



BOARD OF ANIMAL SERVICES COMMISSIONERS  
CITY OF LOS ANGELES

**REGULAR MEETING AGENDA**  
**Tuesday, May 12, 2015**  
**10:00 AM**

LOS ANGELES CITY HALL, ROOM 1060  
200 NORTH SPRING STREET  
LOS ANGELES, CALIFORNIA 90012

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DAVID ZAFT  
President

ALANA YAÑEZ  
Vice-President

JENNIFER BRENT  
LARRY GROSS  
ROGER WOLFSON

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) 482-9597.

Si requiere servicios de traducción, favor de notificar a la oficina con 24 horas de anticipo.

**REGULAR COMMISSION MEETING**

- 1. PUBLIC COMMENT PERIOD** - (Comments from the public on items of public interest within the Board's subject matter jurisdiction that are not on the Agenda; two minutes per speaker).

**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 Meeting of April 28, 2015 (Action Item; public comment limited to one minute per speaker).

**3. ORAL REPORT OF THE GENERAL MANAGER** (Public comment limited to one minute per speaker).

**4. COMMISSIONERS' ORAL REPORTS AND FUTURE AGENDA ITEMS** (Public comment limited to one minute per speaker).

**5. DISCUSSION ITEMS**

A. Presentation by Lori Weise and Kerry Armstrong re the Shelter Intervention Programs at Chesterfield Square, East Valley and North Central shelters. (Action Item. Public comment limited to two minutes per speaker)

**6. BOARD REPORTS**

A. Board Report re Pilot Program MOU with *Actors and Others for Animals* to Expand Distribution of Spay Neuter Vouchers (Action Item. Public comment limited to two minutes per speaker)

B. Board Report on Changes to Staffing of Field Staff at Harbor and Chesterfield Square Shelters (Public comment limited to two minutes per speaker)

C. Board Report Requesting Approval to Terminate RFP for Animal Management Software and Continue with Chameleon Data Management (Action Item. Public comment limited to two minutes per speaker)

**7. ADJOURNMENT**

Next Commission Meeting is scheduled for 10:00 A.M., May 26, 2015, at City Hall, Room 1060, 200 N. 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. Evening Meetings are held in various locations throughout the City, from 7:00 to approximately 9:30 P.M. 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, 200 North Spring Street, 19<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 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

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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. (For certain agenda items, speakers will have two (2) minutes.)

**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 during general public comment period which is limited to two (2) minutes per speaker. (For certain agenda items, speakers will have two (2) minutes each.). 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.

**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.

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"

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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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**City of Los Angeles**  
CALIFORNIA



**ERIC GARCETTI**  
MAYOR

DEPARTMENT OF  
**ANIMAL SERVICES**  
221 North Figueroa Street  
5<sup>th</sup> Floor  
Los Angeles, CA 90012  
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**BRENDA F. BARNETTE**  
General Manager

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

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**COMMISSION MEETING DATE:** May 12, 2015

**PREPARED BY:** Brenda Barnette, General Manager

**REPORT DATE:** May 11, 2015

**SUBJECT: REQUEST TO APPROVE PILOT PROGRAM MOU WITH ACTORS AND OTHERS FOR ANIMALS TO EXPAND DISTRIBUTION OF SPAY NEUTER VOUCHERS**

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**BOARD ACTIONS RECOMMENDED:**

1. AUTHORIZE the Department to enter into a Memorandum of Understanding with Actors and Others for Animals to expand the distribution of spay and neuter vouchers;
2. APPROVE the draft Memorandum of Understanding attached hereto that established a one-year pilot program; and
3. DIRECT the Department to FORWARD the Memorandum of Understanding to the Mayor and City Council for approval.

**SUMMARY**

The Department wishes to enter into a Memorandum of Understanding with Actors and Others for Animals to assist in the distribution of \$30 vouchers for spay neuter services offered by participating veterinarians. Actors and Others will distribute the vouchers to low- and fixed-income individuals residing in the City of Los Angeles and will assist in tracking the success of the pilot program. Individuals must be 18 years of age and will

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**Subject: Request to Approve Pilot Project MOU with Actors and Others for Animals to expand Distribution of Spay Neuter Vouchers**

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be limited to a maximum of three vouchers for cats and three vouchers for dogs, per household.

Actors and Others will market the \$30 vouchers through their website and materials. Individuals that contact the organization for information and/or assistance can be qualified over the phone and sent the vouchers via USPS. Actors and others may provide additional resources independent of the Department.

The Department will determine the number and amount of the vouchers.

**BACKGROUND**

The Department distributes vouchers to assist dog and cat owners in the City of Los Angeles to have their pets spayed and neutered. The purpose of this program is to curtail dog and cat birth rates and to minimize the intake of homeless animals by the Department. This reduces euthanasia of healthy animals and helps the Department reach a "No Kill" goal of the city. In order to provide a wider circulation of the available \$30 spay and neuter vouchers, the Department proposes to enter into a Memorandum of Understanding with Actors and Others for Animals.

Actors and Others for Animals is a non-profit organization founded in 1971 to work for the provision of proper care for and prevent the inhumane treatment and destruction of animals. Their mission has been to ensure that low and/or fixed income individuals are able to have their pets spayed and neutered to reduce birth rates. They also help individuals who lack the funds to care for their pets when they become sick or injured through assistance in navigating the veterinary health system as well as providing financial support.

**FISCAL IMPACT**

The fiscal impact of this proposal will be to the Animal Sterilization Fund and will depend on the success of the pilot program.

