



Riverside County Animal Service Contract

City Council Study Session
July 10, 2025

Riverside County Animal Services Contract

- Partnership with Riverside County Department of Animal Services (DAS)
- FY' 2015 – 2024: Cost Comparison & Animals Sheltered
- New Contract & Rates
 - “Piece of Pie” Methodology
 - Contract Components
 - Cost Comparisons with CV Municipalities
 - Palm Desert Costs FY' 2025 - 2028
- Exploring Supplemental Animal Services Programs
- Additional City-Initiated Efforts
- Next Steps

Partnership with Riverside County Department of Animal Services (DAS)



The County has been a responsive, engaged partner as we've worked through the proposed animal services agreement.



From the outset, the County's CEO and COO have approached the process with a spirit of collaboration and solution-finding.



The new leadership at DAS has also demonstrated a sincere commitment to a new, service-oriented approach.

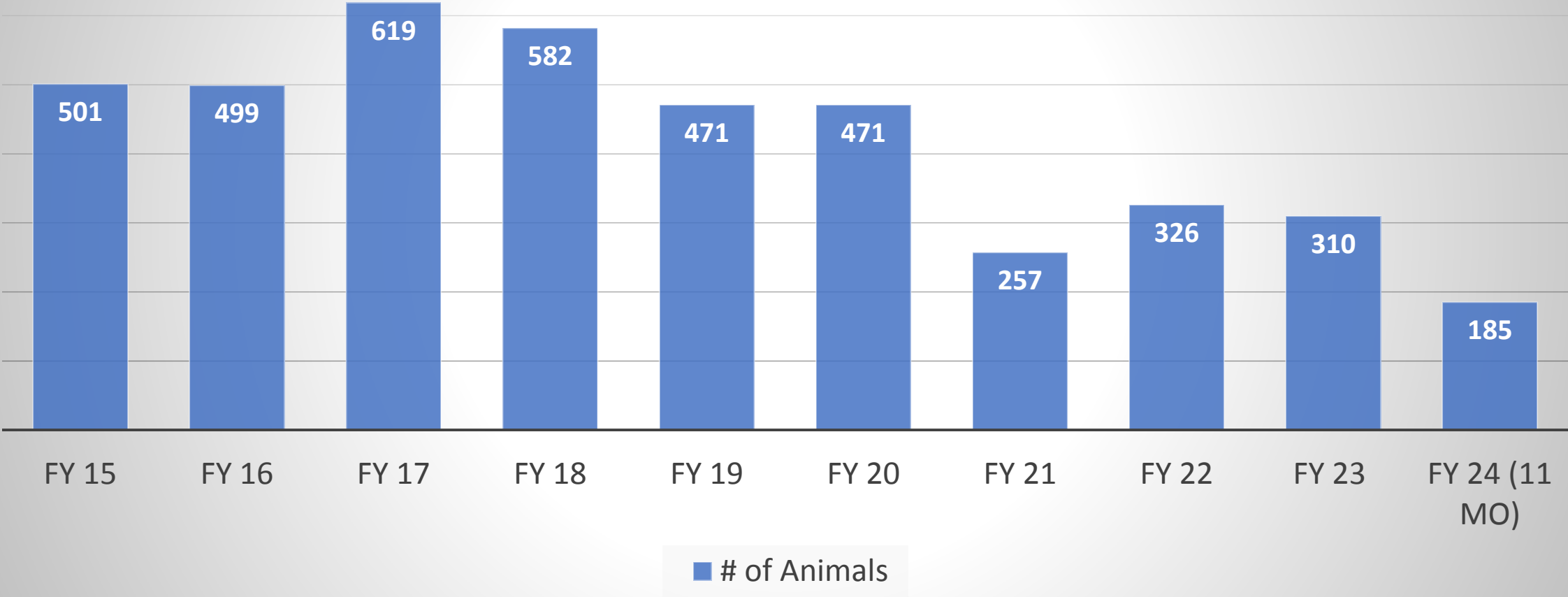
Timeline

- **May 7, 2025** – Initial meeting with County CEO and COO
- **May 27, 2025** – City staff received draft contract and materials
- **June 3, 2025** – Staff met with DAS to review the draft and ask questions
- **June 10, 2025** – Letter to DAS Director requesting further discussion on:
 - New rates and billing methodology
 - Unanswered questions from June 3
 - City new licensing rate delays from County vendor
- **June 11, 2025** – CEO and COO held follow-up meeting with CM and ACM
 - Staff submitted consolidated list of questions about:
 - Contract terms and invoicing
 - Methodology
 - Staffing (new officer) and field communication
- **June 12, 2025** – COO contacted CM directly to coordinate
- June 12, 2025 – CM update to City Council
- **June 23, 2025** – Joint meeting held with COO and DAS leadership
- **June 24, 2025** – New DAS Field Services Officer proactively visited City Hall and met with Code staff

Animal Services Contracts - Field Services (w/OT)

Contract YR	2015-2017	2018-2020	2021-2024
Year 1	\$ 146,027	\$ 141,171	\$ 235,920
Year 2	\$ 153,851	\$ 145,007	\$ 309,163
Year 3	\$ 145,777	\$ 143,101	\$ 293,696
Ext. (July-May)			\$ 292,641

