispatch at this time, but we need a way to dispatch and triage calls between 2 AC staff and LE staff)*
  - I discussed with Jason Torrey. He responded that he was not confident that will create any efficiency to the process. He thought the best way to move forward would be to add a message to the AC voicemail/audix that would direct callers to Central Dispatch for an emergency or immediate need to report an animal related complaint. He said most of the calls which would be received through Central Dispatch would simply be directed back to the AC office anyhow.
  - ACO has received training on radio protocol and use through METRO Fire (4 hour training)
  - ACO has worked with Jason Torrey on use of radio for communication with Central Dispatch throughout her service time for safety status checks.
  - GPS tracking unit has been installed on the animal control truck (AC-1) and can be tracked by Central Dispatch for increased officer safety. This is the first tracking device to be installed in the county. Others may be installed on other law enforcement vehicles.
  
3. **Hired Animal Control Specialist Position** *(Seasonal Animal Control Specialist started on May 30, 2017 at 30 hours a week for 6 months)*
  - Job has been posted and we have one batch of applications from HR. We also reviewed applications from previous year and recontacted them. One is possibly interested. We are targeting one FT season worker or two part time to help with additional workload due to warm weather, visitors and just an ongoing need for additional staffing. One part time ACO is not enough dedicated staff time for this program, but we are doing what we can to prioritize calls and develop protocols that streamline things.
  - Interviews scheduled for Friday, May 12, 2017. Original candidate slate of 4 is now down to 2.
  - Candidate selected which meets minimum State requirements for Animal Control Officer and has prior Animal Control experience.
  
4. **Review CHS contract for updates/revisions** *(On-going; Revised agreement drafted and reviewed by legal as requested by CHS for fostering during owner incarceration)*
  - Tom Buss, Dan Thorell, Marissa Milliron, Deb Zerafa and Wendy Trute met with Heidi Yates to discuss sheltering contract updates/revisions. Some small issues with protocols/process were worked through in the meeting, but both parties agreed to go back and do more thorough independent contract reviews and we will reconvene to discuss potential changes. Cherryland Humane Society expressed concerns from a MDARD visit and possible kennel improvements.
  - Initial meeting with Cherryland Humane Society was held on April 17, 2017 to discuss current shelter contract and future revisions.
  
5. **Revise AC Ordinance to allow for fines** *(Pending official request from Commissioners to Prosecutor's Office directing them to start ordinance review and updates)*
  - ACO and EH Director met with Bob Cooney on February 14, 2017 to see if it is possible to charge fines in lieu of citations. Bob indicated that we could do this with an AC ordinance revision. He said to start the process; we would need to request a change through the Board of Commissioners via a letter, directing Bob Cooney to make the necessary revisions.

- Another change in the AC ordinance needing revised is the section which mandates an annual kennel inspection by the AC officer or representative of the Health Department. The only inspections required by State Law are for initial inspection for new dog kennels. AC can also inspect kennels as needed to investigate complaints.

#### 6. Kennel Licensing updates to Treasurer's Office *(Pending Animal Control Ordinance Changes)*

- According to the Grand Traverse County Animal Control Ordinance, kennel health inspections must be conducted annually. This is not a requirement under State Law and could be removed from our ordinance. By State law, a kennel inspection is only required for the initial inspection for a new kennel. There would be nothing to preclude Animal Control Officers from making site visits if complaints regarding a specific kennel are received.
- Tom Buss completed the inspection of our 16 dog kennels throughout the county during month of May for 2017 kennel licensing because of lack of Animal Control staffing.

#### 7. Devise Safety Procedures for AC *(On-going)*

- Working with Jason Torrey on safety issues including radio training, GPS tracking device on AC truck (one has been approved and awaiting installation during week of April 17).
- ACO was fitted for a new bullet proof vest on Tuesday, April 11<sup>th</sup>. *(Completed -New vest received.)*
- Existing bullet proof vest should be available for use by seasonal AC Specialist.

#### 8. Update AC complaint form *(Completed)*

- After meeting with Chris Clark with GTCSO, it was suggested that our AC complaint form be updated to provide for better documentation of complaint investigations so they could be more useful as evidence when turning cases over from AC to GTCSO.
- AC Complaint form was updated to reflect those recommendations. *(Completed)*
- We are also investigating the possibility of developing a software program through our current Environmental Health Software provider (Sword Solutions) which would allow AC staff to complete their complaint form on computer, either in office or in the field which would allow us to better document complaint information in the field, attach digital pictures and reports and give us the ability to easily share the information with the GTCSO. We have talked with our software provider and they are currently putting together an estimate for the cost to develop this program. If this program is feasible, it should save valuable time so that data from the paper complaint forms will be entered directly into the computer instead of a paper document. *(On-going)*
- Sword Solutions representative is currently putting together cost estimate for development of software program for easier tracking of animal control time and data *(pending)*.