Approved:

  
**Brenda F. Barnette, General Manager**

Attachment

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**BOARD ACTION:**

**Subject: Request to Approve Pilot Project MOU with Actors and Others for Animals to expand Distribution of Spay Neuter Vouchers**

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\_\_\_\_\_ Passed

\_\_\_\_\_ Disapproved

\_\_\_\_\_ Passed with noted modifications

\_\_\_\_\_ Continued

\_\_\_\_\_ Tabled

\_\_\_\_\_ New Date

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**BRENDA F. BARNETTE**  
General Manager

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

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**COMMISSION MEETING DATE:** May 12, 2015

**PREPARED BY:** Brenda Barnette, General Manager

**REPORT DATE:** May 8, 2015

**SUBJECT: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT  
SOFTWARE AND CONTINUE WITH CHAMELEON DATA MANAGEMENT**

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**BOARD ACTIONS RECOMMENDED:**

1. AUTHORIZE the Department to continue with Chameleon Data Management System and to officially terminate the RFP to obtain another animal management software program;
2. DIRECT the Department to meet with Finance, ITA, and Chameleon to ensure that there are no problems in transmitting financial data from the City's bank, Wells Fargo, and into Chameleon; and
3. DIRECT the Department to ask a Councilmember to sponsor a motion asking to use this year's savings funding to pay for the project and the upgrade that would make licensing purchasing/renewal easier to do online.

**SUMMARY**

On April 24, 2012 and May 22, 2012, the Commission heard the Department's request to issue a Request for Proposal (RFP) for animal management software. This software is required to manage and track animal shelter data such as intake and outcomes, adoptions, inventory, spay/neuter, licensing, medical history, and other key information.

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**Subject: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT SOFTWARE AND  
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At these meetings, Board members had questions about the RFP, requested that staff have the Information Technology Agency review the document, and after this review, return with a revised RFP. Animal Services complied with this direction and at the September 11, 2012 Board meeting, submitted a RFP for review and approval.

During this meeting, a discussion occurred relative to the makeup of the evaluation panel and the number of panelists. Disagreements about the number of outside panelists vs. City panelists and whether this panel should have three, five or seven panelists resulted in no action being taken by the Board.

**BACKGROUND**

Animal Services contracted with HLP, Inc. in 2000 for its animal management software, "Chameleon." Chameleon manages and tracks animal shelter data; this information resides on a server. The Department extracts this data and run reports for the public and elected officials. The Department also uses this data to determine how well it is providing animal control and care services.

For example, in the Department's "WoofStat"<sup>1</sup> meetings, the General Manager uses Chameleon-generated reports to show trends relative to citations, adoptions, spay/neuter surgeries, and live-save rates, among others. When it is apparent that a trend is occurring, or if there is a spike in a metric, staff analyzes the cause and effect, as well as how to minimize the trend, or try to replicate it across shelters. By continuously monitoring key performance measures – obtained primarily by using its animal management software – the Department can efficiently use its resources to achieve its objectives.

**PROPOSED SCOPE OF WORK**

The successful proposal must offer the following:

- Demonstrated experience with governmental agencies and with enterprise-level applications that handle upwards of 3.8 million entries annually and over 300 users at multiple locations.
- A detailed plan and schedule to transition from the Department's existing animal shelter software to a new or updated system (as applicable), including any required data conversion, report and/or document conversion and development,

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<sup>1</sup> "WoofStat" gets its name from "CompStat," a computerized crime analysis system used by Chief William Bratton in the New York Police Department. This is a statistical tool for crime reduction which maps crimes and identifies problems. In regular meetings, police brass meet with commanders to discuss problems, devise strategies and solutions to solve problems. Animal Services is using a similar approach, called "WoofStat," to address animal control and care issues.

**Subject: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT SOFTWARE AND  
CONTINUE WITH CHAMELEON DATA MANAGEMENT**

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application training for staff and as-needed technical support after the new or updated system is activated.

- The contractor must ensure that there will be no negative impact to the Department or the public as a result of the change in software or service providers.
- A detailed implementation plan, including conversion project management, training for approximately 300 employees, and a year of as-needed, implementation-related technical support after the new or updated system is activated.
- A detailed cost breakdown for the entire implementation, including data conversion and costs related to query (report-writing) tools or any customization costs to develop new reports needed for Animal Services. Proposers must provide information on any applicable pricing tiers, fees and discounts to an organization the size of the City of Los Angeles.
- Emergency and contingency plans to address prospective system failures.
- A detailed explanation of the levels and cost of application support available.
- The application must provide the Department with efficient ways to communicate with the public including the ability to generate license renewal and informational notices regarding their animals. The system must also offer efficient ways to extract data such as customizable, built-in reports, the ability to write unlimited, ad hoc reports and the ability to directly query the database. In addition, the Department will need to be able to import and export data from our website, online licensing, donation and vet portal applications as well as Wells Fargo's lockbox processing center and any legacy or future applications with which the Department may be required to develop or interface.
- The application must provide different levels of security access from read-only to administrator.
- The application must secure data fields entered in a manner that does not allow the system to advance without required information entered and saved; and must not allow the end-user to alter data entered without secure levels of authorization.
- The application must be able to provide address verification for addresses within the City of Los Angeles.
- The application must be able to accommodate separation of data for individual locations and client cities.
- The application must be able to support multi-site dispatch and tracking of staff in the field.
- The application must be able to support barcode scanning for daily kennel inventory, animal medications, to-do lists and microchip entry.
- The application must allow Department staff to schedule and manage software updates.
- The application must allow the Department to determine individual field names seen by staff, the content of drop-down lists, add or delete drop-down lists and

**Subject: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT SOFTWARE AND  
CONTINUE WITH CHAMELEON DATA MANAGEMENT**

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determine which fields are searchable. The application must also have additional, blank, customizable fields available for the Department to use for specialized data that the Department wishes to keep separately.

- The application must provide graphical kennel cage management tools for staff with the ability to make cages and animals contained therein available to the public.
- The proposer must provide the ability to prevent, minimize and correct data-entry errors, including the prevention of duplicate records. These methods have to be available to Department staff without having to contact the vender.
- The application must provide the ability for department staff to easily track changes to records by user, time and what was changed.
- The ability to interface with the Siebel CRM software being implemented by the City's 3-1-1 system would be a plus.
- GIS mapping of different types of data is highly desirable.

The Department will own exclusive rights to all data imported or entered into any proposed application and such data may not be used by the proposer in any way without permission from the Department.

The Board directed Animal Services to have this RFP reviewed by ITA. In 2012, Brenda Barnette and John Chavez met with the Information Technology Agency's executive staff to discuss the RFP. In addition, ITA staff, and an outside expert in both systems and animal welfare, reviewed this RFP and provided Animal Services with input that has been incorporated.

