



# Yucca Valley Animal Shelter

## 90 Day Review

### Draft Operational Review

June 3, 2025 Town Council Meeting





## Recommendation

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Receive and file the draft Operational Review of the Town's Animal Shelter operations.



Provide input and direction as desired.



Establish a standing committee of the Town Council for Animal Care and Control and identify and appoint two council members to serve on the committee.



Direct staff to return to the Town Council with proposed budget amendments required to implement the immediate recommendations as directed by the Town Council.



Direct staff to propose and negotiate required changes to the existing Shelter Services agreement with the County to implement immediate recommendations as directed by the Town Council.



## Background and Commitment to Transparency

On March 4, 2025, Town Council directed staff to conduct an operational review.

### Project Timeline

- Update #1: April 1, 2025
- Update #2: May 6, 2025
- Report Submitted: June 3, 2025

### Additional Information

Visit the project website for staff reports, presentations, updates, and opportunities for public input.

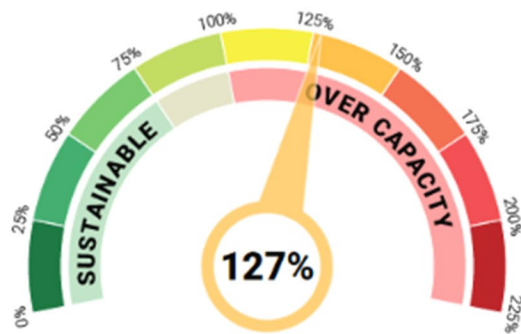




# Regional Trends

City of Los Angeles

## Dog Occupancy Meter



Current Population: **936 dogs**

Capacity: **737 dogs**

Today's Population Change:

**0 dogs (4 in, 4 out)**

*Last Updated 6/3/2025 8:45 AM*

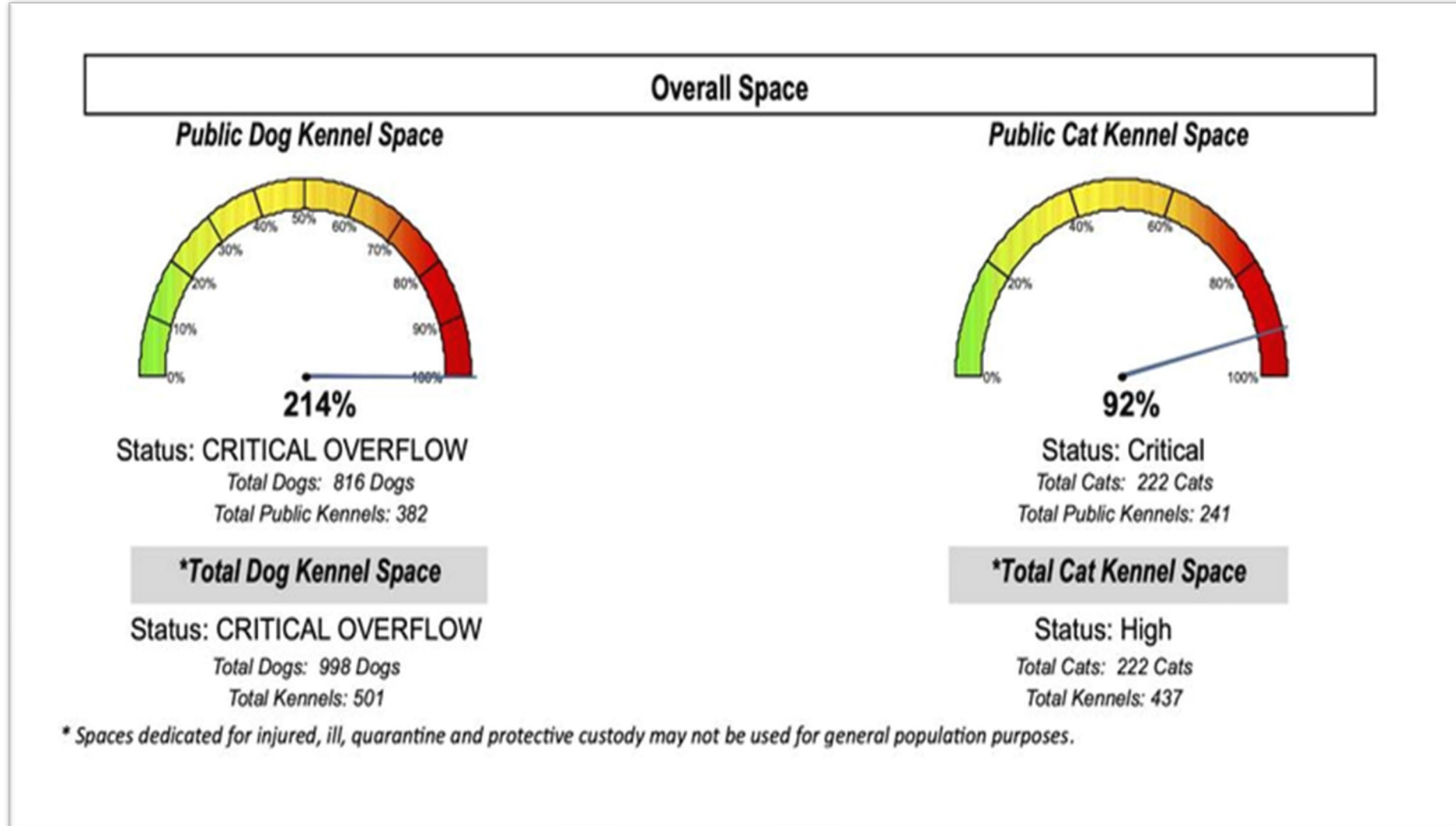
"Together, we can make a difference."





