



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES

REGULAR MEETING AGENDA
Tuesday, May 10, 2022
9:30 A.M.

Dial (669) 900-6833 to Join the Meeting and use Webinar ID No. 974 5715 7866 and then Press #. Press # again when prompted for participant ID.

LARRY GROSS
President

OLIVIA E. GARCÍA
Vice-President

JILL COHEN
ALISA FINSTEN
JOSE SANDOVAL

In conformity with State Assembly Bill 361 and due to concerns over COVID-19, the Board of Animal Services Commission meeting will be conducted entirely telephonically and using Zoom software.

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To make your request please call (213) 482-9558. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend.

Si requiere servicios de traducción, favor de hacer pedido con 24 horas de anticipo al (213) 482-9558.

Members of the public who wish to offer public comment to the Board of Animal Services Commission should call (669) 900-6833 and use Webinar ID No. 974 5715 7866 and then press #. Press # again when prompted for participant ID. Instructions on how to sign up for public comment will be given to listeners at the start of the meeting.

I. 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)

Note: The Brown Act prohibits the Board and staff from discussing a speakers' comments. Some of the matters raised in public comment may appear on a future agenda.

- 2. NEIGHBORHOOD COUNCIL COMMENTS** - (Discussion with Neighborhood Council representatives on Neighborhood Council Resolutions or Community Impact Statements filed with the City Clerk which relate to any agenda item listed or being considered on this agenda for the Board of Animal Services Commissioners)

3. COMMISSION BUSINESS

- A. Findings to Continue Teleconference Meetings Pursuant to Assembly Bill 361 / Government Code Section 54953(e)(3) (Action Item; Public comment limited to one minute per speaker)

Determination in accordance with AB 361 [Government Code Section 54953(e)(3)] that, while the state of emergency due to the COVID-19 pandemic, as originally proclaimed by the Governor on March 4, 2020, remains active and state or local officials have imposed or recommended measures to promote social distancing, the Board has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the Board members to meet safely in person and state or local officials continue to impose or recommend measures to promote social distancing.

- B. Approval of Minutes for the Meeting of April 26, 2022 (Action Item; Public comment limited to one minute per speaker)

4. ORAL REPORT OF THE GENERAL MANAGER

5. COMMISSIONERS' ORAL REPORTS AND FUTURE AGENDA ITEMS

6. BOARD REPORTS

- A. **Continued at the April 26, 2022 Meeting**

Oral Report on the Shelter Operations at North Central (Information Item; Public comment limited to one minute per speaker)

- B. Approval of Letters of Agreement with AM PM Ideal Pet Care, Spay Neuter Project of Los Angeles (SNPLA Harbor), Spay Neuter Project of Los Angeles (SNPLA Jefferson Park), Best Friends Animal Society, and Amazing Small Animal Practice for Participation in the Citywide Cat Program to Provide Spay/Neuter Services for Free Roaming Cats (Action Item; Public comment limited to one minute per speaker)
- C. Personnel Status Update (Information Item; Public comment limited to one minute per speaker)

7. ADJOURNMENT

Next Regular Meeting is scheduled for 9:30 a.m., May 24, 2022

AGENDAS - The Board of Animal Services Commissioners (Board) meets regularly every second (2nd) and fourth (4th) Tuesday of each month at 9:30 A.M. For the duration of the COVID-19 emergency, the Board will meet telephonically and using Zoom software in conformity with the Governor's Executive Order N-29-20 (March 17, 2020). 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, 6th Floor, Suite 600, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2nd floor Public Bulletin Board in City Hall East, 200 North Main Street, Los Angeles, CA 90012. Internet users may also access copies of present and prior agenda items, copies of the Board Calendar, 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 <https://www.laanimalservices.com/about-us-2/commission/#three>

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. (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. Each speaker will be granted a maximum of two minutes and the presiding officer reserves the

ability to extend or limit the time depending on the circumstances of the meeting.