## **UPDATE**

Chameleon Data Management System meets all of the criterion specified in the RFP and has been used by the Department since 2000. There is a dire need up upgrade the software and there are new modules available that would make our work more efficient and that are cost effective.

The Department has asked the City CAO to be allowed to use savings from the 2014-15 budget to upgrade technology systems for the Department. We believe we have the support from the Mayor and the CAO to use these funds in this way. **However, we are on a very tight timeline if we are to be able to do it with these surplus funds in this current budget and need the support of the Board of Animal Services Commissioners.**

The Department had a salary savings of nearly \$1 million dollars during this fiscal year and we proposed saving \$562,500 in 2015-16 to immediately purchasing three tech improvements using current-year, available, and uncommitted funds accruing due to our high vacancy rates. These improvements create efficiencies that will help offset the limited budget and staffing levels projected for 2015-16.

**Subject: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT SOFTWARE AND CONTINUE WITH CHAMELEON DATA MANAGEMENT**

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Reconnecting the Wells Fargo lockbox directly to Chameleon (our central animal database software) will cost \$56,750 and link licensing data input by the Wells Fargo lockbox processing staff from their website to our Chameleon database. Response times are also projected to decrease by an average of three days, or more, per transaction. Return to using the Chameleon's web portal for licensing instead of continuing to use our own system developed a few years ago by staff no longer working for LAAS will cost \$20,750.

Chameleon's online portal will link online users directly to the Chameleon database. Online transactions are preferred by many users, they are faster, and cost less to process than any other method. These two upgrades will reduce the number of key strokes our staff will be required to make by over 2 million per year and will pay for themselves in the first four months of use.

Also important, our IT Supervisor has confirmed that the Chameleon upgrade would be able to integrate into ITA's Phase II CRM project. Dara discussed this with both ITA (City Department) and HLP(Chameleon). ITA will be using Siebel Customer Relationship Management software. HLP has experience connecting Chameleon and Siebel CRM for other municipalities.

In addition Dara attended the National HLP Conference last week and came home with some important information that may make our upgrades even more economical and that respond to questions we were asked in the Budget & Finance Committee Hearing. **There is a new app that has been tested for a year and that is ready for distribution that opens the door for Animal Control Officers to use iPhones rather than ruggedized laptops in the field at a substantial cost savings as demonstrated below.**

**SUMMARY****Purchase three technology upgrades:**

The Department determined the need for three immediate technology upgrades to improve productivity and efficiency in the field without increasing expenditures by applying some of the \$1 million in salary savings the Department is generating in the current fiscal year to purchase these tech upgrades described below:

Reconnect the Lockbox to Chameleon: This upgrade by HLP, Inc., Chameleon's owner, will cost **\$56,750** to construct a data bridge reconnecting licensing data input by the Wells Fargo lockbox processing staff from their website to our Chameleon database.

**Subject: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT SOFTWARE AND  
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Return to Using the Chameleon's Web portal: The second Chameleon upgrade costing **\$20,750** allows us to return to using Chameleon's web portal instead of continuing to use our own.

Use of Computers in the Field: The Department is evaluating two alternative ways to increase efficiency and reduce costs by Animal Control Officers using computers in the field. The Department is evaluating two options.

Option A: Purchase of 58 mobile computers (ruggedized laptops such as Panasonic "Toughbooks") for use by ACOs in Animal Control Vehicles) at a total cost of **\$485,000**.

Option B: Purchase of 58 iPhones and a new Chameleon app for use by ACOs at a cost of **\$17,110**.

Both options can be integrated into ITA's Phase II CRM project.

The Department is working with the Mayor's Office and the CAO to completed approvals in the current fiscal year so funds of **\$562,500** (as needed) can be obligated this year, reallocated in 2015-16 of funded in the 2015-16 budget.

In order for this to move forward, the Department is requesting the approval of the Board of Animal Services Commissioners.

**FISCAL IMPACT**

The fiscal impact of this proposal will be to use a portion of our salary savings from the current budget. This money would otherwise be swept into the General Fund. There are annual license renewals that we pay annually on all software as part of our budget and the per transaction fees that are expected to be more than repaid by increased efficiencies.

Approved:

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**Brenda F. Barnette, General Manager**

Attachment

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**Subject: REQUEST TO TERMINATE RFP FOR ANIMAL MANAGEMENT SOFTWARE AND  
CONTINUE WITH CHAMELEON DATA MANAGEMENT**

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**BOARD ACTION:**

\_\_\_\_\_ Passed

\_\_\_\_\_ Disapproved

\_\_\_\_\_ Passed with noted modifications

\_\_\_\_\_ Continued

\_\_\_\_\_ Tabled

\_\_\_\_\_ New Date



561 clients were served from July, 2014 to January 30, 2015. The great majority of clients, 94%, sought services for dogs. About a third had pets at immediate risk of relinquishment, with the intention of leaving their pet at the shelter. About a third had pets at high risk of relinquishment, with the need for spay/neuter services and about a third was previous clients returning for more services. See table 1.

<b>Initial reason for coming to the shelter</b>		
<b>Leave pet at shelter</b>	191	36%
<b>Spay/neuter voucher</b>	159	30%
<b>Continue previous work with DDR</b>	185	35%
<b>total</b>	535	

Table 1: breakdown of reasons clients access DDR.

### Client Characteristics

Clients are predominately Hispanic females between the ages of 20 and 60. The primary languages were Spanish and English. More than half were single and had never been married. Only 40% were unemployed and only 38% had less than a high school diploma. 80% made less than \$25,000 per year, but only about half were on public assistance.