# Regional Trends

## Riverside County





## Regional Trends

Yucca Valley Animal Shelter 90 Day Review, Draft Operational Review

Town Council Meeting June 3, 2025



**Apple Valley:** Over Capacity, only accepting sick, aggressive, and injured animals

**San Bernardino County Devore:** Opening for 4 dogs

**Redlands:** Full, no openings

**Riverside County:** 200% over capacity

**City of San Bernardino:** full, no openings

**29 Palms:** 4 stray dogs empty kennels, adoptable kennel full



## Yucca Valley Animal Shelter Population as of June 3, 2025

33 kennels in the  
Impound Building

26 kennels in the  
Adoptable Building

**Current Population: 101 dogs**





# Yucca Valley Animal Shelter

Yucca Valley Animal Shelter is the Town's Newest Public Facility

33 kennels in the Impound Building, 26 kennels in the Adoptable Building

Both buildings are available for public viewing of animals

Staff keeps the facility clean and highly presentable

Get acquainted areas for potential adopters to spend time with adoptable pets



# What did the Town Council recently hear from the public?



## Public Comments:

- Euthanasia Rates
- Adoption Rates
- Return to Owner
- Rescue Groups
- Foster Program
- Volunteer Program
- Animal Intake Online Available Photographs
- View Animals at the Impound Kennel
- Euthanasia without sedation
- Temperament Assessment
- Extended Hours and Days
- Friendlier Facility

*A desire for increased positive outcomes for animal intakes.*





## Actions Taken

- ✓ Petfinder, Adopt a Pet, Animal Shelter Facebook Pages are updated weekly.
- ✓ Expanded Use of Local Media and Social Media.
- ✓ Data verification and collection review of existing data sets and existing data processes.
- ✓ Scheduling of Low Cost Spay/Neuter Event.
- ✓ Scheduling of Special Adoption Events.
- ✓ Outreach to Rescue Groups.
- ✓ Animals at the Impound Kennel Available for Public Viewing.





## Actions Taken

- Volunteer Opportunities: Evaluation is underway for volunteer opportunities in accordance with Town policies.
- Foster Program Opportunities: Evaluation is underway for animal foster opportunities upon completion of staffing priorities.
- Responded to 26 public records requests (3 public records requests remain open)



# On Going and Additional Actions



- Staffing Evaluation.
- Community Engagement.
- Expanded Shelter Adoption Opportunities.
- Donor Outreach to Leverage Public Resources.
- Shelter Capacity Management.
- After Hours Drop Off Kennels.
- Owner Surrender.
- Trap/Neuter/Return (TNR).
- Community Education and Resources for Responsible Pet Ownership.