Notice to Paid Representatives. If you are compensated to monitor, attend, or speak at this meeting, City law may require you to register as a lobbyist and report your activity. See Los Angeles Municipal Code §§ 48.01 *et seq.* More information is available at ethics.lacity.org/lobbying. For assistance, please contact the Ethics Commission at (213) 978-1960 or ethics.commission@lacity.org.

Time Limit for Speakers. Speakers addressing the Board will be limited to one (1) minute of speaking time for each agenda item except during the general public comment period, which is limited to two (2) minutes per speaker (For certain agenda items, speakers will have two (2) minutes each).

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" 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.



**BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES**



**MINUTES
TUESDAY, April 26, 2022 at 9:30 AM**

VIRTUAL ZOOM MEETING

Audio MP-3 Recording is available at www.laanimalservices.com

Larry Gross, President
Olivia E. García, Vice President
Jill Cohen
Alisa Finsten
Jose Sandoval

Meeting called to order at 9:34 a.m. Commissioners present were Gross, García, Cohen, Finsten, and Sandoval. Also present from Los Angeles Animal Services (LAAS) was Interim General Manager Annette Ramirez, Assistant General Manager (AGM) Curtis Watts, Board Secretary Francine Acuña, and Deputy City Attorney Steve Houchin.

Commissioner Gross opened the meeting, introduced staff, provided an overview of the meeting agenda, and provided instructions to the public on how to make public comments for this virtual meeting.

I. ADMINISTRATIVE APPEALS

1. Dangerous Animal Case: DI 213139 WV

Appellant: Randall Robart

West Valley Animal Services Center: Lt. Julian

Complaining Witness: Lenay Golden, Shannon Taban, and Nicole Rocklin

The Board discussed the merits of the appeal, the evidence provided to the Hearing Examiner, and the grounds supporting the General Manager's determination.

Commissioner Gross made a motion to uphold the decision of the General Manager.

Commissioner Sandoval seconded and the motion was approved by a vote of 5-0.

Ayes: Gross, García, Cohen, Finsten and Sandoval.

Noes: None.

Absent: None.

II. REGULAR COMMISSION MEETING

1. PUBLIC COMMENT

Public Comment was made by:

- **Cathy Serksnas** - spoke about the lack of coverage for lifesaving coordinator events at the West Valley shelter and about a kitten that did not survive due to the lack of communication. Also spoke about the Glue contract and asked for the Department's financial reports.
- **Paul Darrigo** - spoke about the Brown Act and stated that the Commissioners can briefly respond to comments from the public and asked how the Commissioners are contributing to the needs of the Department. Also spoke about the Glue contract and stated that more volunteers are needed to care for the animals.
- **Whitney Smith** - spoke about the poor conditions at the South Los Angeles shelter and suggested that the Commissioners visit the shelters.
- **Michelle Cornelius** - spoke about the lack of communication and coverage for lifesaving and the misleading information regarding available dates for adoption.
- **Gail Raff** - spoke about a video that is being shared showing the poor conditions of the shelters.
- **Bebe** - stated that funding should be provided for community shelters and the inner city communities who need financial assistance.
- **Jeff Mausner** - encouraged the public to attend the Budget and Finance Committee meeting scheduled for May 2 to request additional funding for spay neuter services.
- **Gigi Sanchez** - spoke about a lawsuit involving a homeless man in Santa Monica who is keeping wild pigeons.

2. NEIGHBORHOOD COUNCIL COMMENTS - (Discussion with Neighborhood Council representatives on Neighborhood Council Resolutions or Community Impact Statements filed with the City Clerk which relate to any agenda item listed or being considered on this agenda for the Board of Animal Services Commissioners)

Michelle Cornelius from the Tarzana Neighborhood Council provided a report requesting that the Department offer free dog training to people who adopt from City shelters utilizing monies from the Animal Welfare Trust Fund.

