



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES
Monday December 10, 2007
10:00 A.M.

LOS ANGELES CITY HALL
200 N. Spring St.
Room 1060
Los Angeles, CA 90012

Commissioners:
Tariq Khero, President
Kathleen Riordan, Vice-President
Glenn Brown
Irene Ponce
Archie J. Quincey, Jr.

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. For information please call (213) 482-9501.

Si require servicios de traducción, favor de notificar la oficina con 24 horas por anticipado.

Public Comments: the Brown Act prohibits the Board and staff from responding to the speakers' comments. Some of the matters raised in public comment may appear on a future agenda.

REGULAR COMMISSION MEETING WILL COMMENCE IMMEDIATELY FOLLOWING THE APPEAL HEARINGS SCHEDULED FOR 10:00 A.M.

COMMISSION MEETING

- 1. ORAL REPORT OF THE GENERAL MANAGER**
- 2. COMMISSION BUSINESS**

- A. Approval of the Commission Meeting Minutes of October 22 and November 13, 2007.
- B. Oral Report by the Commission on Meetings and Events attended.

C. 2008 Commission Meeting Schedule

Approval of the Commission Meeting Schedule for the forthcoming calendar year of 2008.

3. GENERAL MANAGER RECOMMENDS FOR BOARD ACTION

A. Revised New Hope Policy and Procedure

Recommendation that the Board adopt a revised New Hope Policy and Procedure Manual, Partnership Agreement and Information Forms, and Reporting Requirements, to be effective as of January 1, 2008, and requiring all current organizations to complete new program paperwork by March 30, 2008.

B. Recommendations for the LAAS Volunteer Program Revisions

Summary of LAAS Volunteer Program review as provided by contractor Erica Meadows with recommendations as to implementation of some changes.

C. Classification of Feral Cats for Statistical Purposes

Request that the Board direct staff to classify feral cats distinctly from domestic cats in the Chameleon Animal Database for compilation of reports and other statistical analysis.

D. Amend Los Angeles Municipal Code (LAMC)

Amend LAMC to Remove Specific Fees and Charges Related to Adoption, Redemption, and Permits and Direct the Board to Annually Review Fees and Submit a Schedule of Fees for Approval of the Mayor and Council.

4. DISCUSSION ITEMS

A. Fiscal Year 2008-09 Off Budget Funds Overview

A listing of all off-budget funding sources, their balances, and projected expenditures for FY 2008-09, that do not appear in the Adopted Budget along with their allowable usages.

B. Summary of Final fiscal Year 2008-09 Budget Submittal

Reflects requirements to balance the budget to Fiscal Year 2007-08 funding level despite cost of living pay increases and to factor an additional 8% efficiency.

5. PUBLIC COMMENT PERIOD - (Comments from the public on items of public interest within the Board's subject matter jurisdiction and on items not on the Agenda.)

6. FUTURE AGENDA ITEMS

Requests from Commissioners for future Agenda Items.

7. ADJOURNMENT:

Next Commission Meeting is scheduled January 14, 2008, at Los Angeles City Hall, 200 North Spring Street, Los Angeles, California 90012.

AGENDAS - The Board of Animal Services Commissioners (Board) meets regularly every second (2nd) and fourth (4th) Monday of each month at 10:00 A.M. Regular Meetings are held at City Hall, 200 North Spring Street, Room 1060, in Los Angeles, CA 90012. The agendas for Board meetings contain a brief general description of those items to be considered at the meetings. Board Agendas are available at the Department of Animal Services (Department), Administrative Division, 221 North Figueroa Street, 5th Floor, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2nd floor Public Bulletin Board in City Hall East, 200 North Main Street, Los Angeles, CA 90012. Internet users may also access copies of present and prior agenda items, copies of the Board Calendar, as well as electronic copies of approved minutes on the Department's World Wide Web Home Page site at **<http://www.laanimalservices.com/CommissionAgendas.htm>**

Three (3) members of the Board constitute a quorum for the transaction of business. The Board may consider an item not listed on the Board Agenda only if it is determined by a two-thirds (2/3) vote that the need for action arose after the posting of an Agenda. Some items on the Agenda may be approved without any discussion.

The Board Secretary will announce the items to be considered by the Board. The Board will hear the presentation on the topic and gather additional information from Department Staff. Once presentations have finished, the Board President will ask if any Board Member or member of the public wishes to speak on one or more of these items. Each speaker called before the Commission will have one (1) minute to express their comments and concerns on matters placed on the agenda.

PUBLIC INPUT AT BOARD MEETINGS – **Public Participation on Agenda Items.** Members of the public will have an opportunity to address the Board on agenda items after the item is called and before the Board takes action on the item, unless the opportunity for public participation on the item was previously provided to all interested members of the public at a public meeting of a Committee of the Board and the item has not substantially changed since the Committee heard the item. When speaking to an agenda item other than during Public Comment (see Public Comment below), the speaker shall limit his or her comments to the specific item under consideration. California Government Code Section 54954.3.

Public Comment. The Board will provide an opportunity for public comment at every regular meeting of the Board. Members of the public may address the Board on any items within the subject matter jurisdiction of the Board as part of Public Comment.

Speaker Cards. Members of the public wishing to speak are to fill out one speaker card for each agenda item on which they wish to speak and present it to the Board secretary before the item is called.