## Future Actions

- Software, data systems designed to also address data sharing and transparency, Best Practice
- Use of Foster programs to expand Shelter capacity, Best Practice.
- Public participation and involvement / engagement through Town Council Sub Committee
- Implement volunteer resource opportunities, Best Practice
- Scheduling of Special Adoption Events, Best Practice
- Outreach to Rescue Groups.
- Animals at the Impound Kennel Available for Public Viewing.





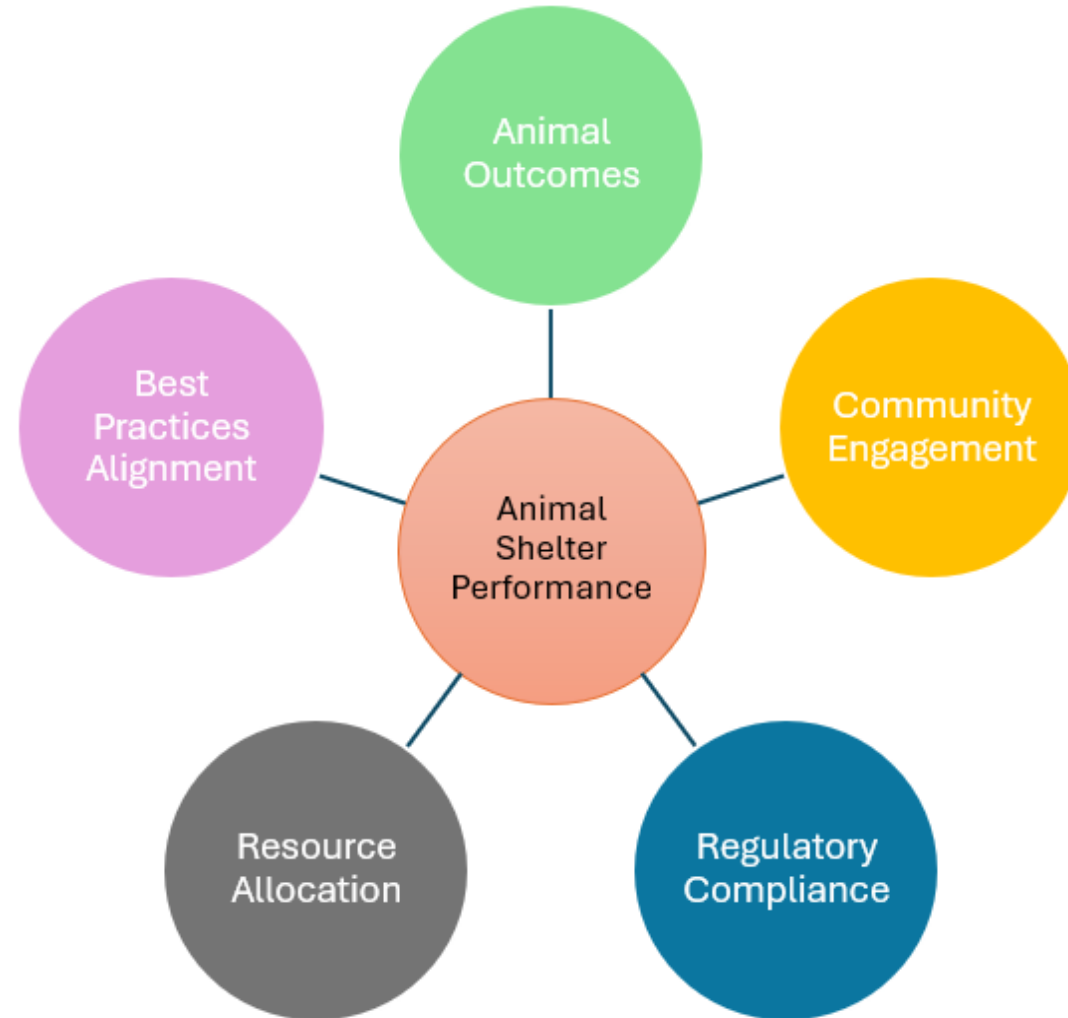
## Future Actions

- ✓ Shelter capacity and intake management, without reduction in shelter intake, long term meaningful reductions in euthanasia will be challenging
- ✓ YV Shelter intake per capita exceeds many shelters in the region
- ✓ Majority of intake at the YV Animal Shelter is owner turn ins and after hours drop off kennels
- ✓ Regularly update and distribute pending euthanasia list





