



CITY OF LOS ANGELES
L A ANIMAL SERVICES



Date: August 8, 2007

To: Board of Animal Services Commissioners

From: Edward A. Boks, General Manager

Subject: PROGRESS OF THE SOUTH LOS ANGELES SPAY/NEUTER CLINIC

We are pleased to provide this progress report on the Spay/Neuter Clinic at the South Los Angeles Animal Care Center. Now into its fourth month of operation, the Clinic has and continues to provide valuable spay/neuter veterinary services to the residents of South Los Angeles. Although a clinic operated under an independent contractor naturally poses certain challenges, the Department is confident that such challenges do not diminish the contractor's overall ability to provide much-needed spay/neuter veterinary services to the public.

Background:

On October 23, 2006, the Board approved the release of a Request for Proposals (RFP) for the operation of the spay/neuter veterinary clinics at the Department's South Los Angeles and North Central Animal Care Centers; one proposal was received from Dr. Eric D. Jones, DVM, an experienced veterinarian in Los Angeles, for the operation of the South Los Angeles Clinic. The Board approved the award of a five-year agreement with Dr. Jones on January 22, 2007, to operate the South Los Angeles Clinic. Under the five-year agreement, Dr. Jones will perform spay/neuter surgeries on dogs, cats, and rabbits, and other ancillary medical procedures associated with the surgical sterilization; related veterinary services such as cursory pre-surgical physical examinations on all surgical candidates; vaccine clinics; emergency medical treatments; microchipping of animals adopted from the Care Center; post-treatment care; and other services.

Dr. Jones began operations at the Clinic on May 3, 2007, under a Temporary Right of Entry in order to allow him to immediately begin providing veterinary medical services for animals brought into the South Los Angeles Animal Care Center. The long-term agreement, approved by Council on July 13, 2007, will be executed upon completion of any outstanding administrative requirements.

General Information for Commissioners:

Dr. Jones began surgeries on May 3, 2007, and has been providing regular reports on the number of surgeries performed, to the Department's Accounting Section by the second week of the following month, along with his invoices. This has allowed the Department to keep available data for the number of surgeries performed by Dr. Jones for the months of May and June 2007. Below you will find the breakdown of the surgeries performed by Dr. Jones on animals for May and June 2007, broken down by program:

| ANIMALS STERILIZED IN MAY AND JUNE 2007 BY DR. JONES | | | | | | | | |
|---|-------------------------------|------------|------------|------------|-----------|---------------|----------|-------------------|
| PROGRAM | | DOG | | CAT | | RABBIT | | TOTAL STRL |
| | | F | M | F | M | F | M | |
| 1 | \$40 Adoptions | 2 | 2 | 0 | 0 | | | 4 |
| 2 | Deposit | 148 | 124 | 69 | 63 | | | 404 |
| 3 | Discount | 0 | 1 | 0 | 0 | | | 1 |
| 4 | Free Certificate | 9 | 10 | 2 | 0 | | | 21 |
| 5 | Free/Senior | 15 | 9 | 6 | 4 | | | 34 |
| 6 | Large Dog | 15 | 23 | | | | | 38 |
| 7 | New Hope | 35 | 32 | 11 | 10 | | | 88 |
| 8 | Pet Smart Grant | 3 | 7 | | | | | 10 |
| 9 | Pregnant Dogs and Cats | 6 | | 3 | | | | 9 |
| 10 | Rabbit Pre-Adoption | | | | | 0 | 4 | 4 |
| 11 | Redemption | 3 | 5 | 0 | 0 | | | 8 |
| TOTAL: | | 236 | 213 | 91 | 77 | 0 | 4 | 621 |

Of the sterilizations indicated above, 66 were on animals brought to the Clinic by members of the South Los Angeles community, and 555 were on adopted animals.

At all Care Centers, there are some animals which can't be sterilized because of the medical condition of the animal; in those cases shelter staff will process the appropriate form (D300 Form). The Spay/Neuter Task Force follows up on these cases monthly, as previously reported to the Board.

As the Department's contracted spay/neuter veterinarian, Dr. Jones is the primary provider of these services, but he is not the exclusive provider. For example, the increasing successes of the Department's Special Adoption Events have prompted a

need for as many as 40 surgeries in a given day, exceeding the expected 25 surgeries per day indicated in the Request for Proposals and the Right of Entry issued for this contractor. Moreover, spays take longer to perform; if more females need surgeries, this reduces the number of surgeries for a given day. And, Dr. Jones occasionally takes time off to attend on-going veterinary training, seminars, and other such professional matters, ensuring that he remains a skilled professional who continues to enhance his professional capabilities with on-going education. Therefore the Department maintains a relationship with at least one additional veterinarian in the South Los Angeles area, such as ABC in Lomita, so that animals are not deprived of spay/neuter services. Since Dr. Jones began, approximately 20 adopted animals were sterilized by ABC, Lomita in May and June 2007, compared to 621 adopted animals sterilized by Dr. Jones.

Maintaining High Service Expectations and Establishing More Permanent Operational Protocols:

Department staff met with Dr. Jones and his staff on June 6, 2007, to review his Clinic's operation during his first month and to make any necessary adjustments in the protocols by which sterilizations are coordinated with Care Center staff. Both his staff and Care Center staff had notified the Department that certain adjustments were needed; the attached June 8, 2007 letter details the results of this meeting.

The second of several regular meetings will be held with Dr. Jones' staff this month to discuss specific protocols which will enable accurate scheduling. Part of the Department's on-going efforts to refine operational protocols includes honing the scheduling process whereby Dr. Jones is provided with the most reasonably accurate surgery count in time to schedule services in advance. This will allow Dr. Jones to provide the maximum service to the Department, while also giving members of the South Los Angeles community the opportunity to benefit from Dr. Jones' services.

The Department thanks the Commissioners for this opportunity to report on the progress of the South Los Angeles Spay Neuter Veterinary Clinic; as mentioned, the Commission and Council-approved long-term agreement with Dr. Jones will be executed soon, most likely in late Summer or early Fall of this year.