Time Limit for Speakers. Speakers addressing the Board will be limited to one (1) minute of speaking time for each agenda item except in public comment which is limited to (3) minutes. The Chairperson, with the approval of a majority of the Board, may for good cause extend any speaker's time by increments of up to one (1) minute. Total speaker time on any agenda item will be limited to ten (10) minutes per item and fifteen (15) minutes for Public Comment, unless extended as above.

Brown Act. These rules shall be interpreted in a manner that is consistent with the Ralph M. Brown Act, California Government Code Section § 54950 et seq.

Please join us at our website: www.LAAnimalServices.com

STANDARDS OF CONDUCT. Speakers are expected to behave in an orderly manner and to refrain from personal attacks or use of profanity or language that may incite violence.

All persons present at Board meetings are expected to behave in an orderly manner and to refrain from disrupting the meeting, interfering with the rights of others to address the Board and/or interfering with the conduct of business by the Board.

In the event that any speaker does not comply with the foregoing requirements, or if a speaker does not address the specific item under consideration, the speaker may be ruled out of order, their speaking time forfeited and the Chairperson may call upon the next speaker.

The Board, by majority vote, may order the removal from the meeting of any speaker or audience member continuing to behave in a disruptive manner after being warned by the Chairperson regarding their behavior. Section 403 of the California Penal Code states as follows: "Every person who, without authority of law, willfully disturbs or breaks up any assembly or meeting that is not unlawful in its character, other than an assembly or meeting referred to in Section 302 of the Penal Code or Section 18340 of the Elections Code, is guilty of a misdemeanor".

VOTING AND DISPOSITION OF ITEMS – Most items require a majority vote of the entire membership of the Board (3 members). When debate on an item is completed, the Board President will instruct the Secretary to "call the roll". Every member present must vote for or against each item; abstentions are not permitted unless there is a Conflict of Interest for which the Board member is obliged to abstain from voting. The Secretary will announce the votes on each item. Any member of the Board may move to "reconsider" any vote on any item on the agenda, except to adjourn, suspend the Rules, or where an intervening event has deprived the Board of jurisdiction, providing that said member originally voted on the prevailing side of the item. The motion to "reconsider" shall only be in order once during the meeting, and once during the next regular meeting. The member requesting reconsideration shall identify for all members present the Agenda number and subject matter previously voted upon. A motion to reconsider is not debatable and shall require an affirmative vote of three members of the Board.

When the Board has failed by sufficient votes to approve or reject an item, and has not lost jurisdiction over the matter, or has not caused it to be continued beyond the next regular meeting, the issue is again placed on the next agenda for the following meeting for the purpose of allowing the Board to again vote on the matter.



APPEAL AGENDA

BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES
Monday December 10, 2007
10:00 A.M.
LOS ANGELES CITY HALL
200 N. Spring St.
Room 1060
Los Angeles, CA 90012

Commissioners:
Tariq Khero, President
Kathleen Riordan, Vice-President
Glenn Brown
Irene Ponce
Archie J. Quincey, Jr.

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. For information please call (213) 482-9501.

Si require servicios de traduccion, favor de notificar la oficina con 24 horas por anticipado.

ADMINISTRATIVE APPEAL HEARING 10:00 A.M.

1. Appeal of the General Manager's Decision in Barking Revocation Case – **BR 06354 SL**
Appellant: Ms. Winifred Smith
Complaining Witness: Mr. Ernest Grant
District Manager, South Los Angeles Animal Center, Jorge Figueroa, Captain
Hearing Coordinator, Department of Animal Services, Ross Pool, Management Analyst

II

2. Appeal of the General Manager's Decision in Barking Dog Case – **BD 06563 WL**
Appellant: Elaine and Maria Vega
Complaining Witness: Mark Rosenberg
District Manager, West Los Angeles Animal Center, Jesse Castillo, Captain
Hearing Coordinator, Department of Animal Services, Ross Pool, Management Analyst

II

AGENDAS - The Board of Animal Services Commissioners (Board) meets regularly every second (2nd) and fourth (4th) Monday of each month at 10:00 A.M. Regular Meetings are held at City Hall, 200 North Spring Street, Room 1060, in Los Angeles, CA 90012. The agendas for Board meetings contain a brief general description of those items to be considered at the meetings. Board Agendas are available at the Department of Animal Services (Department), Administrative Division, 221 North Figueroa Street, 5th Floor, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2nd floor Public Bulletin Board in City Hall East, 200 North Main Street, Los Angeles, CA 90012. Internet users may also access copies of present and prior agenda items, copies of the Board Calendar, as well as electronic copies of approved minutes on the Department's World Wide Web Home Page site at: <http://www.laanimalservices.com/CommissionAgendas.htm>

Three (3) members of the Board constitute a quorum for the transaction of business. The Board may consider an item not listed on the Board Agenda only if it is determined by a two-thirds (2/3) vote that the need for action arose after the posting of an Agenda. Some items on the Agenda may be approved without any discussion.

The Board Secretary will announce the items to be considered by the Board. The Board will hear the presentation on the topic and gather additional information from Department Staff. Once presentations have finished, the Board President will ask if any Board Member or member of the public wishes to speak on one or more of these items. Each speaker called before the Commission will have one (1) minute to express their comments and concerns on matters placed on the agenda.