Public Comment was made by:

- **Jeff Mausner** - stated that this dog training proposal meets the requirements of both the Animal Welfare Trust Fund and the City's innovation fund and offered assistance with applying for the innovation fund.
- **Cathy Serksnas** - thanked Michelle for this report and is hopeful for this program as it is directly going to the animals and getting the help they need.
- **Bebe** - spoke about people who breed animals.
- **Whitney Smith** - stated that the City already offers free dog training and that the behavioral comments should be made by professional dog evaluators.

3. COMMISSION BUSINESS

- A. Findings to Continue Teleconference Meetings Pursuant to Assembly Bill 361 / Government Code Section 54953(e)(3) (Action Item; Public comment limited to one minute per speaker)

Determination in accordance with AB 361 [Government Code Section 54953(e)(3)] that, while the state of emergency due to the COVID-19 pandemic, as originally proclaimed by the Governor on March 4, 2020, remains active and state or local officials have imposed or recommended measures to promote social distancing, the Board has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the Board members to meet safely in person and state or local officials continue to impose or recommend measures to promote social distancing.

Commissioner Gross moved to approve in determining accordance with Government Code Section 54953(e)(3) that this Board has reconsidered the circumstances of the COVID-19 state of emergency and that the state of emergency continues to directly impact the ability of the Board to meet safely in person and state or local officials continue to impose or recommend measures to promote social distancing.

Commissioner Sandoval seconded and the motion was approved by a vote of 4-0.

Ayes: Gross, García, Finsten, and Sandoval.

Noes: None.

Absent: Cohen.

Public Comment was made by:

- **Whitney Smith** - stated that the Commission meetings should be allowed to meet in person and continue meeting through Zoom.
- **Paul Darrigo** - stated that Covid mandates need to be lifted from the shelters.
- **Bebe** - stated that the public can continue to wear masks in the shelters.

- B. Approval of the Minutes for Meeting of April 12, 2022.

Commissioner Finsten moved to approve the minutes for the meeting of April 12, 2022.

Commissioner Sandoval seconded and the motion was approved by a vote of 4-0.

Ayes: Gross, García, Finsten, and Sandoval.

Noes: None.

Absent: Cohen.

Public Comment:
None

4. ORAL REPORT OF THE GENERAL MANAGER

Interim GM Annette Ramirez discussed the following:

- The Department identified additional funding to fund two spay/neuter mobile vans for five months. The contracts have been finalized and the terms are being proposed and negotiated with the service providers and will have sufficient funding until October. Full funding is being requested through the budget process.
- Update on STAR Program: 60 animals have gone through the foster program and 38 invoices for payment have been processed. There are 22 outstanding invoices. As of last week, there are 20 dogs, one cat, and three rabbits on the eligible STAR program list.
- Update on shelter levels: Several facilities are doubling up kennels to house the number of animals coming in. We are pushing adoptions and fosters by having specially priced adoption events. Our Public Relations team has been posting on social media encouraging the public to adopt and foster and are working on press releases to gain media attention to help spread the word that we are in need of the community's help. We are also discussing potential collaborations with some New Hope partners that would like to assist the Department with providing additional support to our fosters and help with promoting our animals that are in need.
- Staff attended two outreach events; the Blessing of the Animals at La Placita Olvera, and a pet wellness day in Boyle Heights with Councilmember de León. Staff provided information about pet resources, laws, and distributed care packages and spay/neuter vouchers for residents of the City of Los Angeles.
- Staff attended the Spring Egg Hunt mobile pet adoption event and two guinea pigs were adopted.
- Staff participated in Petco Love's National Read and Share Your Love event where we received several copies of Kristin Chenoweth's book "What Will I Do With My Love Today" which celebrates the power of kindness and pet adoption. Families came into the shelters to read this book to several of our animals.
- Discounted adoptions will be offered at all six of our animal services centers from April 30 through May 8.
- The Department's Public Relations team meets regularly with KTLA and ABC to provide pet tips and a featured pet of the week.
- Pet Food Pantry was held on April 10, April 17, and April 24. On April 10, there were 205 pets served at Chesterfield Square, 437 pets served at

East Valley, and 209 pets served at North Central for a total of 851 pets served. On April 17, there were 244 pets served at Chesterfield Square, 421 pets served at East Valley, and 99 pets served at North Central for a total of 764 pets served. On April 24, there were 223 pets served at Chesterfield Square, and 218 pets served at North Central for a total of 441 pets served. Stats were not available for East Valley.