Number of Animals Annually Sheltered - FY 15/16 – FY 24/25

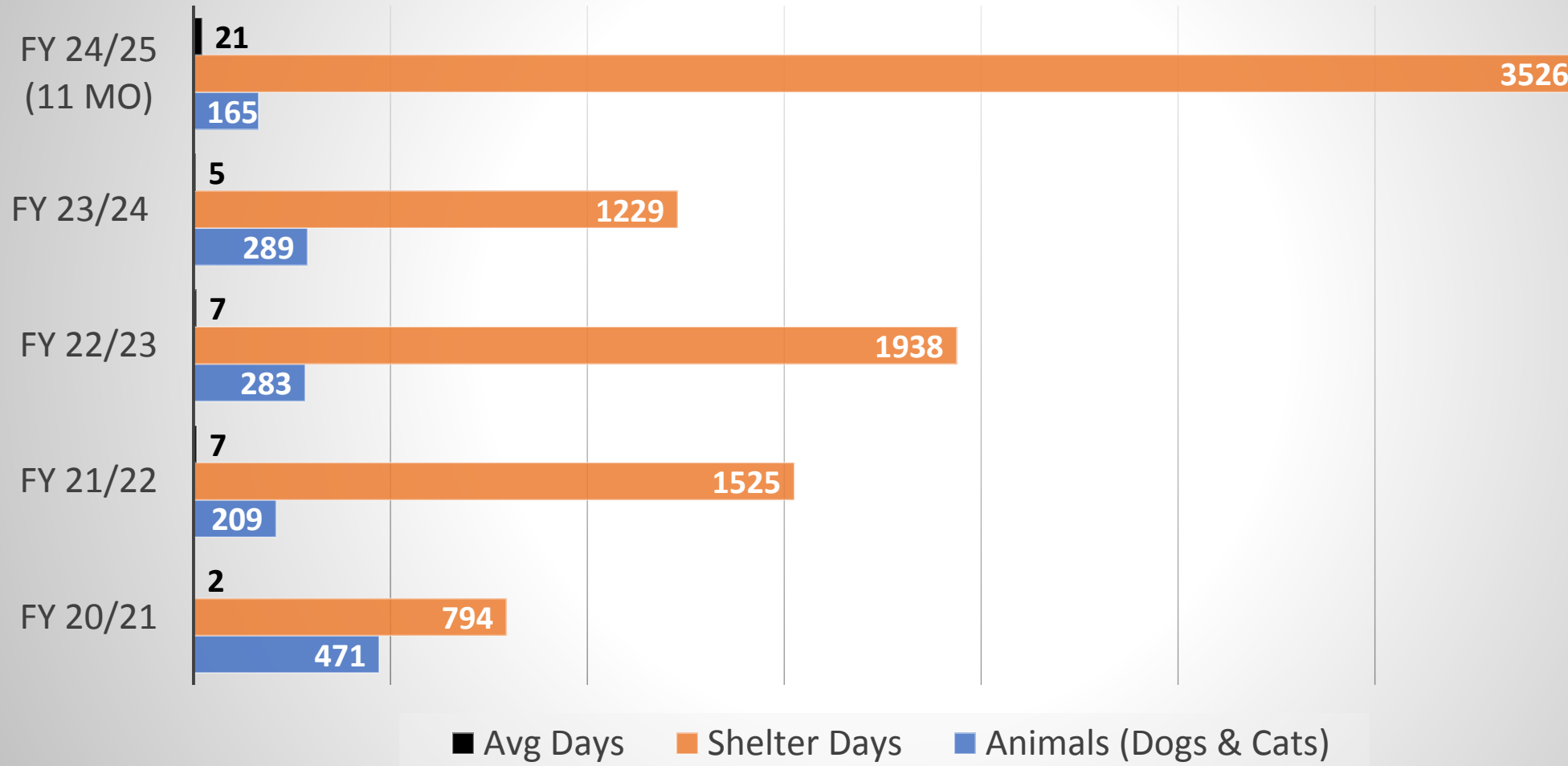


Animal Services - Sheltering Costs & No. Animals

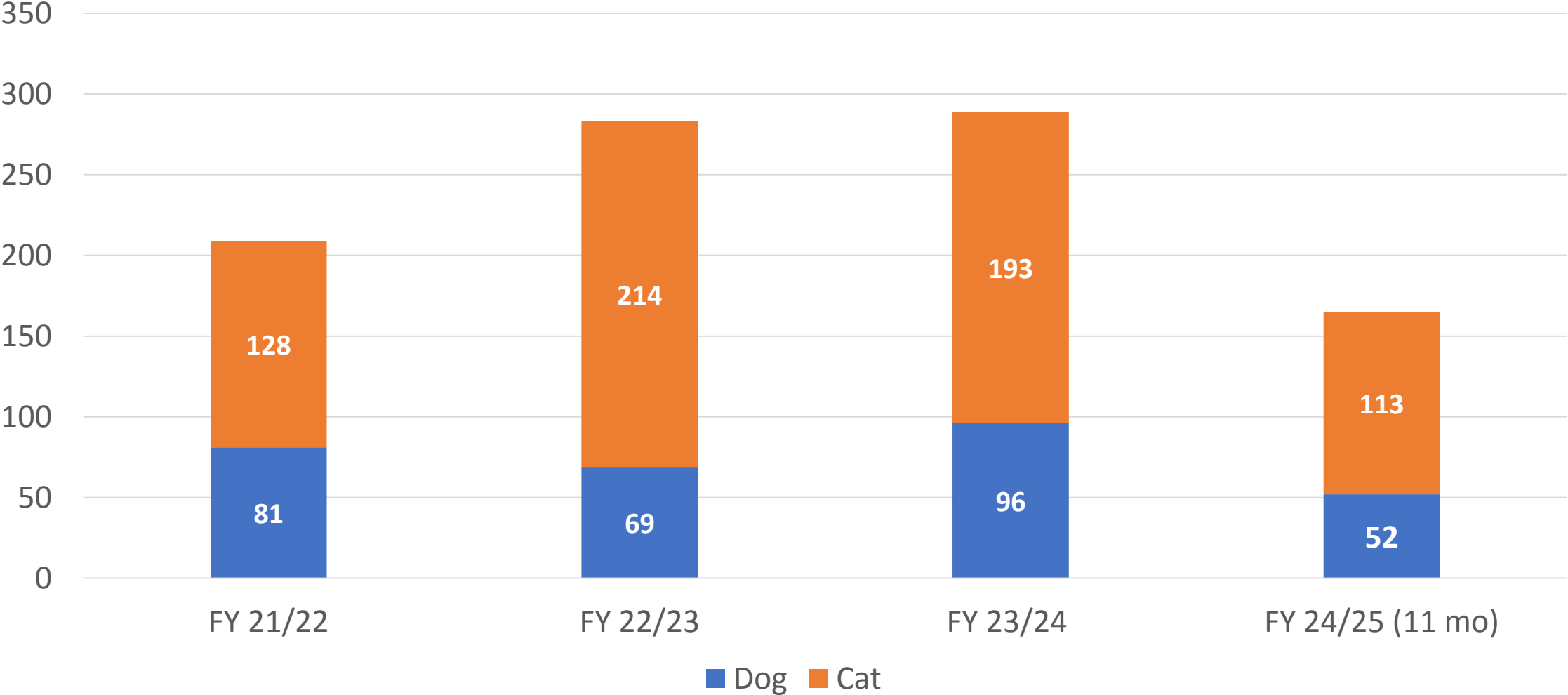
	2015-2017		2018-2020		2021-2024	
Contract Year	TTL Cost	# of Animals	TTL Cost	# of Animals	TTL Cost	# of Animals
Year 1	\$ 62,808	501	\$ 73,006	582	\$ 46,260	257
Year 2	\$ 62,606	499	\$ 59,082	471	\$ 74,604	326
Year 3	\$ 77,647	619	\$ 59,082	471	\$ 52,008	310
Ext. (July-May)*					\$ 133,987	185