# YVAS Key Performance Factors



# Community Engagement

Factor	#	Recommendation	Description	Priority	Cost	Timeline
Community Engagement	1	Form Town Council Standing Committee	Establish Town Council Standing Committee to implement ongoing communication opportunities with the community.	1	\$	Form Committee in June 2025, meeting approximately quarterly
Community Engagement	2	Review Town Volunteer Policy and Program	Ensure Town Policy adequately addresses volunteer needs and opportunities for the Yucca Valley Animal Shelter.	1	\$	June /July, 2025
Community Engagement	3	Establish Volunteer Positions and recruit for those Volunteer Positions	Ensure priority volunteer positions meet the Shelter's operational needs and that the appropriate staffing and supervision structure exists for those volunteers.	1	\$\$	August/Sept 2025
Community Engagement	4	Establish Donor and Donor Recognition Program	Develop outreach for financial and service donors and ensure proper recognition of all donors.	2	\$	Jan 2026
Community Engagement	5	Implement Spay Neuter Vaccination Clinics	Sponsor and coordinate spay neuter chip events throughout the year to support public education and responsible animal ownership.	2	\$\$\$	Summer 2025
Community Engagement	6	San Bernardino County Animal Control Coordination	Encourage San Bernardino County to hold spay neuter vaccination clinics for the unincorporated Morongo Basin Area.	2	\$	June 2025 and ongoing
Community Engagement	7	Maximize customer feedback on Shelter customer service levels and performance.	Modify customer service form to continually receive customer feedback on Shelter performance.	2	\$	October 2025
Community Engagement	8	Review Animal Care and Control Fees for Services	Consider adjusting adoption fees for seniors, veterans, and for animals that have been at the Shelter for 60 or more days.	2	\$\$	Summer/Fall 2025
Community Engagement	9	Expand use of local media to market adoptable animals	Radio station and newspaper advertisements encouraging adoption of Shelter animals.	1	\$\$\$	May 2025 and ongoing

# Resource Allocation

Factor	#	Recommendation	Description	Priority	Cost	Timeline
Resource Allocation	1	Amend FY 2025-26 Budget to address staffing needs identified through the 90 Day Operational Review	Make recommendations to the Town Council for necessary funds to implement programmatic changes.	1	\$\$\$	June - Aug 2025
Resource Allocation	2	Review staffing levels 6 to 9 months following implementation.	To consider further staffing modifications if necessary.	1	\$\$	Jan thru June 2026
Resource Allocation	3	Amend FY 2025-26 Budget to address operational needs identified through the Review	Volunteers Program, Foster Program, Spay Neuter Vaccination Clinics, Software Purchase, training and implementation.	1	\$\$\$	June - Aug 2025
Resource Allocation	4	Amend FY 2025-26 Budget to address local and social media needs	Expand use of local and social media to increase live outcome rates.	1	\$\$	Immediate and ongoing
Resource Allocation	5	Consider future budget amendments if necessary to implement further operational change	Monitor data and statistics in evaluating modified program implementation and effectiveness.	3	\$\$	Jan thru June 2026
Resource Allocation	6	Consider expanding operational hours for public access to the Shelter	Evaluate an expansion of the operating hours for public access to the Shelter based on visitation data, resident surveys, best practices, and fiscal resource requirements.	2	\$\$\$	FY 2026-28

