

*Updated 7/1/25*

## **Frequently Asked Questions (FAQ)**

### **East Bay SPCA Partnership with the Cities of Livermore and San Leandro**

**1. What is the new partnership between the Livermore Police Department and East Bay SPCA?**

On July 1, 2025, Livermore Police Department and East Bay SPCA began partnering to provide compassionate care and shelter for stray and abandoned animals found within the City of Livermore.

**2. When did East Bay SPCA's partnership begin with the San Leandro Police Department?**

In January 2021, San Leandro Police Department and East Bay SPCA began partnering to provide compassionate care and shelter for stray and abandoned animals found within the City of San Leandro.

**3. Why is this change happening?**

This partnership will enhance services for Livermore and San Leandro residents by providing specialized sheltering, medical care, and humane placement options for animals in need. It reflects a shared commitment to improving animal welfare outcomes through additional services.

**4. What additional services does East Bay SPCA offer the community?**

- **Pet Owner Support Services:** Free community pantry with pet food and supplies, financial assistance for veterinary care, low or no-cost spay/neuter, temporary crisis boarding, behavioral support, and owner surrender evaluations.
- **Youth Education Programs:** Day camps, experiential learning, volunteering, and teen leadership programs for ages 6–17. Scholarships available.
- **Animal Training and Community Education Workshops:** Private and group training for dogs, free Behavior & Training helpline, bilingual training guides, virtual cat training, on-demand webinars, humane education presentations, and safety workshops. Scholarships available.
- **Emergency Preparedness:** Equipped to support temporary sheltering or rescue deployment during disasters as an American Red Cross partner, at the request of local jurisdictions.

- **Volunteer and Foster Programs:** Opportunities to walk, care for, or foster animals — including weekend field trips, day hikes, and sleepovers.
- **Modern Shelter Facility:** Features indoor/outdoor kennels, natural lighting, state-of-the-art ventilation, on-site veterinary care, and quarantine spaces.

**5. What animals will East Bay SPCA be caring for under these separate agreements?**

Stray dogs and underage, ill, or injured cats found within the Cities of Livermore and San Leandro will be cared for by East Bay SPCA. East Bay SPCA supports the [National Animal Care and Control's position statement on management of community cats](#).

**6. Where will these animals be taken?**

- Animals from Livermore city limits will be cared for at East Bay SPCA's full-service, modern facility located in Dublin, California, during the stray holding period.
- Animals from San Leandro city limits will be cared for at our full-service, modern facility located in Oakland, California, during the stray holding period.

**7. What about unincorporated areas of Livermore or San Leandro?**

Our municipal contracts are with the incorporated Cities of Livermore and San Leandro. Residents in unincorporated areas of these cities should continue to contact East County Animal Services.

**8. How long is a 'Stray Hold'?**

- **5 full days** for animals without ID (not including day of intake)
- **10 full days** for Livermore animals with ID

**9. What services will East Bay SPCA provide for these animals?**

East Bay SPCA will provide high-quality veterinary care, exercise, and enrichment, with a focus on reunification with families or placement into loving homes.

**10. Who do I contact if I find a stray animal in Livermore?**

Call the Livermore Police non-emergency dispatch line at **(925) 371-4987** for animal pick-up or to receive instructions for stray animal drop off. Livermore Police

Department's Animal Service Officers are typically on duty **7 days a week**. Livermore officers and non-emergency dispatch remain the first point of contact.

You may also bring stray dogs and underage, ill, or injured cats directly to East Bay SPCA's Dublin shelter during business hours.

**11. Who do I contact if I find a stray animal in San Leandro?**

12. Call the San Leandro non-emergency dispatch line at **(510) 577-2740** for animal pick-up or to receive instructions for stray animal drop off. San Leandro Police Department's Animal Service Officers are typically on duty **7 days a week**. San Leandro officers and non-emergency dispatch remain the first point of contact.

You may also bring stray dogs and underage, ill, or injured cats directly to East Bay SPCA's Oakland shelter during business hours.

**13. What are the hours and location for East Bay SPCA's Dublin facility?**

The shelter is located at 4651 Gleason Drive in Dublin. We are open to the public Wednesday through Sunday, 11 a.m. – 5 p.m. East Bay SPCA is staffed 7 days a week for animals in the shelter.

**14. What are the hours and location for East Bay SPCA's Oakland facility?**

The shelter is located at 8323 Baldwin Street in Oakland. We are open to the public Wednesday through Sunday, 11 a.m. – 5 p.m. East Bay SPCA is staffed 7 days a week for animals in the shelter.

**15. Does East Bay SPCA handle owner surrenders?**

Yes. East Bay SPCA provides [resources](#) to help people keep their pets, but when that is not an option, we evaluate and accept animals surrendered by their owners. Owner surrenders are by [appointment only](#), available 5 days/week.

**16. Do adoptions through East Bay SPCA include dog licensing?**

- Adoptions completed through East Bay SPCA to Livermore residents will include dog licensing fees. Residents are then directed to [city hall](#) with receipt of payment, where processing and tags can be completed.
- Adoptions completed through San Leandro do not include dog licensing.

**17. What should I do with a kitten or cat found in Livermore?**

Underage, ill, or injured cats found within the Cities of Livermore and San Leandro will be cared for by East Bay SPCA.

Livermore residents, please call the non-emergency dispatch line at **(925) 371-4987** for animal pick-up or instructions on how to drop off a stray animal.

San Leandro residents, please call the non-emergency dispatch line at **(510) 577-2740** for animal pick-up or instructions on how to drop off a stray animal.

We accept healthy kittens and cats based on available capacity. In alignment the [National Animal Care and Control's position statement on management of community cats](#), we prioritize shelter placement for cats who are owned and cannot be safely kept in their homes, rather than free-roaming cats who may have an informal caretaker and are thriving outdoors.

**18. Are there TNR (Trap-Neuter-Return) resources for Livermore residents?**

Our Oakland Spay/Neuter Clinic will begin offering limited TNR appointments to Livermore residents starting July 1. Appointments must be made in advance. This service is also offered to San Leandro residents under separate partnership agreements.

**19. Does East Bay SPCA accept other small animals like rabbits or guinea pigs?**

- Contracted services between East Bay SPCA and the City of Livermore are for the care and shelter of dogs and cats. East Bay SPCA can temporarily shelter stray domestic rabbits, however they will be quickly transferred to partner organizations and are not adopted directly from our facility. For all other animals, residents are asked to contact their non-emergency dispatch for instructions.
- Contracted services between East Bay SPCA and the City of Livermore are for the care and shelter of dogs and cats. For all other animals, residents are asked to contact their non-emergency dispatch for instructions.

**20. Will this change mean fewer services?**

No — in fact, Livermore and San Leandro residents gain access to additional veterinary and pet retention support through the East Bay SPCA network. This partnership also expands the availability of East Bay SPCA's animal welfare

expertise, including Behavior & Training, Humane Education, Volunteer opportunities, and Humane Advocacy programs for residents of Livermore.

**21. Where can I find more information?**

- Visit [eastbayspca.org](http://eastbayspca.org) for shelter and program information.
- Visit [police.livermoreca.gov/about-us/animal-control](http://police.livermoreca.gov/about-us/animal-control) for more information on the Livermore Animal Control.
- Visit [sanleandro.org/409/Animal-Control](http://sanleandro.org/409/Animal-Control) for more information on the San Leandro Animal Control.