<b>Hispanic/Latino</b>		
<b>Yes</b>	405	77%
<b>No</b>	118	23%
<b>total</b>	523	
<b>Client's sex</b>		
<b>female</b>	355	63%
<b>male</b>	203	36%
<b>total</b>	561	
<b>primary language</b>		
<b>Chinese</b>	1	.2%
<b>English</b>	187	44%
<b>English/Spanish</b>	12	3%
<b>Spanish</b>	237	56%
<b>total</b>	426	
<b>Client age</b>		
<b>18-19 years</b>	20	4%
<b>20-29 years</b>	116	21%
<b>30-39 years</b>	119	22%



40-49 years	125	23%
50-59 years	106	20%
60-79 years	54	10%
80 years or more	3	.6%
total	543	
marital status		
Divorced/Widowed/Legally Separated	64	12%
Married/Domestic Partnership	193	36%
Single, never married	287	53%
total	544	
employment status		
full time	81	23%
part time	102	29%
Student/Retired	35	10%
Un-employed	139	39%
total	357	
education		
8th grade or less	66	13%
9-12th grade, no diploma	136	25%
Associates degree	18	3%
Bachelors degree	17	3%
High school diploma/GED	162	30%
Post Graduate work	6	1%
Some college, no degree	128	24%
total	536	
income		
<10K	120	29%
10-14,999	77	18%
15-19,999	85	20%
20-24,999	54	13%
25-29,999	39	9%
30-34,999	21	5%
35-39,999	8	2%
40-44,999	7	2%
45-49,999	1	.2%
50-54,999	2	.5%
60+	4	1%
Total	418	
Receiving public assistance		





<b>Yes</b>	264	49%
<b>No</b>	271	51%
<b>total</b>	535	

Table 2: client characteristics

Interestingly, 99% of clients were the pets' primary caregiver and 80% had had the pet for at least 6 months. 519 people reported having adequate transportation to care for the pet.

<b>Primary caregiver</b>		
<b>Yes</b>	537	99%
<b>No</b>	8	1%
<b>Total</b>	545	
<b>How long have you had this pet?</b>		
<b>Less than a month</b>	18	3%
<b>1-6 months</b>	91	17%
<b>6 months-1 year</b>	101	19%
<b>1-10 years</b>	272	51%
<b>More than 10 years</b>	51	10%
<b>total</b>	533	
<b>Access to transportation</b>		
<b>yes</b>	519	

Table 3:

When asked if anything had changed in their household that led to the visit to the shelter, clients most frequently reported an inability to pay for the care of the pet.

<b>Moving</b>	18
<b>Landlord issues</b>	67
<b>Family illness/death</b>	10
<b>Behavior issues</b>	20
<b>Lack of time</b>	14
<b>Inability to pay for care of pet</b>	480
<b>New baby/children</b>	4

Table 4: What had changed in the clients' lives. Note: clients could select more than one.

### Description of clients' home

Each household had an average number of 2.4 adults and 1.2 children living in the home. Most clients, 81%, rent their home. See table 2 for a breakdown of home type.



Apartment/condo	125	27%
Duplex/attached house	64	14%
Mobile home/trailer	7	2%
Single family home	268	58%
<b>total</b>	<b>464</b>	

Table 5: breakdown of home type.

### Pets' characteristics

The average condition of the pets was 4.8 (normal is 5) with a range from 1-8.

<b>Adult dog size</b>		
Small	243	48%
Medium	87	17%
Large	174	34%
X-large	7	1%
<b>total</b>		
<b>Pets' sex</b>		
female	205	37%
altered female	66	12%
male	203	37%
altered male	80	14%
<b>total</b>	<b>551</b>	
<b>Pets' age</b>		
Less than 3 months	23	4%
3-12 months	98	18%
1-5 years	269	49%
6-10 years	109	20%
11 to less than 15 years	37	7%
15 or more years	13	2%
Don't know	2	.4%
<b>Total</b>	<b>551</b>	
<b>Where was the pet living?</b>		
Indoors only	223	41%
Outdoors only	162	30%
Indoor/outdoor	163	30%

Table 6: Pet characteristics.



### Tracking the services delivered by DDR

Services	Frequency
Spay neuter referrals	165
Medical services	128
Microchip	45
Vaccines	39
Rescue	38
Redemption fees	30
Humane euthanasia	19
Fence install or repair	17
Financial assistance for housing requirements	10
Dog behavior training	6
Licensing fee	5
Provided:	
Outdoor shelters	5
Food	7
Litter supplies	1
Toys or enrichment	0

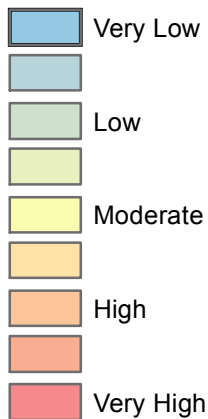
Table 7: The frequency of services listed in the services tracking form.

### Mapping the locations of clients

The Downtown Dog Rescue maps include data for dogs and cats assisted by DDR between 7/2/14 and 1/9/15. There are 2 maps of just dogs (428 in the dataset) at two different scales (one is a zoomed in version of the other) and 2 maps with dogs and cats combined (428 dogs + 22 cats = 450 pets) at two scales (one zoomed in). The red/orange/yellow coloring indicates areas where greater numbers of pets came from, i.e. “hot spots”.