Public Comment was made by:

- **Whitney Smith** - asked about the pet food pantry items that were stolen from South LA and stated that the Media team needs to do more advertising to promote the animals in our shelters.
- **Bebe** - asked how to report people who are breeding dogs and highly suggested having a community shelter for animals who are abandoned and abused.
- **Gail Raff** - asked which mobile spay neuter vans will be operating and asked if the public is advised of their responsibilities when they are holding a dog in their possession.
- **Paul Darrigo** - suggested that the shelter issues be discussed with each shelter manager and stated that he is working with the Department of Water and Power to send out spay/neuter and adoption information with their monthly mailings.

5. COMMISSIONERS' ORAL REPORTS AND FUTURE AGENDA ITEMS

Commissioner Gross:

- None.

Commissioner Cohen:

- Absent.

Commissioner Finsten:

- None.

Commissioner García:

- None.

Commissioner Sandoval:

- None.

Public Comment was made by:

- **Paul Darrigo** - asked what the Commissioners are doing to help with the Department's issues.

6. BOARD REPORTS

- A. Acceptance of a \$75,000 Donation from Petco Love into the Animal Welfare Trust Fund for Charitable Purposes of the City of Los Angeles Department of Animal Services (Action Item)

Interim GM Annette Ramirez requested approval to accept a \$75,000 Donation from Petco Love into the Animal Welfare Trust Fund for Charitable Purposes of the City of Los Angeles Department of Animal Services.

Commissioner García moved to approve the Acceptance of a \$75,000 Donation from Petco Love into the Animal Welfare Trust Fund for Charitable Purposes of the City of Los Angeles Department of Animal Services.

Commissioner Sandoval seconded and the motion was approved by a vote of 4-0.

Ayes: Gross, García, Finsten, and Sandoval.

Noes: None.

Absent: Cohen.

Public Comment was made by:

- **Whitney Smith** - asked what these funds will be used for.
- **Michelle Kelly** - asked if these funds can be used for spay/neuter services.
- **Gail Raff** - stated that these funds should be used for spay/neuter services and asked for a breakdown of donations.
- **Bebe** - stated that these funds should be used for low-income families to assist with veterinary care and medications.

- B. Acceptance of a \$50,000 Grant from Maddie's Fund into the Animal Welfare Trust Fund for Los Angeles Animal Services Lifesaving Programs (Action Item)

Interim GM Annette Ramirez requested approval to accept a \$50,000 Grant from Maddie's Fund into the Animal Welfare Trust Fund for Los Angeles Animal Services Lifesaving Programs.

Commissioner García moved to approve the Acceptance of a \$50,000 Grant from Maddie's Fund into the Animal Welfare Trust Fund for Los Angeles Animal Services Lifesaving Programs.

Commissioner Sandoval seconded and the motion was approved by a vote of 4-0.

Ayes: Gross, García, Finsten, and Sandoval.

Noes: None.

Absent: Cohen.

Public Comment was made by:

- **Whitney Smith** - asked for a report on all donations received by the Department and how the funds were used.
- **Gail Raff** - asked for a breakdown of donations received and how the funds are being used.

C. Approve a New Memorandum of Agreement (MOA) to Continue to Provide Animal Care and Control Services to the City of Beverly Hills (Action Item)

Senior Management Analyst Sharon Lee requested approval for a New Memorandum of Agreement (MOA) to Continue to Provide Animal Care and Control Services to the City of Beverly Hills.

Commissioner García moved to approve a New Memorandum of Agreement (MOA) to Continue to Provide Animal Care and Control Services to the City of Beverly Hills.

Commissioner Finsten seconded and the motion was approved by a vote of 4-0.

Ayes: Gross, García, Finsten, and Sandoval.

