



BOARD OF ANIMAL SERVICES COMMISSIONERS  
CITY OF LOS ANGELES  
Tuesday, October 9, 2012  
10:00 A.M.

**Los Angeles City Hall  
200 North Spring Street  
Room 1060  
Los Angeles, California 90012**

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LISA McCURDY  
President

KATHLEEN RIORDAN  
Vice-President

JIM JENSVOLD  
TARIQ A. KHERO  
ALANA YAÑEZ

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### **COMMISSION MEETING**

**1. 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.)

**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.

## **2. COMMISSION BUSINESS**

- A. Approval of the Minutes for the Meetings and September 11, 2012 meetings

## **3. DISCUSSION ITEMS**

- A. Report and Discussion on the Establishment of Committee's

## **4. BOARD REPORTS**

- A: RFP to Process Administrative Citations and Provide Support Services

That the Board of Animal Services Commissioners (Board) approve releasing a Request For Proposals (RFP) to contract with a revenue collection agency for processing citations and providing support services for the Department's field, licensing, and administrative citation enforcement programs; that the General Manager report back to the Board on the contractor selected based on the recommendations of the evaluation panel; and that the motion by the Board to approve the selection of the revenue collection agency shall include direction to the City Attorney to prepare the ordinances necessary to change City codes as necessary to implement the Department's administrative citation enforcement (ACE) program.

- B. Changes to the "New Hope" Program's Policies

That the Board approve the proposed changes to the New Hope Programs Policies.

## **5. ORAL REPORT OF THE GENERAL MANAGER**

Next Commission Meeting is scheduled for 10:00 A.M., October 23, 2012, at Los Angeles City Hall, Room 1060, 200 North Spring Street, Los Angeles, California 90012

**AGENDAS** - The Board of Animal Services Commissioners (Board) meets regularly every second (2<sup>nd</sup>) and fourth (4<sup>th</sup>) Tuesday 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, 5<sup>th</sup> Floor, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2<sup>nd</sup> 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, MP-3 audio files of meetings as well as electronic copies of approved minutes on the Department's World Wide Web Home

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Page site at <http://www.laanimalservices.com/CommissionAgendas.htm>

Three (3) members of the Board constitute a quorum for the transaction of business. 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 three (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.

**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.

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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.

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MAYOR

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**BRENDA F. BARNETTE**  
General Manager

**JOHN CHAVEZ**  
Assistant General Manager

**Report to the Board of Animal Services Commissioners**  
**Brenda Barnette, General Manager**

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**COMMISSION MEETING DATE:** October 9, 2012      **PREPARED BY:** Jan Selder

**REPORT DATE:** October 5, 2012      **TITLE:** Director of Field Operations

**SUBJECT: CHANGES TO THE "NEW HOPE" PROGRAM'S POLICIES**

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**BOARD ACTION RECOMMENDED:**

That the Board approve the proposed changes to the New Hope program's policies.

**SUMMARY:**

The New Hope Program began in 2005 and was designed to help the Department and the animal rescue community work together to help save the lives of animals impounded in the City's shelters. Because the needs of the Department, the rescue community and the animals change due to many circumstances, the New Hope program's policies and procedures need to be revised periodically to address these changes, improve operations, and assist the Department in meeting its objectives.

**HIGHLIGHTS OF THE EXISTING NEW HOPE PROGRAM**

The New Hope program was implemented to eliminate obstacles that might prevent saving the lives of the animals most at risk of euthanasia due to space or treatable conditions. These animals are placed on the New Hope "Rescue Alert" list which waives all adoption and microchips fees for New Hope partners.

These New Hope partners are nonprofit organizations whose mission is to save the lives of our most vulnerable animals. There are currently 197 New Hope partners. Last year, there were 6,611 New Hope adoptions.

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## CHANGES TO THE NEW HOPE PROGRAM'S POLICIES

All partners need to sign a *New Hope Program Agreement* (attached), noting that they fully understand the program's conditions and that all the information included in their application is accurate.

Because this report will detail recommended changes to current policies found in the *New Hope Program Purpose, Policy Procedure and Partnership* document (attached), it is important to highlight what the existing policy/procedure is now. Later in the report, in the "Proposed Changes to the New Hope Program" section, the Department will detail recommended changes to current policies/procedures. The sections that are recommended to be changed are the following:

### Eligibility

In the *New Hope Program Purpose, Policy Procedure and Partnership* document on pages four and five, the eligibility requirements include being a 501(c)(3) organization, having a current copy of the organization's articles of incorporation and by-laws, and information on key individuals, among others.

### Reporting Requirements

New Hope partners are required to send monthly reports to the Department detailing spay/neuter confirmation, status of all animals adopted from Animal Services, and the names/addresses of Los Angeles resident adopters, among other information (pages 13 and 14).

### Fees and Spay/Neuter Requirements

All New Hope Partners pay a single price for dog, cat or rabbit, which is \$40 for spay/neuter, whether the surgery can be performed immediately or must be deferred. In addition, Los Angeles-based rescue organizations must pay \$5.50 for the dog license tax.

### Animal Availability:

The policy allows for the fostering of animals less than eight weeks or unweaned (pages five and six of the *New Hope Program Purpose, Policy, Procedure and Partnership* document).

## PROPOSED CHANGES TO THE NEW HOPE PROGRAM

The last revision to the *New Hope Program Purpose, Policy Procedure and Partnership* document was in January 2010. However, much has changed since then.

- The Department's budget was reduced from \$20,350,643 to \$20,170,629, a drop of about 1% while expenses continued to escalate.
- For next year, the Mayor is expecting departments to reduce their budgets by 10%. For Animal Services, this amounts to a \$2 million cut.

## CHANGES TO THE NEW HOPE PROGRAM'S POLICIES

- Staffing fell from 327 to 318, a drop of 3% since 2010.

These reductions have resulted in fewer staff to process the monthly reports New Hope partners are required to submit and in processing partner applications. Each shelter had an Animal Care Technician (ACT) designated New Hope coordinator trained to work with New Hope partners. Recently, in an effort to bolster shelter operations, New Hope coordinators were assigned to general animal care in the shelter and those duties were assigned the ACT Supervisors giving seven-day-a-week coverage.

There has been an increase in rescue organizations' participation in animal transport, increase in requests for fee waivers, and an increase in "networking" by rescue organizations. The Department needs to change the policies and procedures to not only allow it to efficiently operate the New Hope program but to also address the Department's current goals.