PUBLIC INPUT AT BOARD MEETINGS – **Public Participation on Agenda Items.** Members of the public will have an opportunity to address the Board on agenda items after the item is called and before the Board takes action on the item, unless the opportunity for public participation on the item was previously provided to all interested members of the public at a public meeting of a Committee of the Board and the item has not substantially changed since the Committee heard the item. When speaking to an agenda item other than during Public Comment (see Public Comment below), the speaker shall limit his or her comments to the specific item under consideration. California Government Code Section 54954.3.

Public Comment. The Board will provide an opportunity for public comment at every regular meeting of the Board. Members of the public may address the Board on any items within the subject matter jurisdiction of the Board as part of Public Comment.

Speaker Cards. Members of the public wishing to speak are to fill out one speaker card for each agenda item on which they wish to speak and present it to the Board secretary before the item is called.

Time Limit for Speakers. Speakers addressing the Board will be limited to one (1) minute of speaking time for each agenda item. The Chairperson, with the approval of a majority of the Board, may for good cause extend any speaker's time by increments of up to one (1) minute. Total speaker time on any agenda item will be limited to ten (10) minutes per item and fifteen (15) minutes for Public Comment, unless extended as above.

Brown Act. These rules shall be interpreted in a manner that is consistent with the Ralph M. Brown Act, California Government Code Section § 54950 et seq.

STANDARDS OF CONDUCT. Speakers are expected to behave in an orderly manner and to refrain from personal attacks or use of profanity or language that may incite violence.

All persons present at Board meetings are expected to behave in an orderly manner and to refrain from disrupting the meeting, interfering with the rights of others to address the Board and/or interfering with

Please join us at our website: www.LAAnimalservices.com

the conduct of business by the Board.

In the event that any speaker does not comply with the foregoing requirements, or if a speaker does not address the specific item under consideration, the speaker may be ruled out of order, their speaking time forfeited and the Chairperson may call upon the next speaker.

The Board, by majority vote, may order the removal from the meeting of any speaker or audience member continuing to behave in a disruptive manner after being warned by the Chairperson regarding their behavior. Section 403 of the California Penal Code states as follows: "Every person who, without authority of law, willfully disturbs or breaks up any assembly or meeting that is not unlawful in its character, other than an assembly or meeting referred to in Section 302 of the Penal Code or Section 18340 of the Elections Code, is guilty of a misdemeanor".

VOTING AND DISPOSITION OF ITEMS – Most items require a majority vote of the entire membership of the Board (3 members). When debate on an item is completed, the Board President will instruct the Secretary to "call the roll". Every member present must vote for or against each item; abstentions are not permitted unless there is a Conflict of Interest for which the Board member is obliged to abstain from voting. The Secretary will announce the votes on each item. Any member of the Board may move to "reconsider" any vote on any item on the agenda, except to adjourn, suspend the Rules, or where an intervening event has deprived the Board of jurisdiction, providing that said member originally voted on the prevailing side of the item. The motion to "reconsider" shall only be in order once during the meeting, and once during the next regular meeting. The member requesting reconsideration shall identify for all members present the Agenda number and subject matter previously voted upon. A motion to reconsider is not debatable and shall require an affirmative vote of three members of the Board.

When the Board has failed by sufficient votes to approve or reject an item, and has not lost jurisdiction over the matter, or has not caused it to be continued beyond the next regular meeting, the issue is again placed on the next agenda for the following meeting for the purpose of allowing the Board to again vote on the matter.



CITY OF LOS ANGELES
L A ANIMAL SERVICES



Date: November 23, 2006

To: Board of Animal Services Commissioners

From: Ross Pool, Commission Secretary

Subject: 2008 SCHEDULED COMMISSION MEETING DATES

In order to effectively plan for forthcoming Animal Service Commission (Commission) events, a schedule of meeting dates is submitted for your approval. Please review the list of prospective meeting dates and indicate any changes that may be required.

The Commission meeting dates are:

MONTH	SCHEDULED MEETING DATE	MEETING LOCATION	ACTUAL MEETING DATE	REASON FOR CHANGE
January	14	City Hall		
	28	City Hall		
February	11	City Hall		
	25	West Valley		
March	10	City Hall		
	24	City Hall		
April	14	City Hall		
	28	City Hall		
May	12	City Hall		
	26	SLA Shelter	27	Holiday
June	9	City Hall		
	23	City Hall		
July	14	City Hall		
	28	City Hall		
August	11	City Hall		
	25	NE Valley		
September	8	City Hall		
	22	City Hall		
October	13	City Hall	14	Holiday
	27	City Hall		
November	10	Cancel		
	24	Harbor		
December	8	Cancel		
	22	City Hall		

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

TARIQ A. KHERO
PRESIDENT

KATHLEEN RIORDAN
VICE PRESIDENT

GLENN S. BROWN

ARCHIE J. QUINCEY JR.

IRENE G. PONCE

City of Los Angeles
CALIFORNIA



ANTONIO R. VILLARAIGOSA
MAYOR

DEPARTMENT OF
ANIMAL SERVICES
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

EDWARD A. BOKS
General Manager

Report to the Board of Animal Services Commissioners

Edward A. Boks, General Manager

COMMISSION MEETING DATE: December 10, 2007 **PREPARED BY:** Linda Barth

REPORT DATE: December 5, 2007

TITLE: Assistant General
Manager

SUBJECT: Classification of Feral Cats for Statistical Purposes

BOARD ACTION RECOMMENDED:

That the Board direct staff to classify feral cats distinctly from domestic cats in the Chameleon Animal Database for the compilation of reports and other statistical analysis.