#### 9. Miscellaneous

- Determine job responsibilities for AC Specialist vs animal control officer *(in progress)*
- Determine work schedules for AC Specialist(s) *(Completed)*
- Will second AC truck be setup with GPS tracking? *(Yes-pending)*
- Can AC specialist issue citations? *(pending)*
- Who will train new AC staff? *(pending)*
- Second AC truck serviced and ready for new staff *(Completed as of 5/15/2017)*
- Supplies/equipment for AC Specialist(s)
  - 800 mhz radio *(We have this already)*
  - Cell phone *(pending)*
  - GPS tracking device for 2nd AC truck *(pending)*
  - Protective gloves for handling dogs *(Completed 4/24/2017)*
  - Catchpole *(Completed)*
  - Office supplies *(Completed)*
  - Computer access *(in progress)*
  - Key access for Cherryland Humane Society/after-hours *(pending)*
  - Purchase uniforms *(pending)*

#### 10. Safety Issues

- New batteries for 800 mhz radios *(Completed -Purchased new batteries for both AC radios)*
- Emergency activation button completed on radios *(completed on both radios through Jason Torrey)*
- GPS unit installed on truck *(completed installation on AC1 but not AC2)*



Since 1941

Research Services Division

## MEMORANDUM

**Date:** March 29, 2017  
**To:** The Honorable Larry Inman, State Representative  
**Attn:** Austin McGuire  
**From:** Loanna Ammerman, Research Analyst  
**Re:** **Animal Control (Request #17-00402)**

As requested, we are providing information on animal control departments in certain counties. We selected 15 counties located in the northern lower peninsula of Michigan. We gathered information from county websites and also sent emails or called animal control employees in most of these counties.

Of the counties that provided information, eight have animal control under the Sheriff, two have stand-alone animal control, and two have animal control under some other authority. Eight counties have a county shelter that serve only that county and one works with the local humane society for shelter services. Finally, Missaukee County does not have animal control nor a county shelter.

As noted in our phone conversation, in talking with animal control officers, we had two requests. One animal control officer asked that we identify other counties where the animal control is allowed to carry guns, but officers are not under control of the sheriff's office. We did identify one county, Mason, that met this criteria. The animal control is a stand-alone department, but officers are trained to carry firearms. We had a different animal control officer note that animal control needs to be standardized state-wide. She is concerned that some very large counties in terms of land size have very little funding for animal control, while smaller counties are better funded and provide more services.

\* \* \* \* \*

I hope this information is useful. If we can provide information on other counties or other issues concerning animals, please contact the Research Services Division at 3-5200.

## Selected Aspects of Animal Control Departments in Fifteen Michigan Counties<sup>1</sup>

Counties	Authority	Firearms	Funding	Authority to issue tickets/citations?	Number of employees	Budget	County population <sup>2</sup>	Regional Shelter?
Antrim	Sheriff	Yes	General Fund	Yes	2 full time and 1 part-time	\$191,061 (2016 amended)	23,370	County shelter, no sharing
Benzie	Government Center	No	Dedicated mileage	Yes <sup>3</sup>	3	\$106,718 (2016 approved)	17,428	County shelter, no sharing
Charlevoix	Sheriff	Yes	General Fund	Yes, if peace officer	1 county, rest are employed by the humane society <sup>4</sup>	\$87,000 (2016)	26,129	County shelter, no sharing
Crawford				Yes <sup>5</sup>			13,904	
Emmet	Sheriff			Yes <sup>6</sup>			33,140	
Grand Traverse	County Health Department	No	Self-funded - license fees and reclaimed dog fees	Yes	1 part-time	\$133,068 (FY 2017 recommended)	89,987	No. Humane Society runs shelter.
Kalkaska	Sheriff	No	Mileage funds only	yes	2	\$105,370	17,196	County shelter, no sharing
Lake	Sheriff	Yes, but do not	General Fund	Yes	2 full time	\$115,000	11,386	County shelter, no sharing
Leelanau	Sheriff			Yes, deputized			21,747	
Manistee	Sheriff						24,450	
Mason	Stand alone	Yes, trained	General Fund	Yes	2 full time	\$202,000	60,497	County shelter, no sharing
Missaukee	No animal control in Missaukee County. The recommended budget is for dog damage.					\$476.00	15,051	
Otsego	Stand alone department, but deputized.	No	Mileage	Yes	4 full time	\$340,000	24,129	County shelter, no sharing
Roscommon	Stand alone	No	Mileage of .25 mils	Yes	3 AC, 6 shelter	\$435,000	24,014	County shelter, no sharing
Wexford	Sheriff						32,645	



<sup>1</sup> We selected 15 counties to survey, but have complete information for ten. Crawford, Emmet, and Manistee have not responded to our phone call or email. Leelanau has asked for our request on letter head via regular mail and we have complied. We have been unable to reach Wexford County. We have included partial information for these counties that we found online.

<sup>2</sup> 2013

<sup>3</sup> Requires deputization or 100 hours of instruction as prescribed by the Michigan Department of Agriculture and Rural Development.

<sup>4</sup> The Humane Society and the county have a good relationship according to the animal control officer. The Humane Society runs the county shelter and takes care of the animals.

<sup>5</sup> Requires proper authorization and instruction as provided in state statute (MCL 287.289).

<sup>6</sup> Shall be properly deputized as a law enforcement officer.