Animal Services is proposing to revise the following New Hope policies and procedures related to:

1. Eligibility and reporting requirements
2. Fees and Spay/Neuter requirements
3. Animal Availability

### ELIGIBILITY AND REPORTING REQUIREMENTS

The Department would like to add two criteria to the list of current "Eligibility Requirements" and the "Monthly Reports" requirements:

1. New Hope partners must be located in Southern California. The goal for this requirement is to better serve our local communities and local rescue organizations, and to be under the same state governance.
2. New Hope partners must include additional information in their monthly reports prior to the transport of any New Hope animals outside Southern California. The report must include:
  - a. Date of transport, method of transport and name of driver (if applicable).
  - b. Name, address, phone number and contact person of the receiving agency/rescue group.
  - c. Provide spay/neuter certificates within 30 days of the New Hope pull.
  - d. Signed agreement between the New Hope partner and the receiving agency/rescue group, stating the receiving agency/rescue group will not kill to make space, will give the pet an adoption guarantee, will provide adopter contact information and will consult LAAS if the animal becomes seriously ill or there is a life threatening problem.

## CHANGES TO THE NEW HOPE PROGRAM'S POLICIES

With the increasing number of animals transported outside of Southern California by New Hope partners and the fact these transports are often arranged between our New Hope partners and another agency/rescue group not affiliated with this Department, it is important to ensure the receiving agency/rescue group has the same standards. Therefore, in the "Monthly Report" section, the Department will add the following statement:

*"At no time will a New Hope partner use its New Hope privileges and/or their New Hope ID (P#) to adopt animals for other people or groups."*

By requiring the above information, the Department can audit or research any complaints regarding a transport.

## FEES AND SPAY/NEUTER REQUIREMENTS

New Hope fees are \$40 for spay/neuter deposit<sup>1</sup> and a \$5.50 dog license tax (for Los Angeles-based New Hope partners). The proposed fee change would be as follows:

- \$30 flat fee for New Hope adoptions
- \$5.50 dog license tax (when applicable)
- No fees for adoptions on "blue" and "red" alert animals<sup>2</sup>
- No fee adoptions for all animals under eight weeks

With the change in fees, the New Hope partners can adopt unsterilized animals<sup>3</sup>, take them to a private veterinarian and provide the Department with proof of sterilization within 30 days. The New Hope partner would be responsible for all spay/neuter costs.

Formerly the Heigl Foundation paid the \$40 New Hope adoption fee to partially cover the spay/neuter fees. Now, the cost is to the Department.

The fee change would be beneficial as follows:

- The Department would be able to use the \$30 flat fee to cover other costs (microchips) and to offset the no-fee adoptions of the animals most in need of rescue.
- New Hope partners would be able to use their own veterinarians

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<sup>1</sup> No fee is collected for animals previously sterilized.

<sup>2</sup> "Blue" alert animals have a treatable medical condition that is too severe to be cared for in a shelter.

"Red" alerts need immediate adoption as they are in danger of being euthanized after 48 hours.

<sup>3</sup> With the understanding that the New Hope partner cannot adopt, sell or give away any animal until the animal is spayed or neutered (Food and Ag code, Sec. 30503 (a) (1) and 31751.3.(a) [1])



## CHANGES TO THE NEW HOPE PROGRAM'S POLICIES

- The animals would be available immediately, which would free up space at the shelter and at the spay/neuter clinics for regular adoptions.

### ANIMAL AVAILABILITY

The current New Hope policy allows for the fostering of animals less than eight weeks or unweaned (pages five and six of the *New Hope Program Purpose, Policy, Procedure and Partnership* document). This was a cost-effective way to help New Hope partners take animals under eight weeks, with the understanding that the New Hope partner would bring back the animal at eight weeks and/or adopt at the current fees or bring back proof of spay/neuter.

By changing the fees for the “under-eight-weeks” category to no-cost and having the New Hope partner adopt the under-eight-weeks animal, the process is much simpler for both Animal Services and the New Hope partner. There is no need for the animal to be returned for additional processing.

Therefore, the policy would state:

***Animals under eight weeks or unweaned:*** *At the discretion of the Department, unweaned animals may be adopted to a New Hope partner at no cost. The New Hope partner will provide the Department with proof of spay/neuter and microchipping within the required time frame with the understanding that State law prohibits the adoption of an animal that is under eight weeks and/or unweaned to a new owner.*

### FISCAL IMPACT:

The flat-fee adoption would allow the Department to recoup its cost of the microchip and because the Department will not have to cover the spay/neuter fee, the adoption fees, it will cover the “no cost” fees and depending on the number of adoptions, still provide additional revenue.

Using 5,000 New Hope adoptions as the basis, Animal Services’ Chief Departmental Accountant estimates that existing New Hope adoptions, under the current policy, will create a deficit between \$140,000 and \$170,000. The proposed policy could generate revenues between \$102,000 and \$130,000.

### Approved:

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**Brenda Barnette, General Manager**

Attachments:

*New Hope Program Agreement*

## CHANGES TO THE NEW HOPE PROGRAM'S POLICIES

*New Hope Program Purpose, Policy, Procedure and Partnership* document (revised January 28, 2010)

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### BOARD ACTION:

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

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BRENDA BARNETTE  
GENERAL MANAGER

JOHN D. CHAVEZ  
ASSISTANT GENERAL MANAGER

**Report to the Board of Animal Services Commissioners**

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**COMMISSION MEETING DATE:** October 9, 2012

**PREPARED BY:** John Forland, Senior Management Analyst II

**REPORT DATE:** October 4, 2012

**SUBJECT: RFP TO PROCESS ADMINISTRATIVE CITATIONS AND PROVIDE  
SUPPORT SERVICES**

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**BOARD ACTIONS RECOMMENDED:**

1. That the Board of Animal Services Commissioners (Board) approve releasing a Request For Proposals (RFP) to contract with a revenue collection agency for processing citations and providing support services for the Department's field, licensing, and administrative citation enforcement programs.
2. That the General Manager report back to the Board on the contractor selected based on the recommendations of the evaluation panel.
3. That the motion by the Board to approve the selection of the revenue collection agency shall include direction to the City Attorney to prepare the ordinances necessary to change City codes as necessary to implement the Department's administrative citation enforcement (ACE) program.