Noes: None.

Absent: Cohen.

Public Comment was made by:

- **Paul Darrigo** - stated that the Department needs to be able to handle the capacity of these additional services.

D. Approval of Letters of Agreement with FixNation, Quality Animal Clinic, and Amazing Small Animal Practice for Participation in the Citywide Cat Program to Provide Spay/Neuter Services for Free-Roaming Cats (Action Item)

Interim GM Annette Ramirez requested approval for Letters of Agreement with FixNation, Quality Animal Clinic, and Amazing Small Animal Practice for Participation in the Citywide Cat Program to Provide Spay/Neuter Services for Free-Roaming Cats.

Commissioner Gross moved to approve Letters of Agreement with FixNation, Quality Animal Clinic, and excluding Amazing Small Animal Practice for

Participation in the Citywide Cat Program to Provide Spay/Neuter Services for Free-Roaming Cats.

Commissioner Sandoval seconded and the motion was approved by a vote of 4-0.

Ayes: Gross, García, Finsten, and Sandoval.

Noes: None.

Absent: Cohen.

Public Comment was made by:

- **Whitney Smith** - stated that she has reported Amazing Small Animal Practice to the veterinary board for illegal practices.
- **Cathy Serksnas** - asked for clarification on how the pricing works for each provider and if the price differs for dogs and cats.
- **Bebe** - stated that there should be a FixNation located in South Los Angeles and recommended a training program for people in the inner cities to assist abandoned animals.
- **Jeff Mausner** - stated that the lawsuit and TNR injunction is responsible for the wasted funds that could have been used for spay/neuter services.
- **Gail Raff** - stated that Amazing Small Animal practice is known for horrible service and added that some veterinarians will not be participating in the Community Cat program.
- **Paul Darrigo** - advised that these veterinary providers can be researched by going to the veterinary medical board's website.

E. Oral Report on the Shelter Operations at North Central (Information Item)

** This item will be continued*

Public Comment:
None

F. Phone Report Update (Information Item)

Dara Ball provided an update on the Department's phone system.

Public Comment was made by:

- **Paul Darrigo** - asked how long callers are waiting on hold before they hang up and asked if any polling on customer service has taken place.
- **Whitney Smith** - stated that the call back feature is not efficient.

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

- **Cathy Serksnas** - asked for the stats on the number of people that are answering the phones compared to last year.
- **Gail Raff** - stated that additional staff was supposed to have been hired to help with the new phone system.
- **Jeff Mausner** - encouraged the public to attend the Budget and Finance Committee meeting scheduled for May 2 to request additional funding for staff to answer phones and for spay neuter services.

ADJOURNMENT

Meeting adjourned at 12:03 p.m.

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

LARRY GROSS
PRESIDENT

OLIVIA E. GARCIA
VICE PRESIDENT

COMMISSIONERS

JILL COHEN

ALISA FINSTEN

JOSE SANDOVAL

City of Los Angeles

CALIFORNIA



ERIC GARCETTI
MAYOR

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ANNETTE G. RAMIREZ
INTERIM GENERAL MANAGER

CURTIS R. WATTS
ASSISTANT GENERAL MANAGER
Administration

DR. JEREMY PRUPAS
CHIEF VETERINARIAN

Report to the Board of Animal Services Commissioners

MEETING DATE: May 10, 2022

PREPARED BY: Annette Ramirez

REPORT DATE: May 2, 2022

TITLE: Interim General Manager

SUBJECT: APPROVAL OF LETTERS OF AGREEMENT WITH AM PM IDEAL PET CARE, SPAY NEUTER PROJECT OF LOS ANGELES (SNPLA HARBOR), SPAY NEUTER PROJECT OF LOS ANGELES (SNPLA JEFFERSON PARK), BEST FRIENDS ANIMAL SOCIETY, AND AMAZING SMALL ANIMAL PRACTICE FOR PARTICIPATION IN THE CITYWIDE CAT PROGRAM TO PROVIDE SPAY/NEUTER SERVICES FOR FREE ROAMING CATS