SUMMARY:

In June of 2005, the Board received information about supporting the concept of Trap-Neuter-Return (TNR) for feral cats. That is, for the estimated millions of wild cats living in the greater Los Angeles area, the Department would prefer to advocate for catching and sterilizing them, and then returning them to their home areas to prevent breeding and an influx of new cats to a food source. As Department staff explored potential programs and methods to encourage TNR, however, the Board was further advised in June 2006 that any formal programs conducted by the Department on behalf of the City must be developed and approved in conformance with the California Environmental Quality Act. Efforts in that regard are on-going with the help of the Office of the City Attorney and Public Work's Bureau of Engineering. A major element of any necessary report or study is statistics defining the feral cat situation and trends both by area and over time. The Department does not have the type of statistics this effort requires.

At the current time, the Animal Control Officers, medical staff, and Animal Care Technicians of the Department continue to follow the instruction of the Board prohibiting animal behavioral assessment. However, in conformance with state law, staff does make note in the Chameleon animal database observed behavior of animals in our

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Subject: Classification of Feral Cats for Statistical Purposes

care, including growling at staff, food aggressiveness, fighting with other animals, hissing, growling, and biting, and other overt behaviors, including positive behaviors. In the case of cats that clearly demonstrate feral behavior to staff, staff can make notes in Chameleon about behavior observed which is characteristic to feral cats. Currently, when a cat that has shown behavior indicating it is not socialized to humans is euthanized, modifiers such as “fractious” or “behavior observed,” may be noted. This passive approach fails to clearly identify all cats which may be feral, because some feral cats are released to rescuers or other responsible caretakers; others may be euthanized for suffering, or die because they are hurt or sick, and the modifiers in those cases would be “irremediably suffering,” or “medical,” without any capture of the feral nature of the cat.

In classifying feral cats, the Department concurs with defining criteria posted by Maddie’s Fund in connection with a TNR project they funded in partnership with the California Veterinary Medical Association. Relevant to the Department’s proposed classification plan, the term “feral cat” would include only those cats that:

1. *generally do not voluntarily accept handling by humans,*
2. *are described as “Feral, independent “wildlife ” by Joan Miller, member of the Board of the Cat Fanciers' Association (JAVMA, Vol. 208., No. 4, February 15, 1996, pp. 498-502), and*
3. *must be trapped in order to be delivered to veterinarians for spay/neuter surgeries.*

**Feral, independent “wildlife” — Some feral cats are independent of human contact and live like a variety of “wildlife”. Most have an evolved disease immunity and are self-sufficient hunters, completely avoiding human beings, though some may be commensal. They are generally ignored by people and only seen from a distance.... Though their life span is relatively short, the quality of life is variable. They contribute to some degree to unwanted reproduction through their association with free-roaming ... cats.*

Employing a clear classification for feral cats would allow the compilation of statistics about feral cats that did not depend on the animal being euthanized and does not rely on terms that could apply just as readily to a scared domesticated cat or a cat protecting her kittens. Because the addition of the classifying label would be done only as part of the documentation of the rescue, redemption, or euthanasia of the cat, in no way would it influence euthanasia or result in shorter hold periods. Cats would be held for the typical time period (unless euthanized for irremediable suffering). Only after that hold period, and regardless of the outcome for the animal, the feral classification would be applied.

A feral cat is one that is wild, not socialized to humans. Current use of phrases like “fractious” do not accurately capture the nature of the cat. Feral cats would still be considered “Cats” in the summary of statistics for the Department, but as is done quite

Subject: Classification of Feral Cats for Statistical Purposes

accurately today for Unweaned Kittens, a specific report could be produced monitoring intake and outcomes for feral cats, city-wide, by district, and by other criteria such as zip code or council district. Such statistical information could be invaluable in proposing effective TNR programs for areas of the City.

FISCAL IMPACT:

This change involves insignificant expense arising from using new validations in Chameleon and setting up a new report output, and providing directives on use.

Approved:

Edward A. Boks, General Manager

BOARD ACTION:

_____ Passed	Disapproved _____
_____ Passed with noted modifications	Continued _____
_____ Tabled	New Date _____



Los Angeles Animal Services (LAAS) New Hope Program Agreement

Date:			
Organization President or Authorized Member:			
Organization Name:			
Address:			
Phone:	Email Address:	Fax:	
I Request New Hope Lists For (Check Each List Requested):	Dogs:	Cats:	Rabbits:

Please read each of the following statements and initial next to each one to indicate that you and your organization agree to abide by them.

_____The organization named above requests to become an Adoption Partner in the New Hope Program. We have read and understand the "New Hope Program Purpose, Policy, Procedure, and Partnership" document.

_____We agree to provide proper care including adequate food, water, shelter, safe containment, appropriate veterinary care, adequate exercise and humane treatment for the animal(s) at all times.

_____We agree that dogs and cats will be microchipped (optionally rabbits may be microchipped) before removal from LAAS Animal Care Centers, unless microchipping is deemed unsafe by the LAAS medical team.

_____Before completing the adoption transaction, the New Hope Partner must fully complete and submit to LAAS each adopted animals' microchip registration. Until adopted from the organization by a private party, the New Hope Partner must register as either the animal's primary or the animal's secondary registered name on the microchip.