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## **BACKGROUND**

On June 22, 2009, the Board discussed the Administrative Citation Enforcement concept, or ACE, and asked the Department to continue developing the idea. A subsequent discussion was held in late 2011.

A January 15, 2010 Council motion (Koretz-Parks) was introduced to create a more efficient and effective code enforcement program through the use of administrative citations as an alternative to legal action. Council approved this motion and directed the City Attorney to prepare the necessary ordinances to implement this administrative citation program. To date, a *citywide* ACE program has not been approved, yet the Department of Animal Services, anticipating it would be one of the pilot programs, has already changed its dog licensing ("Omnibus") ordinance to include ACE-type penalties of \$250 for the first offense, \$500 for the second offense, and \$1000 for the third offense.

This predicament (ACE-type penalties with no ACE program), and the Department's desire to increase licensing (and effectively penalize offenders) leading to improved public safety and quality of life, compels Animal Services to propose its own ACE program. An administrative citation program will help the Department enforce new licensing ordinances that provide late fees and field collection fees for failure to license an animal.

The City Council considered a Citywide roll-out schedule for ACE. Animal Services requested approval to participate in the first phase. The City Council, however, decided not to include Animal Services in a first phase.

The City Attorney has been instructed to draft ordinances establishing a citywide ACE program, but this item has been held in Committee for some time.

The ACE program envisioned in this Report was substantially outlined in the Board Report titled, "Administrative Citation Program" presented at the Board of Animal Services Commissioners meeting on June 10, 2011. This Board Report updates the list of offenses provided in the Board Report of June 2011 by including changes added by the Omnibus licensing ordinance.

Extensive preparation has been made to undertake this proposed Administrative Citation Enforcement (ACE) program. The Department has held discussions with local jurisdictions in other California communities (see the attached list.. Discussions with Dr. Allen Drusys of Riverside County have been very helpful in understanding the start-up and design of a pilot program and setting initial expectations. Participation in these discussions has included Department staff, consultants, and a Board member. The response to the plan to start an administrative citation program has been very positive.

Contracting with a revenue collection agency to process citations and provide support services is the only viable option available to the Department because we currently lack the staffing level needed to initiate a program that would be fully managed by in-house staff. For example, four of the seven Management Analyst positions authorized for the Department have been deleted, two are currently filled, and a request to fill a vacant Management Analyst II position was denied by the Managed Hiring Committee on September 28, 2012.

The Department is still facing the potential for further layoffs in the future, so it would be beneficial to generate income, including the citing of owners who are causing the very problems that cost the Department the most money to resolve. Fees charged by the selected contractor for the administrative service would be taken from revenue received, so there will be no cost to the General Fund, and net revenue is expected to result. Under these circumstances, the Department, with the conceptual approval of the City Administrative Officer, is moving forward with the proposal to start an ACE program administered by a private contractor.

The goal of ACE is compliance, so the ACE bail (fine) schedule must be reasonable enough to be collectable. Many local jurisdictions have had ACE programs for such a long time that Animal Services can benefit considerably from their experiences.

The initial administrative citation fine (bail amount) for our ACE program is recommended to be set at \$100. This amount is consistently set by the other jurisdictions that have the most successful collection rates with the fewest problems. This fine schedule recognizes the preference of the Board to set the first-step fine at the amount of \$100 because it is reasonable and in proportion to the offense.

The second, third and fourth level bail amounts (fines) are recommended to be set at \$250, \$500, and \$1,000 to be compatible with the proposed citywide ACE program, should that approved in the future. These amounts - \$250, \$500, and \$1,000 - are already in the Los Angeles Municipal Code (LAMC) as it pertains to some Animal Services-related citations.

Recognizing another suggestion by the Board of Animal Services Commissioners, our ACE program uses a contract administrative agency to provide collection and hearings support services on a fee basis so no General Funds will be required to start our program. This same plan is followed by many other jurisdictions that have achieved success. The draft outline for the proposed RFP provided at the end of this Board Report describes the contract services.

ACE is intended to start out as a field enforcement tool and gradually be applied to other uses, such as mail-out citations. The most enforceable citations are those issued

in person by an officer who has first-hand knowledge of the offense, so the initial ACE pilot will be citations issued in the field.

The Department proposes that officers be given discretion to utilize ACE in the most effective manner to create compliance. This may range from issuing a correctable citation under the ACE program whenever the officer determines that the violator has been making good-faith efforts to comply and the violation is low-risk, such as licensing in the wrong jurisdiction. In these cases the officer could dismiss the citation if the violator showed proof within a certain time that corrections had been made. If not, the ACE citation is reissued by the officer and enforced.

In most cases, however, the citation will be enforceable upon issuance. Failure to pay will cause the bail amount to increase on schedule. (Note: The back of the citation contains information about the rights of violators to appeal a citation received for a violation.)

In the more complex cases with the most egregious violations, the officer will have the ability to issue administrative, civil and criminal citations as required, in such cases as animal cruelty.

For selected violations, such as a puppy mill breeder who refuses to obey, multiple citations could be issued, one for each violation or each animal. The goal of ACE is compliance, so the level of the penalty must fit the level of malice or criminality.

In many cases, ACE will be a better alternative to resolve a violation than a civil or criminal citation because a violation can be resolved immediately without further involvement by other organizations. Civil and criminal citations on the other hand require the City Attorney to go to court to seek resolution. Adjudication of civil and criminal complaints in the court systems ends up consuming large amounts of time and resources of the Department, the City Attorney's Office, and the court system. More often than not, the court's decision – if and when one is rendered, which does not happen in every instance - does not resolve the underlying violation that was the source of the original citation. The violations continue and the Department must start the citation process all over again. In contrast, even with a requirement to provide due process, administrative citations are more efficient and effective in permanently correcting violations, often with just a single citation.

For these reasons, the Department proposes to make all infractions provided in LAMC 53.00 enforceable under ACE. Administrative citation enforcement programs have been applied by a large number of jurisdictions to many types of infractions in different communities in California with success.

Services offered by the collection agency shall include providing data entry, handheld citation writers, a multi-lingual customer service call center, mailing of collection letters, revenue reporting, adjudication services including independent hearings officers, noticing services, 24/7 online access for the Department and for violators, interagency access to the State Franchise Tax Board and County Assessor for property tax collection, third party collections, invoicing for services, and any other service the respondent believes will be of benefit to the ACE program and the Department. The Department will reserve the right to accept all services proposed, reject all services, or negotiate with the proposer for selected services and corresponding adjustments to the fees charged.