*Billing shifted from intake-based charges to outcome-based billing, allowing for more accurate cost tracking aligned with when the animal is adopted or leaves the shelter.

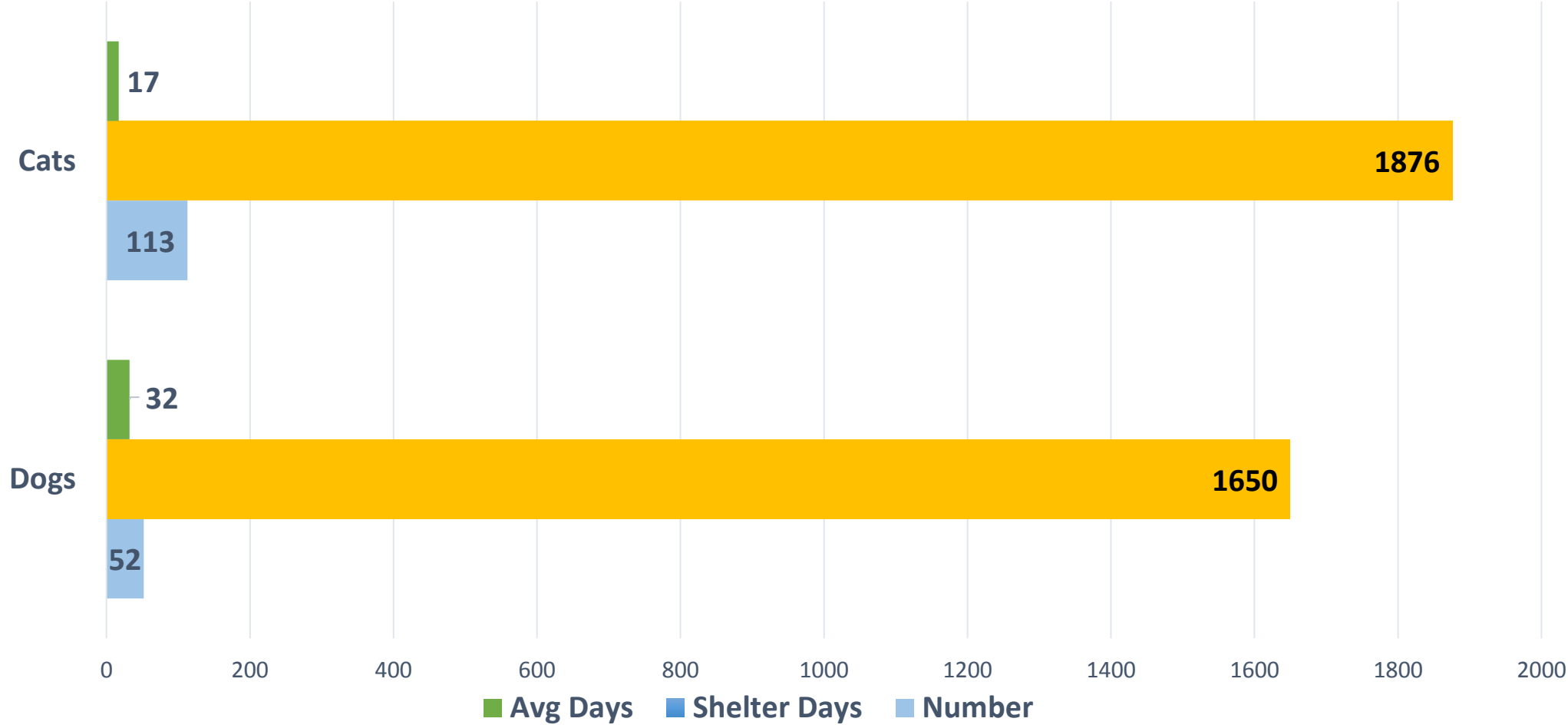
No. Dogs & Cats, Days in Shelter, & Average Days