BOARD ACTION RECOMMENDED:

1. **APPROVE** the execution of Letters of Agreement, a template of which is attached to this Report, between the City of Los Angeles through the Department of Animal Services and the below-listed veterinary care providers for participation in the Citywide Community Cat Program to provide spay/neuter services for community cats:
 - AM PM Ideal Pet Care
 - Spay Neuter Project of Los Angeles (SNPLA Harbor)
 - Spay Neuter Project of Los Angeles (SNPLA Jefferson Park)
 - Best Friends Animal Society
 - Amazing Small Animal Practice
2. **AUTHORIZE** the Department's General Manager or her designee to execute the Letters of Agreement and submit them to the City Attorney for review and approval as to form.

BACKGROUND:

The City of Los Angeles adopted a Citywide Cat Program (CCP) declaring that trap, neuter, return (TNR) is the preferred method of addressing the free-roaming cat population and the City's official policy. The CCP also authorized the Department to implement a voucher system to subsidize the spaying and neutering of free-roaming cats separately from owned pets. The voucher program is

"Creating a Humane LA"

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

SUBJECT: APPROVAL OF LETTERS OF AGREEMENT WITH AM PM IDEAL PET CARE, SPAY NEUTER PROJECT OF LOS ANGELES (SNPLA HARBOR), SPAY NEUTER PROJECT OF LOS ANGELES (SNPLA JEFFERSON PARK), BEST FRIENDS ANIMAL SOCIETY, AND AMAZING SMALL ANIMAL PRACTICE FOR PARTICIPATION IN THE CITYWIDE CAT PROGRAM TO PROVIDE SPAY/NEUTER SERVICES FOR FREE ROAMING CATS

designed to authorize veterinary care providers to accept Department issued vouchers and authorities for expenditure for the sterilization of free-roaming cats trapped by authorized participants in the Citywide Cat Program. Veterinary providers must enter into a letter of agreement to provide spay/neuter services and accept the (CCP) vouchers.

SUMMARY:

The Department is requesting the Board's approval of the Letters of Agreement with the following veterinary care providers:

- AM PM Ideal Pet Care
- Spay Neuter Project of Los Angeles (SNPLA Harbor)
- Spay Neuter Project of Los Angeles (SNPLA Jefferson Park)
- Best Friends Animal Society
- Amazing Small Animal Practice

Each Letter of Agreement will take the form of the template attached to this Report and will set forth the terms and conditions of the CCP. Each Letter of Agreement will carry a term of one year with optional renewal for two additional one-year terms at the Department's sole discretion.

FISCAL IMPACT:

There is no fiscal impact to the general fund. The cost of the CCP will be used from the Community Cats Fund, Fund No. 842.

Approved:



Annette G. Ramirez, Interim General Manager

Attachment

BOARD ACTION:

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



CITY OF LOS ANGELES – DEPARTMENT OF ANIMAL SERVICES



SPAY & NEUTER VOUCHER PROGRAMS VETERINARIAN PARTICIPATION AGREEMENT

This Letter of Agreement (“Agreement”) is for veterinarians that wish to participate in the Department of Animal Services (“Department”) Spay & Neuter Voucher Programs (“Programs”), which is a series of sterilization programs for owned dogs, cats and rabbits belonging to residents of the City of Los Angeles (“City”) and for free-roaming cats in the City. Under the Programs, authorized veterinary care providers accept Department-issued vouchers and authorities for expenditure for the sterilization of dogs, cats and rabbits owned by City residents and sterilization of free-roaming cats trapped by authorized participants in the Citywide Cat Program.

Veterinary Care Provider: _____ (“Provider”)

For the purposes of this Agreement, the following words and phrases are defined as follows:

“Authority for Expenditure” or **“AFE”** shall mean a document issued by the Department to facilitate payment for specific sterilization services on City owned or redeemed animals.

“Citywide Cat Program Voucher” or **“CCP Voucher”** shall mean a \$70 Voucher for the sterilization of a free-roaming cat in a colony or area located in the City of Los Angeles.