The selected respondent to the RFP will be required to charge a flat fee for each citation processed where a fine is collected. No additional charges or fees will be allowed. The selected respondent will transfer to the Department the net amount of collections due, along with an invoice statement showing collections, deductions and net revenue.

The citation processing time is expected to be small in the beginning (for a contract vendor versus in-house staff), and will grow in proportion to increases in the number of citations processed. This flat-fee method reduces overhead costs and keeps Department staff costs to a minimum during startup of the ACE program, and once the program proves viable and is large enough, permanent staffing may be added.

This type of RFP allows the Department to maintain its existing shelter and enforcement operations while pursuing an administrative citation enforcement program that is self-sustaining, achieves full-cost recovery, and provides revenue.

The General Manager, after proposals have been reviewed and scored, will report back to the Board on the evaluation process and the final recommendation. Upon Board approval of the RFP, and the selection of the contractor, the Department recommends that the City Attorney be directed to prepare the ordinances necessary to enable the ACE program. The Code changes will include a provision to incorporate future changes in other provisions of LAMC 53.00 into coverage under ACE.

The Department is still researching legal authority to add State law infractions to the list of citable offenses covered by the ACE program. A list of State laws has been developed, but an analysis has not been completed. If it is feasible, these laws will be included for enforcement in the ACE program.

The Department believes that if it presents the City with a good plan that shows legitimate potential to generate compliance and revenue, that plan will be supported by the City. There are still some unknowns that can only be answered by moving forward with the RFP now, starting a program to test viability and understand performance, and then expand as financial resources allow. The Department is confident that sufficient resources exist to support a program.

Most importantly, ACE will generate more compliance with existing regulations, and has been a long-missing tool for enforcement. Additional benefits are that more owners will comply with licensing laws and more licenses will be sold because the ACE program exists.

**FISCAL IMPACT:**

It may take two to three years to fully develop ACE, because ACE only operates when citations are not paid, and in fiscal year 2011-12 the Department only issued 1,102 citations. However, in the future, if the Department is able to issue more collectable citations per year, for example 5,000 per year, then ACE could support two or three full-time jobs, and further generate \$250,000 to \$350,000 in net revenue to support other Department programs.

A revenue collection agency is expected to generate revenue in excess of its administration costs. The amount of the net revenue cannot be estimated until proposals are received and their respective costs analyzed.

Approved:

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**Brenda F. Barnette, General Manager**

Attachments

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**BOARD ACTION:**

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



## **RFP OUTLINE**

### **PROPOSED SCOPE OF WORK**

Services offered by the collection agency should include the following:

- ✓ *Data entry*
- ✓ *Handheld citation writers*
- ✓ *24/7 multi-lingual customer service call center*
- ✓ *Mailing of collection letters*
- ✓ *Revenue reporting*
- ✓ *Adjudication services including independent hearings officers*
- ✓ *Noticing services*
- ✓ *Online access for the Department and for violators*
- ✓ *Franchise Tax Board, property tax collection*
- ✓ *Third party collections*
- ✓ *Invoicing for services, and*
- ✓ *Any other service the respondent believes will be of benefit to the program and the Department*

It will be the responsibility of the selected vendor to provide a centralized computer system and clearly explain how its past experience qualifies it to provide the services specified in the RFP in a large municipal environment. The respondent will be required to provide an outline of all costs associated with the implementation, processing, and support of the system addressed in our RFP, including types of fees, basis for each fee, and method and terms of transfer of revenue to the Department.

The successful respondent shall agree to:

- ✓ *Collect and maintain all data in a secure manner*
- ✓ *Provide data required by City collection policies as necessary to the City's contract collection agencies to support collection of delinquent administrative fees*
- ✓ *Have the capability to recommend provisions to the City's municipal rules and codes that require changes as necessary to carry out the administrative citation program and terms to the agreement*

### **CITATION BAIL SCHEDULE AMOUNTS**

<b>Citation</b>	<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>4<sup>th</sup></b>
Bail Amount	\$100	\$250	\$500	\$1,000

The Department proposes to make all infractions provided in LAMC 53.00, enforceable under ACE. The Code changes enabling ACE will include a provision to incorporate future changes in other provisions of LAMC 53.00 into coverage under ACE. Provided below is a list of violations initially proposed in June 2011, and subsequent additions.

**INITIAL PROPOSED SCHEDULE OF INCLUDED VIOLATIONS AND AMOUNTS**

<b>No.</b>	<b>LAMC</b>	<b>Title</b>	<b>June 2011</b>	<b>Omni-bus</b>	<b>Other</b>
1	53.06	Animals at large	✓		
2	53.06.2(a)	Restraint of dogs (leash law)	✓		
3	53.06.3(a)	Trapping – permit required	✓		
4	53.09(b)	Stray animals	✓		
5	53.15	Dog license tax	✓		
6	53.15.2(c)(1)	Breeding permit fee	✓		
7	53.15.2(c)(4)(f)	Transfer notification	✓		
8	53.15.2(e)(2)	Sale, adoptions of dogs, cats	✓		
9	53.15.3(a)	Dog licensing	✓		
10	53.28	Harbor unlicensed dog	✓		
11	53.33(a)	Vicious animal-private premises	✓		
12	53.34	Animals at large	✓		
13	53.34.1	Menacing dogs	✓		
14	53.35	Animals – transportation	✓		
15	53.36	Resisting officers or employees	✓		
16	53.38	Wild animal permit		✓	
17	53.42(a)	Animal sales – on street	✓		
18	53.50(a)	Dog kennels – permit	✓		
19	53.50	Too many animals		✓	
20	53.59	Animal Distance from dwelling	✓		
21	53.63	Barking dog		✓	
22	53.70(A)	Shelter requirements	✓		
23	53.70 (B)	Water requirements	✓		
24	53.70©	Feeding requirements	✓		
25	53.70(D)	Tethering	✓		
26	53.70(E)	Caging	✓		
27	53.71	Rooster limit		✓	
28	53.00	Other			✓

**Attachment 2**

**REVIEW OF OTHER JURISDICTIONS**

**ADMINISTRATIVE CITATION PROGRAMS**

The Department has reviewed administrative citation programs of the following California municipalities with contracts with revenue collection agencies:

Rosemead, Compton, City of Riverside, County of Riverside, Santa Ana, Moreno Valley, Banning, Eastvale, Costa Mesa; Los Angeles City Department of Transportation - Parking Enforcement and Traffic Control Division; Pomona, Palm Springs, Paris, Chino, Chino Hills, Claremont, Orange County Parks Department, Paramount, Glendora, Downey, Baldwin Park, Moreno Valley, Los Angeles County Department of Animal Care and Control (proposed to begin in January 2103), and Blythe

The Department has reviewed animal enforcement only programs of the following California municipalities with contracts with revenue collection agencies:

Mission Viejo, San Bernardino, and City of Ventura

**ADMINISTRATIVE CITATION RFP DOCUMENTS**

Rosemead, Compton, City of Riverside, County of Riverside, Moreno Valley, Banning, Eastvale, Costa Mesa, and Los Angeles City Department of Transportation - Parking Enforcement and Traffic Control Division

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ANIMAL SERVICES  
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BRENDA F. BARNETTE  
General Manager

JOHN CHAVEZ  
Assistant General Manager

**Report to the Board of Animal Services Commissioners**  
**Brenda Barnette, General Manager**

---

**COMMISSION MEETING DATE:** October 9, 2012    **PREPARED BY:** Ross Pool

**REPORT DATE:** September 4, 2012    **TITLE:** Management Analyst

**SUBJECT: DISCUSSION OF BOARD REQUEST FOR INFORMATION IN  
CREATING BOARD COMMITTEES**

---

On August 14, 2012, the Board of Animal Services Commissioners (Board) raised the concept of establishing committees to assist the Board in reviewing upcoming policies and other agenda items. The Department has reviewed current codes and conferred with the City Attorney's office to best assess the proposal.

Normally, committees and sub-committees are created to assist boards and commissions with the decision-making process. A committee would review policies and recommend to the board what actions should be taken.

The Los Angeles City Charter, Section 501 through 503 sets up commissions for departments it creates, outlining the appointment and removal process for commissioners and detailing the organization of a board (commission). Duties for commissions created, including the Board of Animal Services Commissioners, are set forth in the City's Administrative Code, Section 22.4, Board of Commissioners. Section 22.4 states, "There shall be a Board of Animal Services Commissioners (Board) who shall be appointed, removed and organized in accordance with Charter Section 501-503." Both the City Charter and Administrative Code delineate the creation of a commission, along with its basic duties. Nowhere in the two sections does it spell out the creation of committees or sub-committees.

In the absence of any written or formal criteria for establishment of commission committees, it falls to the respective board to establish relevant committees. Committees may be established by a vote of the Board and be appointed by the Board

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President. Once established, a committee must follow the rules for a government open meeting that are set forth in the Brown Act. These include the publishing of agendas and documents at least 72 hours in advance of the meeting. Included in the agenda are the time, place and subject matter to be discussed at the meeting. In addition, minutes of the meeting must be maintained as a permanent record of the committee's activities.

Due to the limited number of Board members, the number of committees and their actions would be severely limited. Each committee created could have no more than two (2) members. Any more than two members would constitute a quorum of the Board and thus constitute a Commission meeting.

From a practical standpoint, the Department would have a difficult time staffing any committees created by the Board. The requirement to create agendas, reports and minutes would put a severe strain on our administrative section due to reductions in staff.

**Approved:**

---

**Brenda Barnette, General Manager**



## 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 add the name of the animal's adopter to the animal's microchip registration within 30 days of a legal adoption 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 animals released from LAAS will be sterilized and vaccinated. Only LAAS veterinarians and Veterinary Technicians may exempt a dog, cat, or rabbit from sterilization and/or from vaccinations and only for extraordinary medical reasons.

\_\_\_\_\_We agree that all 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 transferee organizations and adopters of dogs for licensing follow-up purposes if the adopter lives in the City of Los Angeles and the name and zip code of dog and cat adopters that reside outside of the City.

\_\_\_\_\_ We agree that our organization will pay all applicable costs required by LAAS under the New Hope policy.

\_\_\_\_\_ We agree to provide and maintain a contact email and contact telephone number to 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 bona fide members of our organization. Anyone adopting an animal for our organization will present their valid California Driver's License or California Identification to verify their 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 third-party adoption status, and (3) the name and address of transferee organizations, or in the case of dogs only, for licensing follow-up purposes, the name and mailing address of the adopter if he or she resides in the City of Los Angeles; otherwise, for dogs whose owners do not reside in the City of Los Angeles, and for cats adopters, just the zip code of the adopter's residence. 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 reasonable cause, 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.



## Los Angeles Animal Services (LAAS) New Hope Program Agreement

\_\_\_\_\_ 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).

\_\_\_\_\_ We agree that all dogs owned by persons invested with responsibility to pull or foster animals for our organization will be licensed within the jurisdiction where they reside.

\_\_\_\_\_ 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 or the General Manager's designee, 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.

\_\_\_\_\_ Except for the active negligence or willful misconduct of the City of Los Angeles, or any of its Boards, Officers, Agents, Employees, Assigns and Successors in Interest (CITY), we undertake and agree to defend, indemnify and hold harmless CITY and any of its Boards, Officers, Agents, Employees, Assigns, and Successors in Interest from and against all suits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees and cost of litigation, damage or liability of any nature whatsoever, for death or injury to any person, including our employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of the negligent acts, errors, omissions or willful misconduct incident to the our performance under this New Hope Agreement. The provisions of this paragraph survive expiration or termination of this New Hope Agreement.

\_\_\_\_\_ 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:	Title:
*Signature:	Title:

\*Only one signature is required if the Board of the New Hope Partner Organization authorizes one person to sign for the organization.





## **NEW HOPE PROGRAM**

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Purpose, Policy, Procedure and Partnership

# **Los Angeles Animal Services**

## NEW HOPE PROGRAM

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## NEW HOPE PROGRAM

# **Los Angeles Animal Services**

## ***Our Mission***

To promote and protect the health, safety and welfare of animals and people.

## ***Our Vision***

We envision the day when every pet born has a good home and is cared for all its life, and no person is ever endangered by an animal.