_____New Hope Partners shall transfer registration of the animal's microchip to the adopter at the time of a legal adoption of animal (s) by a new owner from the New Hope Partner organization. The Department requires that both the adopter and New Hope Partner be listed as registrants on the microchip and prefers that the adopter be listed as the primary registrant and the New Hope Partner as the secondary registrant, but will not require it.

_____We agree that all dogs and cats released from LAAS will be sterilized and vaccinated. Only LAAS veterinarians and Veterinary Technicians may exempt a dog or cat from sterilization and/or from vaccinations and only for extraordinary medical reasons.

_____We agree that unaltered animals released from LAAS into our organization must be sterilized prior to placement in a permanent home. The cost of the sterilization will be the expense and responsibility of our organization, unless otherwise provided by LAAS under the New Hope Program.



Los Angeles Animal Services (LAAS) New Hope Program Agreement

_____ We agree that, for every dog or cat of any age released unsterilized from LAAS into our organization, we shall provide LAAS proof of the animal's sterilization within 30 days from the date of adoption from LAAS, or provide a statement of further spay/neuter deferral from a licensed California veterinarian every 30 days, or until proof of the animal's sterilization is provided, or until a licensed California veterinarian recommends permanent spay/neuter deferral, or until the animal is deceased. Under no circumstances will any animal adopted from LAAS by a New Hope Partner be allowed to breed.

_____ We understand all dogs must be licensed unless the dog is removed from the City of Los Angeles within 24 hours. The Adoption Partner will encourage new dog owners to license their animal in the jurisdiction in which they reside and will report to LAAS the name and address of adopters and transferee rescues of dogs for licensing follow-up purposes if the adopter lives in the City of Los Angeles and the name and zip code of adopters that reside outside of the City..

_____ We agree that our organization will pay all applicable costs required by LAAS.

_____ We agree to provide and maintain a contact email and contact telephone number for adopters and LAAS that will be reviewed and responded to within 24 hours.

_____ We agree that ownership of every animal adopted/rescued by our organization from LAAS will transfer to our organization, and that our organization will remain as owner of the animal(s) until the legal adoption of the animal(s) to a new owner. We further agree that our organization shall be fully liable for all costs for the care and or/recuperation of, or damage done by the animal(s), during the time our organization is owner of the animal(s).

_____ We agree that each person authorized to adopt animals through the New Hope Program in the name of our organization are bonafied members of our organization and have been active members for a minimum of six months. Anyone adopting an animal for our organization will present their valid driver's license and New Hope identification upon request.

_____ We agree that if an animal adopted by our organization cannot be rehabilitated or otherwise cannot be kept or adopted out, then the animal may be returned to LAAS and no refunds will be given.

_____ We agree that a monthly New Hope Partner Report will be submitted electronically to the New Hope Coordinator, **within 10 days of the end of each month**, and shall include (1) spay/neuter report for all unsterilized animals released from LAAS, (2) status report on all animals adopted from LAAS under the New Hope Program, including medical and third-party adoption status, and (3) microchip registration information on any animal adopted from LAAS, LAAS may provide a list of New Hope adoptions by the organization and a form for providing this information.

_____ We understand that New Hope Partners who fail to submit their completed monthly reports by the date requested two months in a row will be suspended until their reporting is brought up to date.

_____ We agree that LAAS may ask to see receipts for medical and/or boarding costs incurred, and/or proof of third-party adoption records at any time, for animals received by the organization through LAAS' New Hope Program.

_____ We agree that New Hope Partners are not exempt in any way from, and that our organization will comply with, any and all applicable laws, ordinances or LAAS rules and regulations regarding animals and animal care. We agree that New Hope Partners are not exempt in any way from any applicable rights and obligations of LAAS or law enforcement agency to inspect property and premises.

_____ If LAAS is notified there are any problems complying with the conditions of this Program (such as housing, food availability, personal crisis, etc.), then LAAS reserves the right to determine what action, if any, may be taken upon notification of non-compliance, including possible impoundment of the animal(s).



Los Angeles Animal Services (LAAS) New Hope Program Agreement

_____. We agree that all dogs owned by our organization members will be licensed.

_____. We understand all cats that leave LAAS centers will be vaccinated for rabies and microchipped.

_____. We have reviewed and will adhere to the LAAS Value Statement in our dealings with LAAS and other New Hope Partners.

_____. We agree that any changes or updates to the New Hope Adoption Partner Information or organization structure and operation must be made in writing, on letterhead, by the Group President or Director, and submitted with an original signature to the New Hope Coordinator.

_____. We will ensure that we speak directly to the New Hope Coordinator, Animal Care Technician Supervisor, Center Manager, New Hope Program Manager, Director of Shelter Operations, Assistant General Manager, and/or General Manager, following the prescribed chain of command, if an issue of concern arises, rather than complaining to staff, volunteers, the public, or media.

_____. We understand that any violation of the terms of this Agreement may result in suspension or termination from the New Hope Partner Program. In the event a New Hope Partner does not comply with any of the above, the Director of Shelter Operations, following an investigation of the incident, may suspend or terminate all New Hope privileges. Any appeal for suspension or termination of New Hope Partner privileges must be addressed to the General Manager within 15 days of the suspension or termination. A committee comprised of the General Manager or the General Manager's designee, one member of the Animal Services Commission and two representatives from the animal rescue community shall have the final discretion on whether to reinstate New Hope Partner privileges.