Number of Dogs & Cats Sheltered Annually



FY 24/25 (July – May) Cat & Dog Shelter Numbers



New Contract & Rates

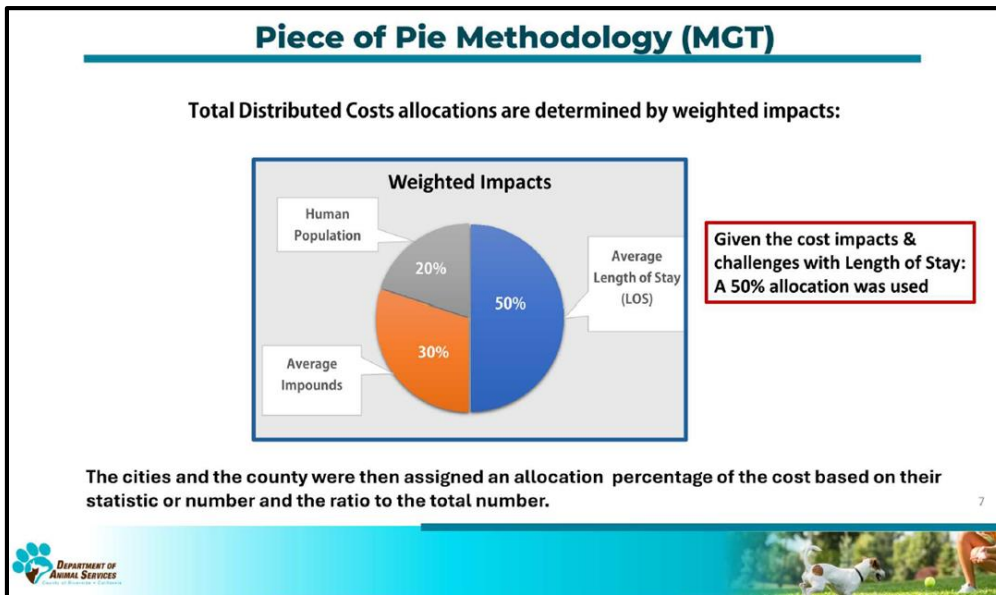
1. Field Services Rates

- Labor Rates to be increased 5% for each year of the contract

2. Animal Shelter Rates

- Based on “Piece of the Pie” Methodology
- Addition of 38 positions (\$4.56 million) to improve live outcomes, and modernize care
 - Animal Care Staffing – 13 positions
 - Enhanced Foster/Adoption Teams – 14 positions
 - Intake-to-Placement Program Support – 9 positions
 - Media/Marketing Team Expansion – 2 positions

Piece of the Pie Methodology



How It Works

- Instead of using flat rates or per-animal charges, the model assigns each city a proportional “slice” of the **total cost** (not geographic shelter).