## ***Our Values***

We value each employee, volunteer and partner contributing to the professional delivery of excellent customer service and the humane treatment of animals, in an atmosphere of open, honest communication, predicated on our respect for and trust in each other. Our values depict the highest standards of:

- Respect – We pledge to treat each person thoughtfully, politely and kindly regardless of rank or relationship.
- Trust – We strive to conduct ourselves in an honest, ethical, say, inspiring confidence in our abilities and our honesty.
- Open and Honest Communication – We commit to complete transparency in all forms of communication and to carefully listen to the communications of one another.
- Customer Service – We pledge to provide our best service to every customer, whether an internal or an external customer, every time.
- Humane Treatment – At all times and in all places, we vow to care compassionately, advocate actively and work tirelessly to insure the best possible environment for all animals.

## ***Our Service Theme***

Creating a Humane LA

## NEW HOPE PROGRAM

### ***The Purpose of New Hope***

The purpose of the New Hope Program is to expand opportunities for Los Angeles Animal Services (LAAS)' dogs, cats, and rabbits to find permanent homes by partnering with qualified 501 (c) 3 organizations. The New Hope Program is the means by which LAAS acknowledges, cooperates with, and supports the efforts of partnering animal care, training, rescue, welfare and law enforcement organizations as we all try to find homes for the City's homeless dogs, cats, and rabbits.

A New Hope Coordinator is assigned to each Animal Care Center to serve the needs of our New Hope Partners. The role of the New Hope Coordinator is to expedite and facilitate the adoption of New Hope animals to New Hope Partners. The Coordinator will be available to answer all questions pertaining to LAAS' policies and procedures. The New Hope Coordinator should be the first person contacted for any need or concern a New Hope Partner may have. LAAS will provide New Hope Partners 24/7 access to all LAAS Animal Care Centers and daily emailed New Hope Alerts designed to assist partners in identifying animals in need of their expertise.

### ***Eligibility Requirements***

Organizations that are established or recognized in their community as an animal shelter, animal welfare organization, animal rescue organization or veterinary hospital may be eligible to participate in the New Hope Program. Eligibility requirements include, but are not limited to:

1. 501(c)(3) status or veterinary business license (including license to treat exotics if applicable);
2. A current copy of the organization's articles of incorporation and by-laws;
3. Organization's statement of purpose, indicating the primary breed the organization rescues. (Note that rabbits can only be adopted by approved rabbit New Hope Partner organizations);
4. A current copy of the adoption agreement used by the organization;
5. A written description of how and where animals will be housed when they leave an Animal Care Center;
6. A list of all individuals, their California Driver's License, contact phone numbers and e-mail addresses of persons authorized to enter into an agreement for a New Hope adoption from LAAS and to remove the animal once formally adopted on behalf of the organization. Individuals must be bona fide members of the group;
7. The name, phone number, e-mail address, and California Driver's License of the group President or Director responsible

## NEW HOPE PROGRAM

for accurate completion of all forms and for providing updates or changes in writing;

8. A valid phone number and email address for the organization's adopters and LAAS, that is monitored and will be responded to with 24 hours;
9. The name of a licensed veterinarian indicating a willingness to provide veterinary services to the organization; and
10. Willingness to provide adopters with appropriate license application forms and to provide LAAS with the name and address of dog adopters that reside within the City of Los Angeles for license follow-up purposes and the zip code of dog and cat adopters who reside outside of the City for statistical use.

Please refer to the application materials for complete requirements.

### ***Animal Availability***

There will be two levels of availability at which New Hope Rescue Partners will receive discounted pricing of \$40 sterilization fee plus \$5.50 license tax (only dogs over 4 months to City of LA-based organizations).

- Animals on the New Hope Rescue Alert will be available at the New Hope Rescue price the same day that they become available to the public (i.e., impound day plus four days for strays, and same day as impound day for owner-surrendered).
- With limited exceptions described below, most dogs and cats are available to a New Hope Rescue Partner at the New Hope Rescue price one day after they become available to the public (i.e., impound day + five days for strays, impound day plus one day for owner-surrendered animals).

**Kittens/Puppies Under 8-weeks or Unweaned:** At the discretion of the Department, unweaned kittens or puppies may be:

- 1.) Adopted to a New Hope Partner who pays the spay/neuter fee and deposit at the time of the adoption, with the understanding that State law prohibits the adoption of an animal that is under 8 weeks and/or unweaned to a new owner. (New Hope Partners in good standing may be eligible for a waiver of the spay/neuter fee – see p.10)
- 2.) Fostered to a New Hope Partner who must return the kittens or puppies to the Department once they are weaned.

## NEW HOPE PROGRAM

The New Hope Partner may adopt the kittens or puppies at this time under at the New Hope Rescue price above. The kittens or puppies will be microchipped, vaccinated and spayed/neutered for the \$40 spay/neuter fee.

3.) Fostered to a New Hope Partner who may spay/neuter and microchip the weaned kitten at their private veterinarian. The New Hope Partner must still adopt the kittens from the Department and show proof of sterilization and microchip, but there is no charge for the adoption.

Animals determined to be irremediably suffering by the LAAS medical team will not be eligible for New Hope.

### ***The New Hope Rescue Alert***

The New Hope Rescue Alert list is intended to communicate to the New Hope Partners which animals are most in need of help, to flag them for special consideration by rescuers. Animal Care Technician Supervisors (ACTS) are responsible for determining which animals will be placed on the Alert list.

Criteria for consideration for placement on the New Hope Rescue Alert list:

- Medical – Animals are not irremediably suffering, but according to medical staff, are not responding well to a standard course of treatment or have illnesses or injuries that need treatment beyond stabilization.
- Age – Neonates which need feeding and support, as well as geriatric animals.
- Lactation – Animal is lactating with young.
- Behavioral – Animals have demonstrated non-socialized behavior (aggression) or extreme fear or fear biting, as observed and reported by staff.

Any dog, cat, or rabbit meeting the above criteria may be placed on the New Hope Rescue Alert as soon as the condition or behavior is noted, whether the animal is yet available or still under hold. Unavailable animals may be listed on the New Hope Rescue Alert to give advance notice to the New Hope Rescue Partners.

There are no time limits or deadlines relative to the animals listed on the New Hope Rescue Alert. Any animal listed on the Rescue Alert may be euthanized as conditions dictate.

## NEW HOPE PROGRAM

### ***Adoptions Procedures for New Hope Animals***

Any New Hope Partner wanting to adopt dogs, cats, or rabbits from the New Hope Alert must notify the appropriate New Hope Coordinator, appropriate Center Manager or leave a message on the appropriate New Hope Hotline. At no time and under no circumstances shall a New Hope Partner adopt an animal for a non-member.