# Best Practices

Factor	#	Recommendation	Description	Priority	Cost	Timeline
Best Practices Alignment	1	Review, purchase and initiate new field and shelter software	Implement modern data systems for shelter management and public information.	1	\$\$	June through Dec 2025
Best Practices Alignment	2	Ensure daily online information for all animals at the Yucca Valley Animal Shelter	Implement modern data systems that provide information on public adoptable, lost, and non public adoptable animals that is updated daily.	1	\$	Jan 2026
Best Practices Alignment	3	Establish and implement Foster Program that function as an extension of the Shelter.	Implement foster programs that function as an extension of shelter services where animals may even be adopted directly from fosters.	1	\$\$	Jan 2026
Best Practices Alignment	4	Establish and implement Volunteer Program.	Ensure priority volunteer positions meet the Shelter's operational needs and that the appropriate staffing and supervision structure exists for those volunteers.	1	\$	August - September 2025
Best Practices Alignment	5	Provide professional training opportunities for Shelter staff	Ensure necessary certifications and professional animal shelter and control training for staff.	1	\$	Ongoing
Best Practices Alignment	6	Implement Spay Neuter Vaccination Clinics	Sponsor and coordinate spay neuter chip events throughout the year to support public education and responsible animal ownership.	2	\$\$\$	Ongoing

# Regulatory Compliance

Factor	#	Recommendation	Description	Priority	Cost	Timeline
Regulatory Compliance	1	Implement state mandated holding periods	Ensure compliance with mandatory holding periods for known owned and non owned animals.	1	\$	Immediate and ongoing
Regulatory Compliance	2	Make animals available for public adoption pursuant to California law.	Ensure compliance with State laws for defining adoptable animal including Food and AG Code 17005 and Penal Code 599d.	1	\$	Immediate and ongoing
Regulatory Compliance	3	Use all resources available to contact owners of shelter animals with owner identification.	Ensure compliance with state law in all efforts to contact known animal owners.	1	\$	Immediate and ongoing
Regulatory Compliance	4	Local regulation review	Evaluate local regulations for potential modifications that will support Shelter operations and Key Performance Factors.	3	\$	FY 2025-26

# Animal Outcomes

Factor	#	Recommendation	Description	Priority	Cost	Timeline
Animal Outcomes	1	<b>Maximize Animal Adoption Rates</b>	Use all available tools including adoption fees, foster programs, community education, and special adoption events to maximize adoption rates.	1	\$\$	June 2025 and ongoing
Animal Outcomes	2	<b>Minimize Animal Euthanasia Rates</b>	Use all available tools to transition animals from the shelter to forever homes through adoption, return to owner, transfer to rescue and other shelters, and through education and outreach to the community.	1	\$\$\$	June 2025 and ongoing
Animal Outcomes	3	<b>Maximize Rescue Group Outreach, Coordination and Adoption.</b>	Ensure ongoing outreach to add animal rescue organizations to the Town's approved list, and distribute data daily on available rescue group animals	1	\$\$	June 2025 and ongoing
Animal Outcomes	4	<b>Maximize Spay Neuter Clinics for Town Residents</b>	Sponsor and coordinate spay neuter chip events throughout the year to support public education and responsible animal ownership	1	\$\$\$	Summer 2025
Animal Outcomes	5	<b>Encourage and Coordinate County Animal Control Spay Neuter Clinics in the Unincorporated County Area</b>	Encourage San Bernardino County to hold spay neuter vaccination clinics for the unincorporated Morongo Basin Area.	1	\$	Summer 2025
Animal Outcomes	6	<b>Maximize Return to owner efforts where possible.</b>	Through compliance with state law and maximizing use of shelter population data, use social media to maximize availability of lost and owned pets to be returned to their owners. Coordination with other social media resources	1	\$	June through December 2025.
Animal Outcomes	7	<b>Public Education</b>	Evaluate best practices for public education programs and initiatives to highlight responsible pet ownership, pitfalls of illegal breeding, importance of spay/neuter programs and similar campaigns.	1	\$\$	Oct - Dec 2025



## NEXT STEPS

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- Town Council Sub Committee schedule to be developed, first meeting anticipated August/September 2025, meeting quarterly.
- Project Website Available for information, staff reports, presentations and input
- Contract coordination with San Bernardino County





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# **Yucca Valley Animal Shelter**

## **90 Day Review**

### **Draft Operational Review**

Question of Staff followed  
by Public Comment