Allocation Factors

- Number of Impounds
- Average Length of Stay (LOS)
- Population Served
- Encourages local programs that can **reduce** impounds and length of stay

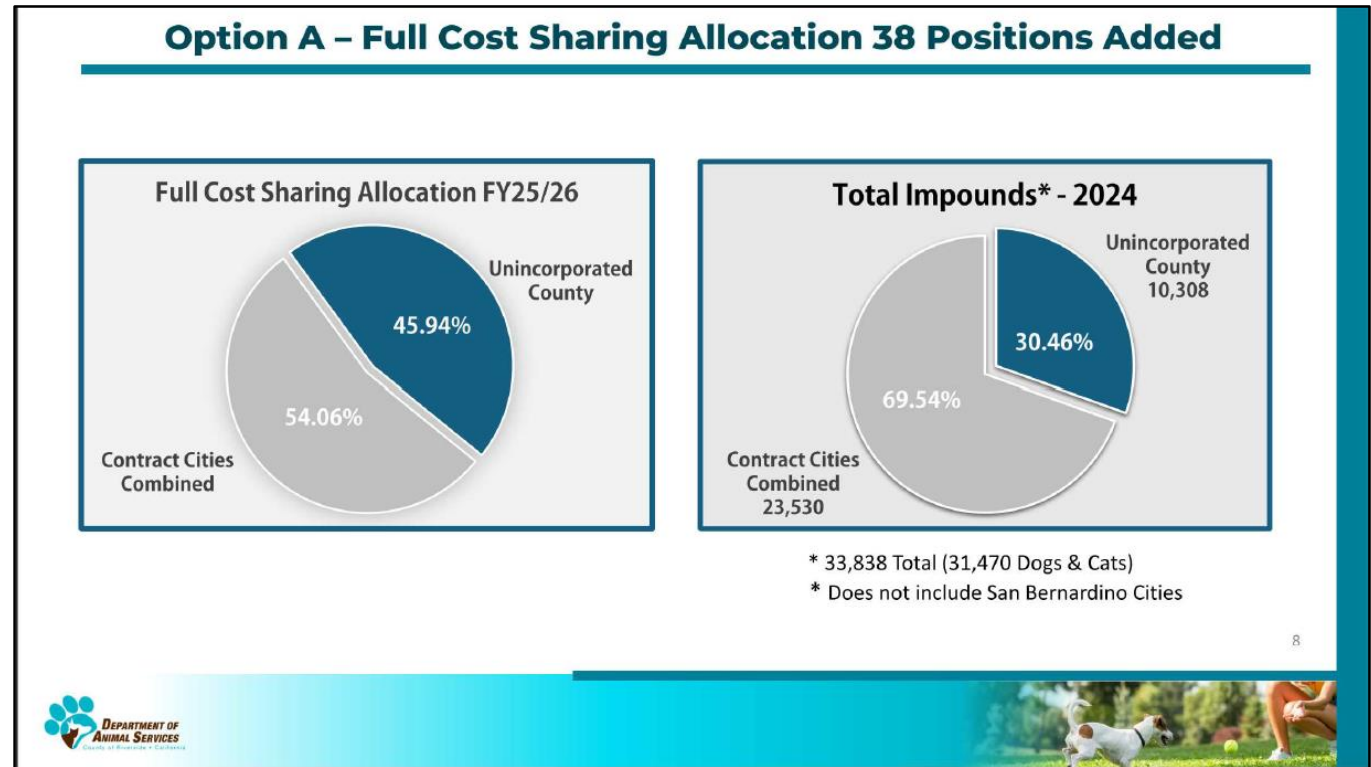
Ongoing Oversight

- Service demands reviewed annually to ensure fairness and accuracy

County Board of Supervisors – Model Options Considered

Option A: Full Cost Sharing Model

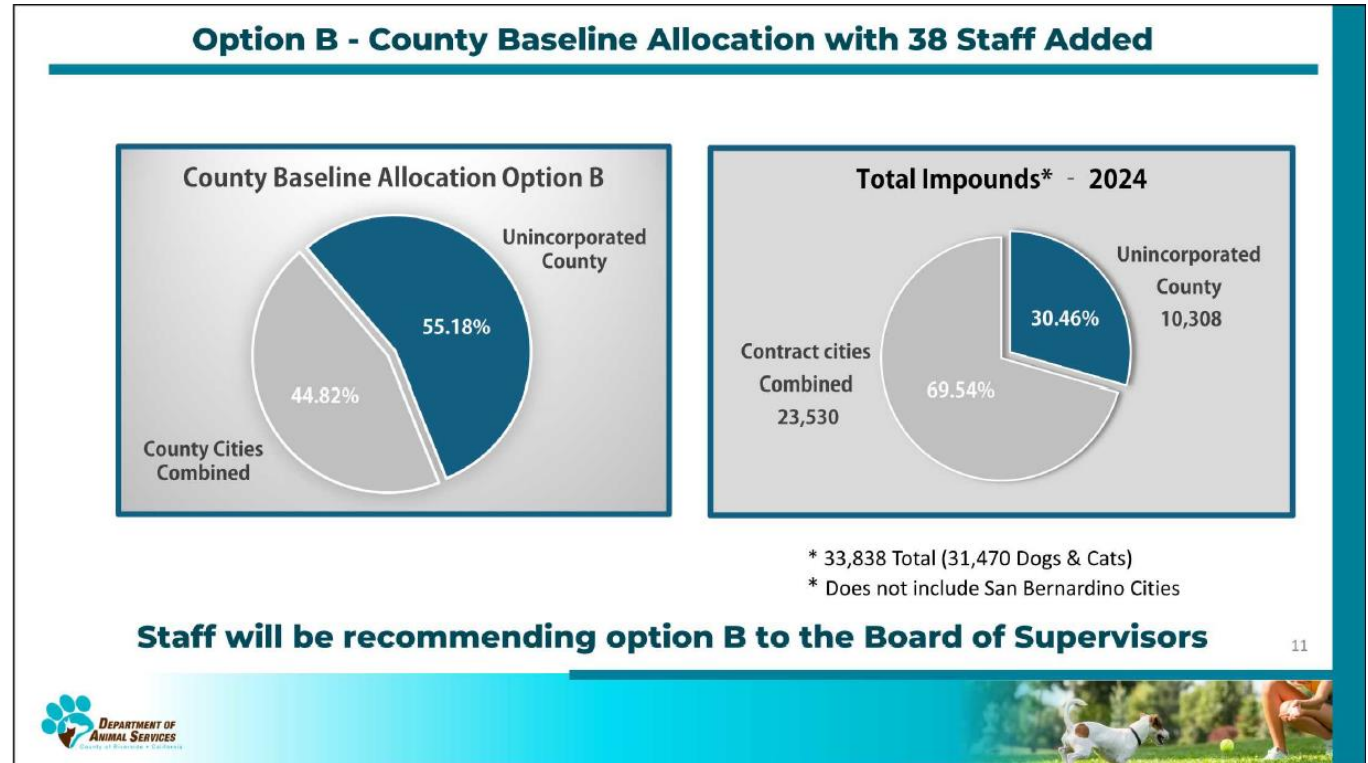
- Cities and the County share 100% of total shelter costs
- Including fixed baseline costs (e.g., staffing, facilities)
- City-specific impacts (e.g., impounds, length of stay)
- Palm Desert Cost: \$330,874



County Board of Supervisors – Model Options Considered

Option B: County Baseline Model (Selected)

- County baseline operational costs are removed.
- Remaining costs allocated to cities based on impounds, length of stay, and population.
- Recognizes some sheltering operations are required regardless of city contracts.
- Palm Desert Cost: \$256,652



Contract Components

1. Two options for field services
 - A. Standard Plan – Monday-Friday, 7:30 AM to 5:00 PM
 - B. Extended Plan – Monday – Sunday, 7:30 AM to 5:00 PM
2. Shelter rates increases (38%) are phased over 3 years
3. Adoption of county regulations for enforcement County Ordinance No. 630
4. Quarterly billing and annual reconciliation based on impounds, LOS, and population.
5. Cities are required to:
 - A. Fund vaccination and microchip clinics within the city, and
 - B. Fund spay/neuter clinics within the city.
5. Consider contributing \$5.00 per licensed animal in the city to offer low-cost or free spay/neuter programs for city residents.