After regular business hours, New Hope Partners may leave messages for the New Hope Coordinator on the New Hope Hot Line voicemail system at the Animal Care Center where the animal is located.

When leaving a message for the New Hope Coordinator for an animal or animals on the New Hope Alert, *always provide*:

1. The name of the organization;
2. The name, call-back number, and person identification number (P#) of the person leaving the message;
3. The animal's identification number (A#); and
4. The animal's description from the New Hope Alert.

### ***After Business Hours Animal Care Center Access for New Hope Alert Evaluations***

When a New Hope Partner places a proper New Hope Message as described above for an animal on the New Hope Alert, LAAS will provide the following benefits:

1. The New Hope Partner may access the Animal Care Center at any time to evaluate animals on the New Hope Alert. However, only one New Hope Partner is provided access to an Animal Care Center at any one time after business hours due to reduced staff scheduling.
2. Any New Hope Partner wanting to visit an Animal Care Center after business hours must telephone the Animal Care Center prior to their arrival to avoid any conflict between visiting New Hope Partners and ensure staff awareness of their pending arrival.

Should any emergency be occurring at the Animal Care Center requiring the attention of all Animal Care Center staff when the New Hope Partner arrives, the New Hope Partner may be directed to wait or reschedule their visit.

## NEW HOPE PROGRAM

### ***New Hope Partner Adoption Paperwork Processing***

1. All New Hope Partners will be provided “no waiting” adoption paperwork processing with telephonic notification. The New Hope Partner telephones their New Hope Alert animal adoption selection(s) to the New Hope Coordinator before 4:00 p.m. on the day they want to adopt the animal(s) and the paperwork will be ready for signature by 7:00 p.m. that evening.
2. Any requests received after 4:00 p.m. will be processed the following morning and will be ready for signature by 11:00 a.m. the following day.
3. New Hope Partners using the “no waiting” processing may use a credit card to complete the transaction for the applicable licensing fees and/or spay/neuter fees. All signatures required for the adoption process, i.e. credit card receipt, adoption contract, any necessary waiver, must be provided in person by midnight that day, in order to send the adopted dog or cat for sterilization.
4. If the credit card holder is unable to present himself or herself in person, any other “identified” member of their New Hope organization may sign for the transaction. “Identified” members are persons listed as a member of such organization and have been listed as an authorized “signature” by the credit card holder in the New Hope Partner’s agreement. Additionally, should the credit card bank reject such signature as not authorized, it is the responsibility of the credit card holder to make good the adoption fees. No “in lieu of” signature will then be permitted until the credit card holder presents bank authorization for such a signature.
5. Before completing the adoption transaction, the New Hope Partner must fully complete and submit to LAAS each adopted animal’s microchip registration. The New Hope Partner must register as either the animal’s primary or the animal’s secondary registered name on the microchip.
6. 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 public business hours within 24hrs of the adoption transaction.
7. In the case of a New Hope Rescue Alert dog, cat, or rabbit that is being adopted with a medical release that requires immediate medical attention, whenever possible, the animal



## NEW HOPE PROGRAM

will be transported to the veterinarian of the New Hope Partner's choice by a Department animal control officer as long as the New Hope Partner, able to sign for such an adoption, (see credit card adoption) meets the officer at the location for adoption paperwork completion.

### ***First Come – First Served Exceptions***

While LAAS tries to adhere to a first-come/first-serve practice with respect to deciding which animals go to which organization, the following exceptions apply:

1. When a member of the public and a New Hope Partner are present to adopt at the same time, the private citizen will have the right of first refusal.
2. When more than one New Hope Partner is present to adopt at the same time, the New Hope Partner with the earliest request for the animal will have the right of first refusal.
  - a. When more than one New Hope Partner is present to adopt at the same time and neither has made a request for the animal, the New Hope Partners will be given an opportunity to work out amongst themselves which organization will adopt the animal. If the Partners cannot come to a decision on their own, the Director of Shelter operations will make the decision based on the best interest of the animal. The decision of the Director of Shelter Operations shall be deemed final.

### ***Program Policies and Procedures***

LAAS is committed to developing and maintaining positive, productive relationships with our New Hope Partners, all other rescue organizations, and the communities we serve. LAAS is equally intent on ensuring animals adopted from our Animal Care Centers are afforded appropriate care. For this reason:

1. New Hope Partners are not exempt in any way from any applicable laws, ordinances, or LAAS rules and regulations regarding animals and animal care.
2. LAAS requires all documentation listed in the Eligibility Requirements section of this document to be updated and current, and may require any other reasonable information.
3. LAAS forbids New Hope Partners from adopting animals in the name of any non-member of the New Hope Program. New Hope partners may not extend adoption privileges in the name

## NEW HOPE PROGRAM

of their organization to any person adopting for private or other purposes. If any New Hope Partner transfers any animal adopted from LAAS to any person not a member of the New Hope Partner organization, and if the transfer is not a paid adoption to a private party with a signed Adoption Agreement, then the New Hope Partner shall, within five days of the date of transfer, submit to the New Hope Coordinator the animal's LAAS impound number, the name, group name if any, phone number, and street address of the person to whom the animal was transferred, and the date of transfer.

4. New Hope Partners who have been suspended or terminated or are members of a group that has been suspended or terminated must obtain a new P# for future adoptions and may not use the P# associated with the suspended or terminated group.
5. New Hope Partners shall retain copies of Adoption Contracts for paid adoptions of LAAS animals to private parties for no less than three years from the date of adoption. LAAS may ask to see copies of these files for animals adopted under the New Hope Program from LA Animal Services' Care Centers at any time.

6. **Fees for New Hope Partners:**

A. All New Hope Rescue Partners will pay a single price for a dog, cat, or rabbit as follows:

1. \$40 – for spay/neuter, whether the surgery can be performed immediately or must be deferred for later. This fee will not be charged if the animal has already been sterilized prior to intake.
2. Plus \$5.50 – for dog license tax if applicable to the New Hope Rescue Partner's location.