## Downtown Dog Rescue

### Assisted Pets (7/2/14-1/9/15)

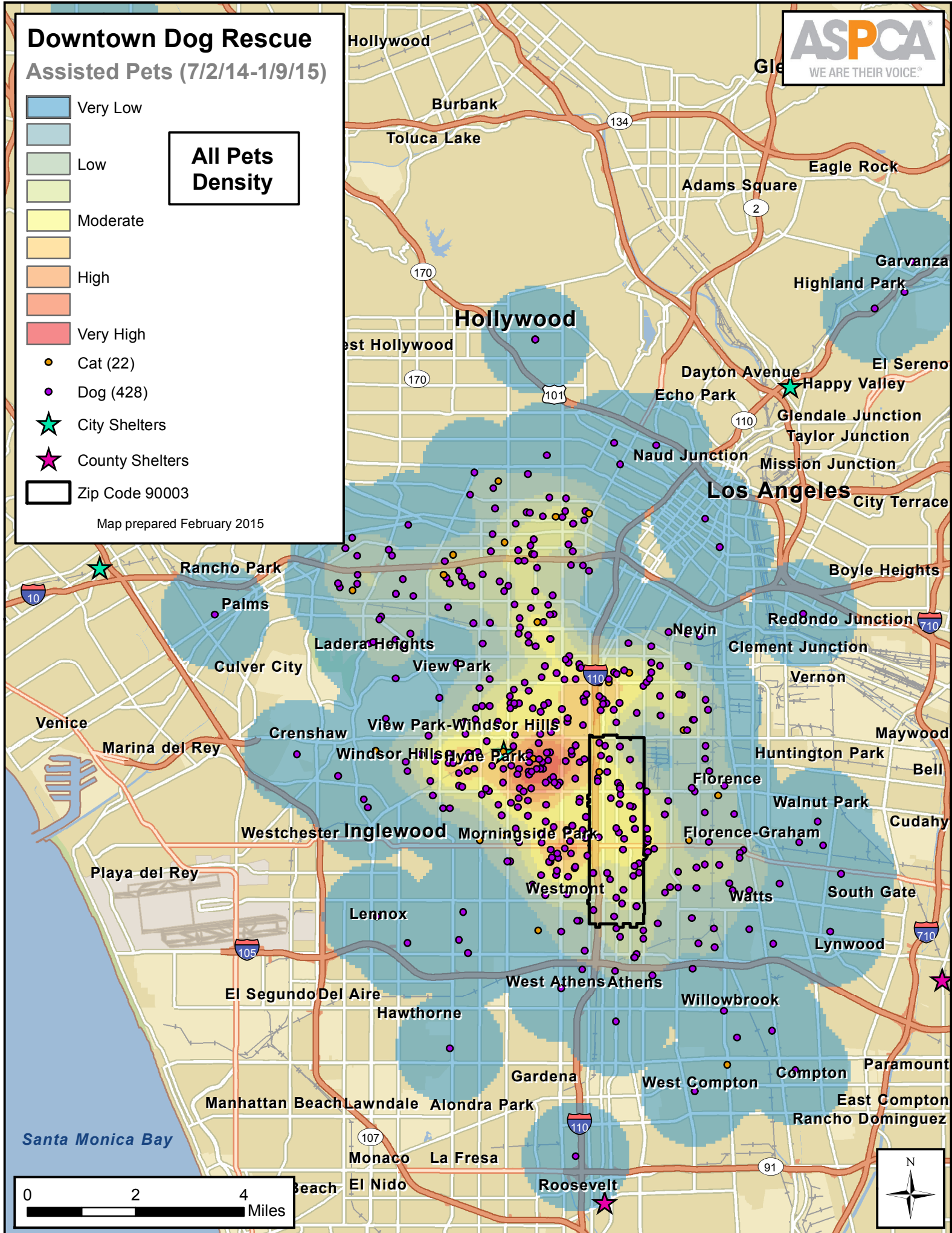


## All Pets Density

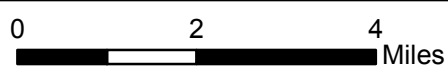
- Cat (22)
- Dog (428)
- ★ City Shelters
- ★ County Shelters

Zip Code 90003

Map prepared February 2015



## Santa Monica Bay



# Downtown Dog Rescue

Assisted Pets (7/2/14-1/9/15)



Very Low

Low

Moderate

High

Very High

Cat (21)

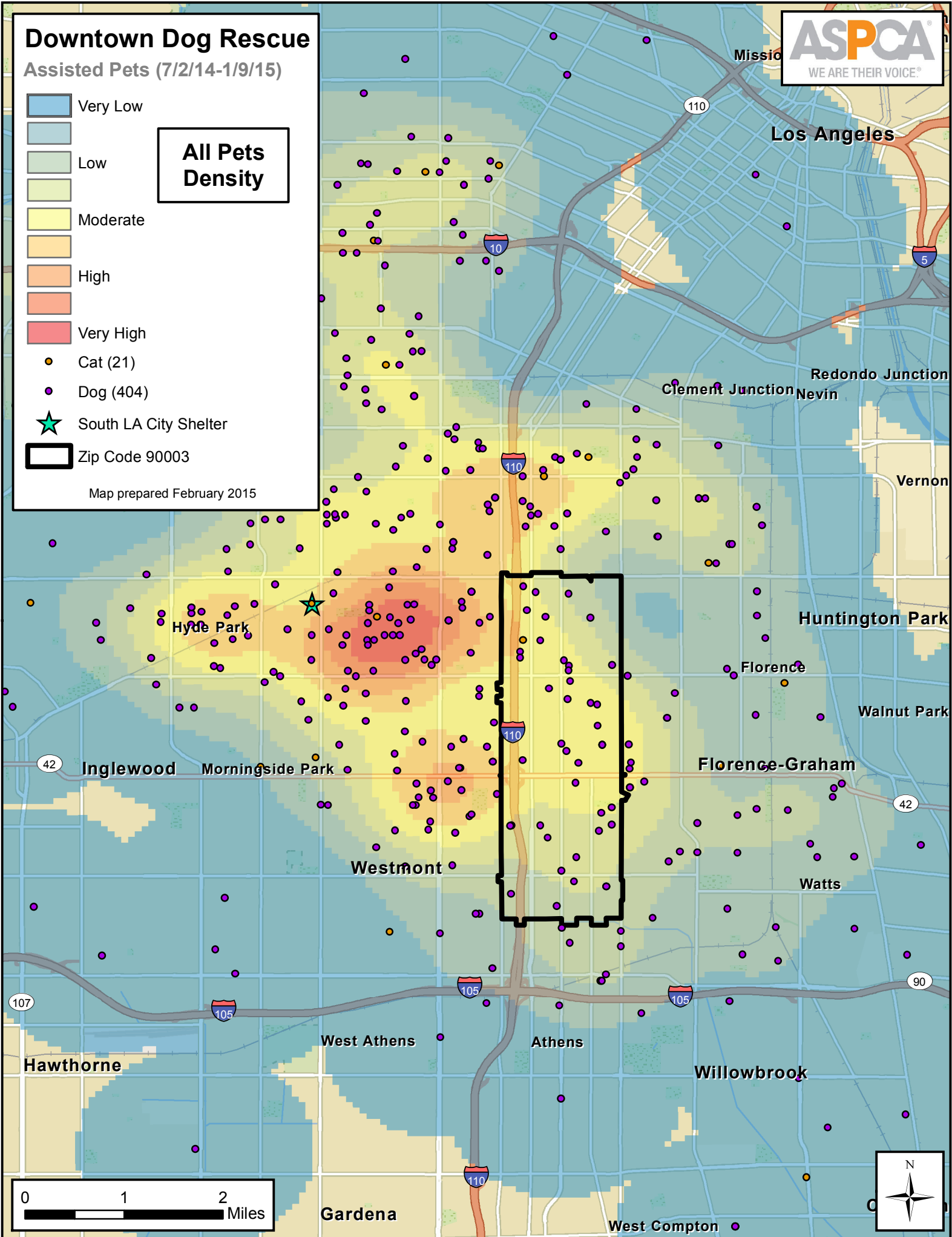
Dog (404)