Coachella Valley Cities – Shelter Costs

Municipality	FY 24/25 Projected Costs	FY 25/26 Shelter Costs	% Increase
Palm Desert	\$ 186,286	\$ 256,652	38%
Cathedral City	\$ 285,594	\$ 452,190	58%
Coachella	\$ 317,474	\$ 474,700	50%
Desert Hot Springs	\$ 7,210	\$ 108,654	1407%
Indian Wells	\$ 3,159	\$ 18,886	491%
Indio	\$ 399,998	\$ 751,839	88%
La Quinta	\$ 84,016	\$ 203,126	139%
Rancho Mirage	\$ 36,624	\$ 120,374	229%

Palm Desert 3-Year Contract Costs

	FY 25/26	FY 26/27	FY 27/28
Shelter Services	\$ 198,014	\$ 233,196	\$ 256,652
Field Services	\$ 293,960	\$ 316,186	\$ 331,996
Total	\$ 491,974	\$ 549,383	\$ 588,648

Included in the **Fiscal Year 25/26** adopted budget, **\$620,000** was approved for animal services, which includes five Spay/Neuter and/or Vaccination Mobile Clinics, potentially leaving a surplus of approximately \$110,000.





Exploring Supplemental Programs

To Be Brought Back for Future Council Consideration




Goal:

Promote responsible pet ownership and reduce shelter intake by streamlining services and cutting administrative time.

1. Spay and Neuter Vouchers

-  Issue RFP to local veterinary clinics
-  Offer free or reduced-rate sterilization services
-  Expand access for families and residents on fixed incomes
-  Help manage the local animal population




2. Licensing Improvements

-  Streamline process for vets to issue licenses
-  Eliminate reimbursement vouchers
-  Improve convenience for all residents





Additional City-Initiated Efforts

Supporting Pet Ownership & Reducing Shelter Intake

Microchipping Programs

-  Use GIS to target high-impound neighborhoods
-  Host outreach events in priority areas
-  Boost reunification rates & reduce shelter stays

Community Education & Outreach

-  **Senior Planning Workshops**
Partner with senior centers and HOAs to help plan for pet care in emergencies
-  **Responsible Pet Ownership Workshops**
Topics include care, microchipping, spay/neuter, behavior, licensing, legal responsibilities
-   **Community Outreach**
Direct support and education in areas with high shelter intake
Assist in marketing of adoption, and adoption events

Data Sharing & Tracking Enhancements with RCDAS

(In response to 3/28/2024 Study Session)

Electronic Logging of Field Pickups

- Replace paper logs with GIS-based tracking
- Utilize City-developed app or County's ESRI system

Resident Drop-Off Address Reporting

- Monthly reporting of addresses
- Supports verification of service area & GIS mapping

Improved Invoicing & Reporting (Quarterly Updates)

- Clear breakdown of invoice & billing methodology
- Reference guide for impound and outcome service types
- Detailed trip sheet explanations (incl. overtime)
- Excel-based ID logs for better tracking & analysis
- Ongoing track-and-trace system for animals in care

Next Steps



August 28, 2025 – City Council Meeting

- ✓ **Consider a 3-Year Contract** with (RCDAS), including:
 - **Field Services – Standard Plan:**
Monday to Friday, 7:30 AM – 5:00 PM
 - **Clinics** (included in FY 25/26 Budget)
 - 2 vaccination & microchip clinics
 - 3 spay/neuter clinics
 - **Spay/Neuter Trust Fund participation:**
 - \$5 per licensed animal for low-cost or free spay/neuter programs for Palm Desert residents
 - Approximate annual cost: \$7,500 (1,500 animal licenses)
 - **County Animal Regulations**
 - Staff already working on an amendment to animal regulations
 - City Council consideration Fall 2025