B. **Availability:**

There will be two levels of availability at which New Hope Rescue Partners receive the price above:

- Animals on the New Hope Rescue Alert will be available at the New Hope Rescue price **the same day that they become available to the public** (i.e., impound day plus four days for strays, and same day as impound day for owner-surrendered).
- With limited exceptions described below, most dogs and cats are available to a New Hope Rescue Partner at the New Hope Rescue price **one day after they become available**

## NEW HOPE PROGRAM

**to the public** (i.e., impound day + five days for strays, impound day plus one day for owner-surrendered animals).

### C. **Waiver of Spay/Neuter fee:**

New Hope Rescue Partners in good standing who have turned in monthly reports and certificates of sterilization for the three most recent consecutive months that reports were due will be eligible to adopt animals under the New Hope Rescue Program without having to pay the \$40 spay/neuter charge when the animal (including a neonate) is deferred because of medical condition.

The New Hope Rescue Partner will be required to timely report on the animal and send the sterilization certificate to the Department upon completion of the surgery (within 30 days after the surgery is performed) unless performed by a veterinarian under the Department's program. New Hope Rescue Partners will retain the option of using the Department's spay/neuter program and paying the \$40 fee.

This provision does not apply to healthy animals ready for spay/neuter and adopted by New Hope Rescue Partners whether at the regular or discount price.

- D. New Hope Rescue Partners will be permitted to place Interested Person (IP) holds for three days on an animal on the Alert list; the animal will not be euthanized during the three day hold unless the condition degrades so that the animal is irremediably suffering. The IP information in the Chameleon memo should include the name of the New Hope Rescue Partner group. ACTS have discretion to review and refuse placement of an IP if it appears to be other than a genuine interest for an animal the group intends to adopt if possible. The New Hope Rescue Partners are solely responsible to follow-up on their IP holds, and no telephone calls will be made by the Department to the IP.

A New Hope Partner that fails to adopt a New Hope Alert animal that they have placed an "Interested Party" hold on, or fails to obtain permission from LAAS for a delay, may lose the holding privilege in the future.

- E. Until adopted from the New Hope organization by a private party, New Hope Partners shall register an animal in their organization's name and will be responsible for all redemption fees should the animal be impounded by LAAS. New Hope Partners shall add the name of the animal's adopter to the animal's microchip registration within 30 days of a legal adoption by a new owner from the New Hope Partner organization. The Department requires that both the adopter

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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.

- F. New Hope Partners will provide dog license forms to new adopters of dogs who live in the City of Los Angeles and are required to report the name and mailing addresses of adopters of dogs who live in the City of Los Angeles to LAAS for licensing follow-up purposes; otherwise, for dogs whose owners do not reside in the City of Los Angeles, and for cat adopters, just the zip code of the adopter's residence. LAAS may provide a list of New Hope adoptions by the organization and a form for providing this information.
  - G. Medical services, including lab testing rendered by LAAS prior to adoption, shall be at no cost to the New Hope Partner.
  - H. Veterinarians providing spay/neuter services may impose additional fees on the New Hope Partner.
7. Every dog, cat, and rabbit of any age adopted from LAAS is required to be spayed/neutered before release from LAAS, unless it is unsafe for the animal to undergo surgery in the animal's present condition. Only the LAAS veterinary team or LAAS contract veterinarians are authorized to postpone spay/neuter for medical reasons. When any LAAS cat, or dog of any age is released to a New Hope Partner unsterilized, the New Hope Partner agrees to provide LAAS proof of the animal's sterilization within 30 days from the date of adoption, or to provide a statement of further spay/neuter deferral from a licensed California veterinarian every 30 days, 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 through the New Hope Program be allowed to breed.
8. Any violation of the terms of the New Hope 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. New Hope Partners may appeal the suspension or termination of privileges. Any appeal for termination of the New Hope Partner's 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

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member of the Animal Services Commission and two representatives from the animal rescue community shall have the final discretion on whether to reinstate the New Hope Partner's privileges.

### ***On-Site Procedures***

New Hope Partners are permitted to view all animals in the Animal Care Centers with the exception of animals placed in quarantine pursuant to order or regulations from the Los Angeles County Department of Health.

Each member of a New Hope organization will receive a New Hope identification number from a New Hope Coordinator, presentation of which is required for access to New Hope benefits. A California driver's license or California ID also may be required.

Once a New Hope Partner makes a decision to accept an animal into their program, they are asked to:

1. Take the A#, or other location information of the animal in the Animal Care Center, to the business counter to initiate the adoption transaction.
2. Understand that all New Hope animals will be sterilized before release, subject to the exceptions set forth above under "Program Policies and Procedures," Item #6.
3. Receive a date and time to pick-up the animal if the animal is remaining for spay/neuter. It is vital that all animals, whether or not from the New Hope Alert, are picked up from the spay/neuter veterinarian on the specified date and time. Any New Hope Partner that does not pick-up their animal at the specified date and time and fails to obtain permission from the clinic for a delay may be suspended or terminated from the New Hope Program.

### ***Monthly Reports***

- A New Hope Partner Monthly Report will be sent electronically to the LAAS New Hope Coordinator within **10 days of the end of each month**. 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.
- Reports shall require the following necessary information:
  1. Spay/neuter report for all unsterilized animals released from LAAS (with deferral letters if applicable),

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2. Status report on all animals adopted from LAAS under the New Hope Program, including medical and third-party adoption status, and
3. Name and Address information of adopters of dogs who reside within the City of Los Angeles and transferee organizations, and the zip codes of adopters of dogs and cats obtained through the New Hope Program who reside outside the City,
4. LAAS may ask to see receipts for medical and/or boarding costs incurred, at any time for reasonable cause, for animals adopted by the organization through LAAS' New Hope Program.

LAAS may provide a list of adoptions by the organization and a form for providing the above requested information. LAAS reserves the right to request an up-to-date report at any time.

*Reminder:* New Hope Partners are to promote a LAAS dog license to new owner/guardians living in the City of Los Angeles.

### ***LAAS Employees, Chain of Command, and Partnerships***

If a New Hope Partner encounters a problem with any LAAS process, employee, or volunteer, the problem is to be discussed with the following individuals in the order listed until the problem is resolved:

1. New Hope Coordinator
2. Animal Care Technician Supervisor
3. Center Manager
4. New Hope Program Manager
5. Director of Shelter Operations
6. Assistant General Manager
7. General Manager

LAAS appreciates the efforts of every New Hope Partner and is committed to developing relationships consistent with our organizational values. LAAS asks all our New Hope Partners to value each other's employees and volunteers as we all contribute to the professional delivery of excellent customer service and the humane treatment of animals in an atmosphere of open, honest communication predicated on our trust in and respect for each other.