_____. By signing this application, the representative of the named organization hereby agrees, on behalf of self, other agents and successors, personal representatives and executors, to indemnify and hold harmless LAAS, its officers, employees and agents from all losses, suits, damages or costs arising from participation in the New Hope Program, including, but not limited to personal injury, or damage to property, or pets, or costs and fees accrued in the health and care of the animals.

_____. I have fully read and fully understand these conditions and agree to the conditions on behalf of the organization. The information contained in the New Hope Program Application is true and correct.

Group/Organization Name:
Printed Name of President or Authorized Member:
Date:
Signature:

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

TARIQ A. KHERO
PRESIDENT

KATHLEEN RIORDAN
VICE PRESIDENT

GLENN S. BROWN

ARCHIE J. QUINCEY JR.

IRENE G. PONCE

City of Los Angeles
CALIFORNIA



ANTONIO R. VILLARAIGOSA
MAYOR

DEPARTMENT OF
ANIMAL SERVICES
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

EDWARD A. BOKS
General Manager

Report to the Board of Animal Services Commissioners

Edward A. Boks, General Manager

COMMISSION MEETING DATE: December 10, 2007 **PREPARED BY:** Miki Shaler

REPORT DATE: November 30, 2007 **TITLE:** Management Asst.

SUBJECT: Revised New Hope Policy and Procedure Manual, Partnership Agreement, Information Forms, and Reporting Requirements.

BOARD ACTION RECOMMENDED:

That the Board adopt the revised New Hope Policy and Procedure Manual, Partnership Agreement and Information Forms, and Reporting Requirements as described in the body of this report, to be effective as of January 1, 2008, and requiring all current organizations to complete new program paperwork by March 30, 2008.

SUMMARY:

The Los Angeles Municipal Code (LAMC) includes a provision for the General Manager to reduce fees to 501 (c) 3 rescue organizations who sign a participant agreement (LAMC 53.11 (o)). The Department revamped and improved these partnerships through the development of the New Hope Program in July 2006. The goal of the program was to maximize the Department's and the rescue organizations' resources in their shared mission to save lives and bring Los Angeles closer to its goal of becoming the first major 'no kill' city in the United States.

New Hope Partners were given 24/7 access to Animal Care Centers to select animals on the New Hope Alert at no charge, including waived fees for spay/neuter surgery, microchipping, vaccinations, and upon occasion, additional medical treatment. The Program also includes concierge service and a New Hope Coordinator assigned to each Care Center to facilitate adoptions by New Hope Partners and to find homes for animals most at-risk for euthanasia.

The program has proven to be very successful, with more than 121 organizations signed on as New Hope Partners to date. The quick growth and increased awareness of

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Subject: Revised New Hope Policy and Procedure Manual, Partnership Agreement, Information Forms, and Reporting Requirements.

the Program prompted the Commission to convene a New Hope Ad Hoc Committee, consisting of members from five New Hope Partner organizations, to assess the Program and make recommendations for improvement. The experiences of the past 15 months and this review have revealed the need for some technical corrections to the New Hope Policy and Procedure Manual, Partnership Agreement and Information Forms, and Reporting Requirements, and that there are inconsistencies in the application of the Program's rules.

Additionally, the City Council and the CAO recently expressed concern in regards to the huge increase in the amount of waived fees incurred by the Department in the past year, chiefly related to the New Hope Program. Further analysis of this situation has shown that our New Hope Partners are at capacity and therefore, "fee-free" adoptions are not resulting in the hoped for significant increase in adoptions from our Animal Care Centers.

As a result, the New Hope Policy and Procedure Manual, Partnership Agreement and Information Forms, and Reporting Requirements have recently been revised. These revisions have been discussed and agreed upon by an updated New Hope Ad Hoc Committee (Stray Cat Alliance, Ace of Hearts, At-large LAAS Volunteer, Karma Rescue, Bill Memorial Foundation, Best Friends Animal Society, and an At-large member of several rescue groups.)

The Department recommends the following revisions to the New Hope Program:

- The Policies and Procedure Manual will now encompass New Hope adoption of dogs, cats, and rabbits, rather than a separate set of forms for rabbit adoptions. New Hope partners are required to specify the primary breed that the organization rescues on the Partnership Information form. As before, rabbits can only be adopted by approved New Hope rabbit rescue organizations.
- All individuals who adopt animals under the New Hope Program must be bonafied members of an approved organization and active in the organization for six months.
- Only the President or Director of the organization is authorized to make additions or changes to the Partnership Information form. All changes must be made in writing.
- A California Driver's License number must be provided for all members authorized to adopt animals on behalf of a New Hope Partner organization, including the President or Director. Anyone adopting an animal on a New Hope Alert must be willing to present a valid driver's license if requested.
- Organizations must provide a valid phone number and email address to both their adopters and LAAS that will be responded to within 24hrs.

Subject: Revised New Hope Policy and Procedure Manual, Partnership Agreement, Information Forms, and Reporting Requirements.