“City Animal” shall mean a dog, cat or rabbit owned by the City and available for adoption.

“Discount Coupon” shall mean a \$30 Cat Discount Coupon or a \$50 Dog/Rabbit Discount Coupon for sterilization services issued by the Department to City residents for the sterilization of an Owned Animal. Discount Coupons may be used to cover full or partial cost of sterilization off the Provider’s regular cost of sterilization.

“Free Certificate” shall mean a \$70 Cat Free Certificate or \$125 Dog/Rabbit Free Certificate for sterilization services issued by the Department to low-income City residents for sterilization of an Owned Animal. A Free Certificate covers the full cost of sterilization.

“Free-Roaming Cat” shall mean unowned roaming cats, including feral and stray cats.

“Neuter” or **“Neutering”** shall mean the castration of animal testicles.

“Owned Animal” shall mean a cat, dog or rabbit owned by a member of the public who resides in the City but excludes any free-roaming cat.

“Spay” or **“Spaying”** shall mean the surgical removal of animal ovaries and/or uterus, also known as an ovariectomy.

“Sterilization,” “Sterilize” and **“Surgery”** shall mean the Spaying or Neutering of an animal. All sterilizations shall include: (a) a physical examination of the animal, (b) all vaccines and anesthesia required during hospitalization or before surgery, (c) all after-care including suture removal, licking problems, infections, and other normal procedures.

“Voucher” shall mean a Discount Coupon, Free Certificate, or CCP Voucher issued by the Department to a City resident for the sterilization of an owned animal.

In order to participate in the Programs, Provider understands and agrees to the following terms and conditions:

1. Program Participation

- a. Provider agrees to participate in the Programs indicated in Exhibit A, “Spay & Neuter Programs Available to Provider,” by accepting Department-issued Vouchers or AFEs for future reimbursement to perform sterilization surgeries on dogs, cats, and rabbits owned by

City residents, and on free-roaming cats within the City. Provider will be included on a list of participating veterinarians provided by the Department to Voucher and AFE recipients.

b. Spay/Neuter Voucher Programs

- i. Animal owners will transport their owned animal to the Provider along with a Voucher and pick up the animal from Provider after sterilization surgery is completed.
- ii. Vouchers are non-transferable, are not valid beyond the printed expiration date, and must be presented to Provider at the time of sterilization. Discount Coupons and Free Certificates may only be used for owned cats, dogs, and rabbits and are not valid for the sterilization of free-roaming cats. CCP Vouchers may only be used for free-roaming cats. Only one Voucher may be used per animal per sterilization. Vouchers cannot be used for any veterinary service other than sterilization, nor in combination with any other program.
- iii. Provider may charge an animal owner a reasonable co-payment when accepting a Discount Coupon. **Provider shall not charge an animal owner any co-payment or additional fees for sterilization, uterine infections, pregnancy, estrus, retained testicle(s) or animals weighing more than 50 pounds when accepting a Free Certificate or CCP Voucher.** The Department shall not be responsible for any costs in excess of the face value of a Voucher.

c. Authority for Expenditure Program

- i. Department staff will transport the animal, or in cases of deferred sterilization approved by the Department the animal owner will transport the animal, to the Provider along with an Authority for Expenditure, and pick up the animal from Provider after sterilization surgery is completed.
- ii. Provider shall not charge any additional fees or co-payments for the sterilization of City Animals, including physical examination, routine hospitalization vaccines and after-care such as suture removal licking problems, infections, and other normal procedures. Provider may charge animal owners an additional surgical fee for animals that are obese, geriatric, pregnant, or exhibit uterine infections, estrus, retained testicles(s), or hernias. Such additional costs must be reasonable and **Provider shall obtain prior authorization from the animal owner prior to treatment.** The Department shall not be responsible for any costs in excess of the face value of an AFE.
- iii. Provider shall obtain prior authorization from the Department if a City Animal requires additional medical treatment. If the Department does not authorize the additional treatment and Provider is unable to perform the sterilization, Department staff will retrieve the animal. Provider shall absorb all costs of treatment provided without prior approval from Department.
- iv. If the animal is deemed temporarily unsuitable for sterilization, **Provider shall obtain prior authorization from the adoptive owner prior to treatment,** and if the owner elects treatment, the fees will be the responsibility of the owner. The Department shall not reimburse the owner or Provider for veterinary fees not authorized by the Department in writing. The owner may elect to return the animal to the Department. Provider shall notify the Department if the owner fails to pick up the animal.
- v. For adoption events, City Animals will be brought to Provider for sterilization along with an AFE by Department staff and picked up on the same or following day after the sterilization in accordance with the arrangement made between Provider and Department. Provider