South LA City Shelter

Zip Code 90003

## All Pets Density

Map prepared February 2015



**Cat Owner Surrender Reasons for the period 1/1/11 to 12/31/14**

	2011	2012	2013	2014	Total
<b>CAT</b>	721	582	728	541	<b>2,572</b>
AGE	8	10	14	8	<b>40</b>
AGG ANIMAL	41	35	41	39	<b>156</b>
AGG CHILD	12	17	19	20	<b>68</b>
AGG PEOPLE	41	43	35	31	<b>150</b>
ALLERGIC	213	179	218	195	<b>805</b>
COST/MEDIC	189	204	177	163	<b>733</b>
DESTRUCTIV	26	17	23	18	<b>84</b>
DIED	81	135	103	116	<b>435</b>
DIVORCE	3	7	16	13	<b>39</b>
ESCAPES	8	3	5	5	<b>21</b>
HOUSE SOIL	54	65	39	59	<b>217</b>
HYPER	9	14	23	19	<b>65</b>
ILL	107	94	72	83	<b>356</b>
INJURED	11	5	4	3	<b>23</b>
INVESTIGAT	0	1	0	0	<b>1</b>
LND LRD/ZN	266	328	241	245	<b>1,080</b>
LOST HOME	69	68	58	58	<b>253</b>
MOVE	321	293	298	296	<b>1,208</b>
NEW BABY	42	42	44	37	<b>165</b>
NO HOME	75	33	52	20	<b>180</b>
NO PROTECT	2	2	5	5	<b>14</b>
NO TIME	253	302	244	254	<b>1,053</b>
OTHER PET	106	82	96	82	<b>366</b>
OWNER DIED	31	28	21	30	<b>110</b>
SHEDS	0	3	0	2	<b>5</b>
SIZE	6	2	6	2	<b>16</b>
TIMID	13	16	20	25	<b>74</b>
TOO MANY	508	424	505	375	<b>1,812</b>
VOCAL	9	3	6	7	<b>25</b>
WRONG SEX	1	4	1	3	<b>9</b>
<b>Total</b>	<b>3,226</b>	<b>3,041</b>	<b>3,114</b>	<b>2,754</b>	<b>12,135</b>

**Dog Owner Surrender Reasons for the period 1/1/11 to 12/31/14**

	2011	2012	2013	2014	Total
<b>DOG</b>	1,694	1,675	1,765	1,492	<b>6,626</b>
AGE	89	72	42	51	<b>254</b>
AGG ANIMAL	339	322	314	261	<b>1,236</b>
AGG CHILD	88	85	87	84	<b>344</b>
AGG PEOPLE	207	203	201	193	<b>804</b>
ALLERGIC	125	126	145	122	<b>518</b>
COST/MEDIC	673	714	573	505	<b>2,465</b>
DESTRUCTIV	141	145	129	109	<b>524</b>
DIED	430	415	378	350	<b>1,573</b>
DIVORCE	20	21	32	21	<b>94</b>
ESCAPES	133	170	125	118	<b>546</b>
HOUSE SOIL	26	22	28	36	<b>112</b>
HYPER	125	131	134	123	<b>513</b>
ILL	280	219	133	133	<b>765</b>
INJURED	33	16	17	16	<b>82</b>
INVESTIGAT	29	42	69	50	<b>190</b>
LND LRD/ZN	879	1,029	875	955	<b>3,738</b>
LOST HOME	263	282	184	170	<b>899</b>
MOVE	1,124	980	905	835	<b>3,844</b>
NEW BABY	46	65	70	49	<b>230</b>
NO HOME	193	171	86	72	<b>522</b>
NO PROTECT	12	7	16	11	<b>46</b>
NO TIME	934	1,009	887	888	<b>3,718</b>
OTHER PET	220	224	205	203	<b>852</b>
OWNER DIED	23	26	21	29	<b>99</b>
SHEDS	5	4	7	3	<b>19</b>
SIZE	80	65	69	73	<b>287</b>
TIMID	22	35	29	32	<b>118</b>
TOO MANY	596	554	477	436	<b>2,063</b>
VOCAL	126	112	95	105	<b>438</b>
WRONG SEX	5	5	3	4	<b>17</b>
<b>Total</b>	<b>8,960</b>	<b>8,946</b>	<b>8,101</b>	<b>7,529</b>	<b>33,536</b>

**TOTAL**                      **12,186**    **11,987**    **11,215**    **10,283**    **45,671**



**HOME DOG L.A.<sup>SM</sup>**

## North Central Intervention Program

## July 2104-April 2015 Surrender Diversion Log

JULY 2014

Pets Intercepted: 35

Dogs: 28

Cats: 5

Rabbits: 2

# of pets signed up for services: 35

Service Inquiry:

mange: 0

euthanize: 0

too expensive: 2

behavioral: 3

pets not allowed in housing: 1

pet needs rescue/rehomed: 6

redemption: 13

medical expenses: 10

spay/neuter: 5

Totals Including S/N: 40



North Central Intervention Program

AUGUST 2014

Pets Intercepted: 42

Dogs: 41

Cats: 1

Rabbits: 0

# of pets signed up for services: 42

Service Inquiry:

mange: 0

euthanize: 4

too expensive: 4

behavioral: 0

pets not allowed in housing: 0

pet needs rescue/rehomed: 5

redemption: 15

medical expenses: 8

spay/neuter: 15

Totals Including S/N: 51

North Central Intervention Program

SEPTEMBER 2014

Pets Intercepted: 35

Dogs: 33

Cats: 2

Rabbits: 0

# of pets signed up for services: 35

Service Inquiry:

mange: 0

euthanize: 1

too expensive: 0

behavioral: 3

pets not allowed in housing: 1

pet needs rescue/rehomed: 3

redemption: 11

medical expenses: 10

spay/neuter: 11

Totals Including S/N: 40

North Central Intervention Program

OCTOBER 2014

Pets Intercepted: 34

Dogs: 30

Cats: 4

Rabbits: 0

# of pets signed up for services: 34

Service Inquiry:

mange: 0

euthanize: 4

too expensive: 3

behavioral: 2

pets not allowed in housing: 1

pet needs rescue/rehomed: 3

redemption: 11

medical expenses: 6

spay/neuter: 9

Totals Including S/N: 39

North Central Intervention Program

NOVEMBER 2014

Pets Intercepted: 42

Dogs: 37

Cats: 5

Rabbits: 0

# of pets signed up for services: 42

Service Inquiry:

manage: 0

euthanize: 4

too expensive: 7

behavioral: 1

pets not allowed in housing: 3

pet needs rescue/rehomed: 3

redemption: 9

medical expenses: 12

spay/neuter: 10

Totals Including S/N: 49

North Central Intervention Program

DECEMBER 2014

Pets Intercepted: 46

Dogs: 43

Cats: 3

Rabbits: 0

# of pets signed up for services: 46

Service Inquiry:

mange: 0

euthanize: 6

too expensive: 2

behavioral: 3

pets not allowed in housing: 1

pet needs rescue/rehomed: 4

redemption: 9

medical expenses: 15

spay/neuter: 10

Totals Including S/N: 50

North Central Intervention Program

JANUARY 2015

Pets Intercepted: 32

Dogs: 29

Cats: 3

Rabbits: 0

# of pets signed up for services: 32

Service Inquiry:

mange: 0

euthanize: 0

too expensive: 4

behavioral: 0

pets not allowed in housing: 1

pet needs rescue/rehomed: 6

redemption: 5

medical expenses: 14

Total Excluding S/N: 30

spay/neuter: 7

Totals Including S/N: 37

North Central Intervention Program

FEBRUARY 2015

Pets Intercepted: 39

Dogs: 36

Cats: 3

Rabbits: 0

# of pets signed up for services: 39

Service Inquiry:

mange: 0

euthanize: 5

too expensive: 0

behavioral: 4

pets not allowed in housing: 4

pet needs rescue/rehomed: 4

redemption: 16

medical expenses: 7

spay/neuter: 8

Totals Including S/N: 42

North Central Intervention Program

MARCH 2015

Pets Intercepted: 42

Dogs: 37

Cats: 5

Rabbits: 0

# of pets signed up for services: 42

Service Inquiry:

mange: 0

euthanize: 2

too expensive: 4

behavioral: 2

pets not allowed in housing: 1

pet needs rescue/rehomed: 1

redemption: 10

medical expenses: 17

spay/neuter: 8

Totals Including S/N: 45



North Central Intervention Program

APRIL 2015

Pets Intercepted:

Dogs: 44

Cats: 3

Rabbits: 0

# of pets signed up for services: 50

Service Inquiry:

mange: 0

euthanize: 0

too expensive: 2

behavioral: 2

pets not allowed in housing: 1

pet needs rescue/rehomed: 1

redemption: 17

medical expenses: 24

spay/neuter: 5

Totals Including S/N: 55

TOTAL NUMBER OF PETS INTERCEPTED SINCE JULY 2014: 391



**POLICY FOR ACCEPTING AND REDEEMING SPAY/NEUTER COUPONS  
PLEASE READ CAREFULLY**

In order to make it easier for pet owners in the City of Los Angeles to spay/neuter their pets, Actors and Others for Animals (A&O) has entered into an agreement with the Department of Animal Services to distribute discount spay/neuter coupons worth \$30. You have applied to A&O for such a coupon, which is enclosed along with a dog license application(s) if applicable.

By applying for and accepting this coupon(s), you are declaring that:

1. You are over the age of 18.
2. You reside in the City of Los Angeles.
3. You are the owner of the animal(s) to be sterilized and not using the coupons(s) to sterilize feral cats or stray animals, and are not a member of a rescue, adoption or like organization using the coupons for animals in your care.
4. You understand that you are only allowed coupons for three (3) cats and three (3) dogs per household.
5. That the coupon(s) can only be used at participating veterinary hospitals, and by receiving the coupon(s) through A&O, you have selected an authorized veterinarian hospital which is listed on the coupon(s).
6. That the coupon(s) is only good towards the sterilization surgery.
7. That the cost of surgery may exceed the \$30 value and that any additional charges incurred are not the financial responsibility of the Department of Animal Services or A&O.

In addition, by accepting this coupon(s), you declare that all of the information provided is true and correct to the best of your knowledge and that you have not provided any untrue, falsified or unlawful information. You further understand that all information is subject to verification and that any false or dishonest information given to A&O will be reported to the Department of Animal Services.

The Department of Animal Services and A&O do not endorse or promote any one veterinarian hospital over another. The decision and agreement to retain the services of the veterinarian clinic is your sole responsibility.

Thank you.

Actors and Others for Animals

PERSONAL SERVICES AGREEMENT  
BETWEEN THE CITY OF LOS ANGELES  
AND ACTORS AND OTHERS FOR ANIMALS

TO PROVIDE A SPAY AND NEUTER VOUCHER DISTRIBUTION PROGRAM

City Contract No. \_\_\_\_\_

THIS AGREEMENT ("Agreement") is entered into as of May \_\_, 2015 and will be effective on the date the Office of the City Clerk attests this Agreement ("Execution Date"), between the City of Los Angeles ("City"), a municipal corporation, acting by and through the Department of Animal Services ("Department") and Actors and Others for Animals ("A&O") with regard to the following.

WHEREAS, the Department distributes vouchers to assist dog and cat owners in the City of Los Angeles to have their pets spayed and neutered and is looking to provide a wider circulation of the available \$30 spay and neuter vouchers to curtail dog and cat birth rates to minimize the intake of homeless animals by the Department and reduce euthanasia of healthy animals; and

WHEREAS, A&O was selected and awarded this Agreement by the Animal Services Board of Commissioners ("Board") on \_\_\_\_\_, 2015, to distribute the \$30 vouchers ("Program"); and

WHEREAS, the Program will be managed and administered by A&O and will serve as a model for possible future public/private distribution of spay and neuter vouchers.