- Organizations must provide LAAS with the address of all adopters and transferee rescues that reside in the City of Los Angeles for purposes of follow-up on licensing, as well as the name and zip code of adopters that do not reside in the City.
- FEES:
 - Only feral cats (to be defined by the Commission), neo-nate kittens unable to eat on their own, pit-bull breed dogs, and rabbits (to authorized New Hope rabbit rescues) on the New Hope Alert will be available to New Hope partners for “no fee” adoptions. Spay/neuter fees or deposits will be charged for New Hope adoptions of all other dogs and cats on the New Hope alert.
 - New Hope Partners adopting animals not on the New Hope Alert list will be required to pay all fees and deposits as required in a normal, public adoption.
- Any dog, cat, or rabbit adopted by a New Hope Partner that does not require sterilization or is being released with a medical release (D300), must be picked up by the close of business on the day of adoption. This differs from the previous policies that allowed these animals to remain at the Care Center overnight and to be picked up the following day.
- New Hope Partners will submit monthly reports (as opposed to quarterly). LAAS has devised a report listing adoptions made by the organization and space for providing the requested information, including a spay/neuter report for unsterilized animals released from LAAS, a status report on all New Hope animals adopted from LAAS including medical and third party adoption status, microchip registration information, and address information of dogs adopted to residents of the City of Los Angeles. New Hope Partners who fail to submit their completed monthly reports by the date requested two months in a row will be suspended until their reporting is brought up to date.
- LAAS may ask to see receipts for medical and/or boarding costs incurred, and/or proof of third-party adoption records at any time, for animals adopted by the organization through LAAS' New Hope Program.
- New Hope Partners shall transfer registration of the animal's microchip to the adopter at the time of a legal adoption of animal (s) by a new owner from the New Hope Partner organization. The Department requires that both the adopter and New Hope Partner be listed as registrants on the microchip and prefers that the adopter be listed as the primary registrant and the New Hope Partner as the secondary registrant, but will not require it.

Subject: Revised New Hope Policy and Procedure Manual, Partnership Agreement, Information Forms, and Reporting Requirements.

FISCAL IMPACT:

The proposed revisions to the New Hope Policy and Procedure Manual, Partnership Agreement and Information Forms, and Reporting Requirements will result in an overall increase in revenue for the Department. Fee waivers, almost all of which are from the spay/neuter account, increased \$149, 072 from Fiscal Year 05/06 to Fiscal Year 06/07. Therefore, the Department expects to raise approximately \$149,000 in revenue when the proposed fee revisions in the New Hope Program take effect. The overhead for administering the Program will remain largely unaffected, due to the use of technology to generate reports. Some minor costs will be incurred due to the extra staff time needed to monitor the monthly reports and to track information. This cost however, is minimal when compared to the increase in program efficiency and accountability, as well as the increase in revenue to the Department as a result of the revisions to the New Hope Program.

Approved:

Edward A. Boks, General Manager

BOARD ACTION:

_____ Passed

Disapproved _____

_____ Passed with noted modifications

Continued _____

_____ Tabled

New Date _____

November 2007

[illegible]

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

TARIQ A. KHERO
PRESIDENT

KATHLEEN RIORDAN
VICE PRESIDENT

GLENN S. BROWN

ARCHIE J. QUINCEY JR.

IRENE PONCE

City of Los Angeles
CALIFORNIA



ANTONIO R. VILLARAIGOSA
MAYOR

ANIMAL SERVICES
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

EDWARD A. BOKS
GENERAL MANAGER

LINDA BARTH
ASST. GENERAL MANAGER

Report to the Board of Animal Services Commissioners

Edward A. Boks, General Manager

COMMISSION MEETING DATE: December 10, 2007

PREPARED BY: Pat Badger-Alston

REPORT DATE: November 26, 2007

TITLE: Management Analyst

SUBJECT: CONSULTANT RECOMMENDATIONS FOR THE VOLUNTEER PROGRAM

BOARD ACTION RECOMMENDED:

That the Board of Animal Services Commissioners (Commission) receive and accept the Volunteer Program Report and direct Department staff to further implement findings of the Report.

Summary:

The Department selects and trains volunteers to support shelter operations for care and maintenance of animals and kennels, public adoption assistance, and staff support at Mobile Pet Adoption events. This valuable program raises the level of care of animals, supports full-time staff efforts, and partially offsets budget reductions. The Volunteer Program declined for several years. By 2006 the Program was ineffective and the number of volunteers had significantly dropped. As a result, the Board of Animal Services Commissioners requested a comprehensive evaluation of the Volunteer Program.

The Department initiated several steps in 2006 to upgrade the volunteer program including the execution of a Professional Services Contract (C-111099) in December 2006 with a well-qualified consultant, Erica Meadows, to provide a frank review, identify weaknesses and recommend program improvements. Review and Analysis of Los Angeles Animal Services

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Subject: Erica Meadows- Volunteer Program Evaluation

Volunteer Program, (Report) was published in July 2007. The Report provides many specific details so the Department was able to work with the consultant during preparation of the Report to incorporate findings into current programs with positive results. Efforts to incorporate changes will continue. The Report is summarized below.

Volunteer Program Report:

Ms. Meadows conducted surveys, interviewed volunteers and staff and personally observed volunteer operations at several shelters. A main point of her Report is that the Volunteer Program did not keep pace with growth in the Department's services because the program was plagued by a lack of organization, a negative work environment and lack of dedicated volunteer work areas, inconsistent procedures, inadequate training, and a lack of respect by the Los Angeles Department of Animal Services (LAAS) staff for volunteers. As a result, retention of volunteers was difficult.

Organization - The lack of organization, she reported, commences with an unclear chain of command. Many volunteers were not sure who they reported to or took directions from. The shelter staff also had conflicting views on how volunteers were incorporated into LAAS and what their duties were supposed to be.

