

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Animal Services	(2) MEETING DATE 4/12/2016	(3) CONTACT/PHONE Jeff Hamm, Health Agency Director, 781-4719	
(4) SUBJECT Submittal of a resolution amending the Position Allocation List for Fund Center 137 – Animal Services by deleting a 1.00 FTE Administrative Assistant position and adding a 1.00 FTE Animal Control Officer position to more effectively operate the Health Agency’s Animal Services Division. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve the attached resolution amending the Position Allocation List for Fund Center 137 – Animal Services by deleting a 1.00 FTE Administrative Assistant position and adding a 1.00 FTE Animal Control Officer position to more effectively operate the Health Agency’s Animal Services Division.			
(6) FUNDING SOURCE(S) Animal Services Fees	(7) CURRENT YEAR FINANCIAL IMPACT \$14,750.00	(8) ANNUAL FINANCIAL IMPACT \$14,750.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input checked="" type="checkbox"/> Resolutions <input type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) N/A		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A    Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Morgan Torell			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director

DATE: 4/12/2016

SUBJECT: Submittal of a resolution amending the Position Allocation List for Fund Center 137 – Animal Services by deleting a 1.00 FTE Administrative Assistant position and adding a 1.00 FTE Animal Control Officer position to more effectively operate the Health Agency’s Animal Services Division. All Districts.

## **RECOMMENDATION**

It is recommended that the Board approve the attached resolution amending the Position Allocation List for Fund Center 137 – Animal Services by deleting a 1.00 FTE Administrative Assistant position and adding a 1.00 FTE Animal Control Officer position to more effectively operate the Health Agency’s Animal Services Division.

## **DISCUSSION**

The Animal Services Division provides animal care and control services throughout all regions of the county. This includes the provision of field service responses to animal related issues ranging from general nuisance problems to more significant public safety and animal welfare concerns. In order to meet this obligation, the division is staffed with six Animal Control Officers (ACO) and one Animal Control Supervising Officer. Officers spend the majority of their workday in the field with incoming calls for service relayed to them through the division’s dispatch center.

The dispatcher is responsible for receiving incoming calls for service, assessing and classifying citizen concerns, providing callers with appropriate information related to their issues, generating activity records, and relaying the resultant case assignment to Animal Control Officers in the field via radio transmission. Additionally, dispatchers receive and document incoming information from officers and provide them with other support services necessary for resolution of field service calls. Performing these tasks efficiently and successfully is greatly facilitated by an understanding of the laws and ordinances which apply to animal control activities, as well as knowledge of the geography of the County and the dynamics of case management.

While the division has historically assigned dispatch duties to an Administrative Assistant (AA), these abilities and functions differ substantially from the tasks and responsibilities normally assigned to that position. Consequently, the division has experienced variable success in this area of operation. Relying on a job classification that may not be the best fit for executing dispatch functions has several potentially adverse impacts including delays or failure to fully address calls for service, provision of inaccurate or inadequate information to the public, and compromised officer safety.

On the other hand, the skills and abilities required of a proficient dispatcher are much more closely aligned with the normal job duties of an animal control officer (ie. receiving citizen complaints and information, interpreting them with relation to applicable laws, prioritizing and directing responses to those complaints, communicating via radio, etc.). Additionally, their understanding and familiarity with conducting field responses provides them with a better comprehension of the communication and support expected and needed from a competent dispatcher. This is evidenced when the availability of administrative assistants is limited and responsibility for dispatch functions is assigned to an ACO.

Currently, the Administrative Assistant position associated with Animal Services’ dispatch function is vacant following the resignation of the individual previously fulfilling that duty. Animal Services has taken this opportunity to reassess the allocation of personnel and job classes to the dispatch function and has concluded that the associated roles,

responsibilities, and expectations of the position are more closely aligned with those of an Animal Control Officer rather than those of an Administrative Assistant. Therefore, the Health Agency is requesting modification of its personnel allocation list to reallocate the currently vacant AA to an Animal Control Officer. If approved, this reallocation will allow for the permanent assignment of an officer to the Division's dispatch operations.

#### **OTHER AGENCY INVOLVEMENT/IMPACT**

The Human Resources Department has reviewed this proposal and produced the attached resolution amending the Division's Position Allocation List. The Administrative Office has also reviewed and concurs with the recommendation.

#### **FINANCIAL CONSIDERATIONS**

The net cost associated with this proposed modification to the Division's Personnel Allocation List is defined by the difference in salary between an AA and an ACO. The total difference between these two positions, including the cost of benefits, is approximately \$14,750 annually. The division will accommodate the increased cost within its existing budget.

#### **RESULTS**

Approval of this staffing change will allow Animal Services to assign dispatch duties to personnel whose job description and abilities are more closely aligned to the responsibilities and expectations of the position. This is anticipated to result in an overall operational improvement with respect to the efficiency, efficacy, and responsiveness in the receipt and processing of incoming calls for service. The efficient and effective operation of the Health Agency's Animal Services Division contributes to efforts to achieve the County's vision of a safe and healthy community.

#### **ATTACHMENTS**

1. PAL Resolution