NOW THEREFORE, in consideration of the above premises and of the covenants and representations set forth herein, the parties agree as follows:

**Section I. Representatives of the Parties and Service of Notice**

- A. The representatives of the parties authorized to administer this Agreement and to whom formal notices, demands, and communications shall be given as follows:
1. The representative of the City shall be the General Manager of the Department, or that person's authorized representative, as follows:

**Brenda F. Barnette**  
**General Manager, Department of Animal Services**  
**350 S. Grand Ave., Suite 4501**  
**Los Angeles, CA 90017**

The representative of A&O shall be the Executive Director, or that person's authorized representative as follows:

**Susan Taylor, Executive Director**  
**Actors and Others for Animals**  
**11523 Burbank Boulevard**  
**North Hollywood, CA 91601**

- B. Formal notices, demands, and communications required hereunder by any party shall be made in writing and communicated by U.S. mail, fax, or email.
- C. If the name of the person designated to receive the notices, demands, or communications, or the address of such person is changed, written notice shall be given to the other parties within five (5) business days of said change.

## **Section II. Term**

The term of this Agreement shall be one year from the date written above after it is attested to by the City Clerk. Either party may terminate the Agreement at any time with 30 days notice. In addition, if mutually agreeable, the Agreement may be renewed for an additional year.

## **Section III. Scope of Services**

A&O was selected and agreed to provide a pilot program in the City aimed at distributing the \$30 spay and neuter vouchers to resident pet owners or guardians residing in the City of Los Angeles ("Program"), as follows:

- A. The Program will adhere to the following parameters:
  - 1. The vouchers are only for residents of the City over the age of 18.
  - 2. For the sole purpose of sterilizing owned pets and not for feral cats or member(s) of a rescue, adoption or like organization for use on animals in their care.
  - 3. Vouchers are limited to three (3) for cats and (3) for dogs, per household.
  - 4. Voucher(s) can only be used at participating veterinary hospitals approved by the Department.
  - 5. The cost of surgery may exceed the \$30 value of the voucher and that any additional charges incurred are not the financial responsibility of the Department or A&O.
- B. The Department will furnish A&O the vouchers and with dog license applications to be distributed. The number and value of the vouchers will be at the discretion of the Department. In addition, the Department will provide A&O with a list of the participating veterinarians, and will inform A&O and the veterinarians of any additions or deletions in a timely manner. The Department will also furnish A&O with dog license applications.

In order to measure the success of the program, A&O will provide the Department with the names of the individuals who received vouchers and dog license applications and Department will provide A&O with the names of the individuals who actually redeem the vouchers distributed by them as soon as is practicable upon receipt by the Department.

- C. A&O will distribute the vouchers in accordance with the terms set forth above. Individuals will be qualified via the telephone. Vouchers and dog license applications will be mailed to the pet owners or guardians, along with an instruction page that states that by accepting the voucher(s), the pet owner or guardian declares that the information provided to obtain the voucher(s) was true and correct. With each voucher for a dog spay or neuter, A&O will also provide a dog license application.
- D. A&O will notify the pet owner or guardian that the Voucher is non-transferable and is not valid beyond the expiration date printed on it, and cannot be used for any veterinary

service other than sterilization, nor in combination with any other program and that the veterinarian may charge the pet owner or guardian a co-payment along with the \$30 Voucher for the spay or neuter surgery. A&O will also insert the issue date on the Voucher so that it is clear when the Voucher was issued and when it expires.

In accordance with the A&O practice of subsidizing spay and neuter surgeries for persons of low income, A&O may provide additional funding to the pet owner or guardian if in the discretion of A&O, such additional funding is desirable to ensure that the voucher(s) are redeemed. This additional funding is solely from A&O and not from Department or City funds.

All associated expenses will be paid for by A&O.

A&O will provide the Department with a copy of each voucher. At six month intervals, A&O will provide the Department with a report indicating the number of vouchers distributed, the number redeemed (subject to receipt by the Department), the number that A&O provided additional funding and any other information deemed pertinent.

#### **Section IV. Miscellaneous Provisions**

A&O is providing the services as an independent contractor and not as an agent or employee of the City or Department and will not assign, transfer or delegate its rights under the Agreement, and will abide by the non-discrimination provisions of Sections 10.8 through 10.8.2 and the equal employment practices provisions of Section 10.8.3 of the Los Angeles Administrative Code and not discriminate in its employment practices because of a person's race, religion, national origin, ancestry, sex, sexual orientation, age, disability, domestic partner status, marital status or medical condition.

#### **Section V. Ratification**

At the request of the City, and because of the need therefor, A&O has begun performance of the services specified herein prior to execution of this Agreement. The City acknowledges the services previously performed by the A&O and ratifies A&O's performance of said services to the extent said services were performed in accordance with the terms and conditions of this Agreement.

#### **Section VI. Entire Agreement**

This Agreement constitutes the full and complete understanding between the parties and shall be executed in three (3) duplicate originals, each of which is deemed to be an original.

**IN WITNESS THEREOF**, the parties hereto have caused this Agreement to be executed by their respective duly authorized representatives.

**The City of Los Angeles,**

**Department of Animal Services**

By \_\_\_\_\_

Brenda F. Barnette, General Manager

Date: \_\_\_\_\_

**CONTRACTOR – ACTORS & OTHERS, Inc.**

By \_\_\_\_\_

Print Name: \_\_\_\_\_

Date \_\_\_\_\_

**APPROVED AS TO FORM:**

**MICHAEL N. FEUER, City Attorney**

By \_\_\_\_\_

Dov S. Lesel, Assistant City Attorney

Date \_\_\_\_\_

**ATTEST:**

**HOLLY WOLCOTT, City Clerk**

By \_\_\_\_\_

Deputy City Clerk

Date \_\_\_\_\_

Los Angeles City Business Tax License Number \_\_\_\_\_

IRS Taxpayer Identification Number \_\_\_\_\_

City Agreement Number \_\_\_\_\_