Ms. Meadows recommended that LAAS delineate the chain of command from volunteer through shelter Captain. She noted that during her evaluation period, LAAS enhanced the volunteer program by assigning a full-time Volunteer Liaison to each shelter, and by authorizing establishment of a Departmentwide position of Director of Volunteer Programs. These actions have significantly reduced confusion by volunteers about chain of command, work location, reporting, duties, etc.

To further strengthen organization and eliminate conflicts of interest, she recommended that Volunteer Liaisons report to the Director of Volunteer Programs (DVP) and not to the shelter staff. This is being implemented with the filling of the Director of Volunteer Programs position.

Procedures - It was further recommended that a mandate from the General Manager state that the DVP is to be consulted and integrally involved in any planning process regarding the use of volunteers. It was also recommended that a mandate from the LAAS General Manager state that the DVP is to be consulted and integrally involved in any planning process regarding the use of volunteers. This mandate would eliminate the possibility of one shelter changing their procedures without approval or using volunteers in areas where they have not been trained. These recommendations are under review. The Department believes consistency could be achieved through other means.

Environment - She also recommended that a Volunteer Center be established in each shelter. This would provide a place for volunteers to meet with their liaison, sign in and out, and receive information on up-coming events and training opportunities. It would also make the volunteers feel like valued members of the Department. Space specifically for volunteers

Subject: Erica Meadows- Volunteer Program Evaluation

is not designated. Ms. Meadows also recommended designating computers, and supplies specifically for volunteers and allocating funds for volunteer parties and consumable supplies. These recommendations are under review. The value of separate space is not a question. In fact, it is probably essential. The question is finding appropriate space.

Training - Inadequate training was cited as one of the reasons why 60% of volunteers who come to orientation do not return. Her surveys indicated a need to understand volunteer roles, be adequately trained to handle them, and be provided with further educational opportunities. The training program that was recommended begins with a detailed orientation and shelter tour. Several of the consultant's recommendations have been approved by the Department and implemented including revised applications forms, new volunteer handbooks and additional training materials.

She recommended that six achievement levels be established for volunteers. They are: Level One - Kennel Support/ Office Assistant; Level Two - Dog Devotee/ Cat Cuddler etc.; Level Three - Customer Care Greeter; Level Four - Mobile Adoptions; Level Five - Adoption Counselor; Level Six - Volunteer Mentor. Additional hands-on training will take place as the volunteers report for duty and reached their desired levels. This format of orientation and training appears successful and is currently being used by the Volunteer Liaison at each shelter.

She recommended drivers training for mobile adoption events. She recommended starting new programs such as Puppy Partier and Bold Brigade to improve animal care.

Respect - Ms. Meadows stated there appears to be a total lack of respect, integration and understanding of the Volunteer Program within the entire structure of LAAS – and at all levels from within the individual shelters, to the top levels of administration. She made the following recommendations: assign volunteers to the Administrative Division; allocate a budget; provide adequate supervision; and amend the grievance procedures to extend to the General Manager. The lack of respect is a serious problem that must be changed. There may be better ways to address the respect issue.

Conclusion:

Vast improvements have been made in the Volunteer Program over the past year. At present, there are approximately 650 volunteers working in our shelters throughout the City. This is the highest number on record. A Volunteer Liaison has been designated for each shelter. The Director of Volunteer Program position is being filled. With its many insights and extensive detail, this Report has made a valuable contribution to the Department's ability to solve problems and implement solutions.

As a result of the Report, training and the lines of communication between staff and volunteers have improved. Further improvements are possible. Additional Report recommendations may be implemented as needed to enhance achievement of the Department's mission. Some recommendations need further assessment such as full

Subject: Erica Meadows- Volunteer Program Evaluation

integration of the Volunteer Program into the administration of the Department. Other approaches are being evaluated. The most effective solutions will be implemented to fully restore the Volunteer Program and achieve a higher level of service.

FISCAL IMPACT:

The action of the Board of Animal Services Commissioners to receive and accept the report and implement findings has no impact on the budget. Improving volunteer services, however, indirectly improves the financial situation. The value of volunteer services to support Department services exceeds \$500,000 per year.

Approved:

Edward A. Boks, General Manager

BOARD ACTION:

_____ Passed	Disapproved _____
_____ Passed with noted modifications	Continued _____
_____ Tabled	New Date _____



CITY OF LOS ANGELES
L A ANIMAL SERVICES



Date: November 23, 2006

To: Board of Animal Services Commissioners

From: Ross Pool, Commission Secretary

Subject: 2008 SCHEDULED COMMISSION MEETING DATES

In order to effectively plan for forthcoming Animal Service Commission (Commission) events, a schedule of meeting dates is submitted for your approval. Please review the list of prospective meeting dates and indicate any changes that may be required.

The Commission meeting dates are:

MONTH	SCHEDULED MEETING DATE	MEETING LOCATION	ACTUAL MEETING DATE	REASON FOR CHANGE
January	14	City Hall		
	28	City Hall		
February	11	City Hall		
	25	West Valley		
March	10	City Hall		
	24	City Hall		
April	14	City Hall		
	28	City Hall		
May	12	City Hall		
	26	SLA Shelter	27	Holiday
June	9	City Hall		
	23	City Hall		
July	14	City Hall		
	28	City Hall		
August	11	City Hall		
	25	NE Valley		
September	8	City Hall		
	22	City Hall		
October	13	City Hall	14	Holiday
	27	City Hall		
November	10	Cancel		
	24	Harbor		
December	8	Cancel		
	22	City Hall		