will notify the Department if an animal is unfit for surgery and the Department will retrieve the animal from the Provider.

2. AFE/Voucher Reimbursement Amounts & Billing

- a. The Department will reimburse Provider the face value of Vouchers and AFEs in the following amounts:

Authority for Expenditure		Male/Female
	Dogs	\$125
	Cats	\$70
	Rabbits	\$125
Discount Coupon – Cats		\$30
Discount Coupon – Dogs & Rabbits		\$50
Free Certificate – Cats		\$70
Free Certificate – Dogs & Rabbits		\$125
Citywide Cat Program Voucher (CCP Voucher)		\$70

- b. Upon completion of sterilization, Provider shall request reimbursement for services rendered by using the Department's **online Vet Portal System** available at <https://lacityvet.com/>. Instructions for the Vet Portal can be located on the website under the "Help" Tab. If Provider cannot utilize the Vet Portal System, Provider should contact the Department for further guidelines on the submission of billings. **When entering the CCP Vouchers into the Vet Portal, Provider must select the sex of the cat in addition to providing the date of surgery.**
- c. The required sections of Vouchers and/or AFEs shall be completed by Provider and originals mailed to the **Department of Animal Services, 221 North Figueroa Street, STE 600, Los Angeles CA 90012, Attn: Accounting Section**. Vouchers or AFEs submitted without surgery date, veterinarian's name and address, or signature will be returned for completion.
- d. Billing must be submitted within 60 days of sterilization or they will not be reimbursed by the Department. Billings received after the 10th of each month will be processed the following month. All payments are subject to review and approval of Provider's full documentation and work performance by the Department.
- e. A photocopy of the Vouchers and/or AFEs shall be retained on file by Provider at its facility for a minimum of three (3) years. Signed, completed Vouchers and/or AFEs shall serve as proof of each service performed and billed to Department
- f. Vouchers and/or AFEs have no face value until Provider completes the work, certifies by signature that the work is completed, and requests payment in the manner prescribed by the Department.
- g. Department will make all reasonable efforts to pay Provider each month for services rendered in the previous month as long as original invoices and supporting documentation are received on time as indicated therein.

3. Provider Responsibilities

- a. Provider shall ensure that the person named on a Voucher or AFE is the same person requesting sterilization services, verifying identity with a Photo ID, and ensure that the

Voucher or AFE has not been transferred. Provider shall ensure that the person named on a CCP Voucher is affiliated with any organization named on the CCP Voucher.

- b. Provider has a duty to check, within reason, that no more than three Discount Coupons, Free Certificates, or AFEs have been issued to any one individual for more than three owned cats or three owned dogs and will notify the Department of any irregularities. No limitation exists on the number of CCP Vouchers used by an individual or organization.
- c. Provider shall report to the Department within 5 business days all unexpected deaths of City Animals that occur under the care and control of the Provider by submitting a completed Incident Report. A blank Incident Report form is attached as Exhibit B.
- d. Provider may reject or re-schedule an animal's sterilization surgery if Provider determines that the animal is unfit for sterilization or sterilization.
- e. Provider shall report any abuse, fraud or suspected abuse or fraud by animal owners or recipients of CCP Vouchers.
- f. Provider shall follow the mandates of the California Veterinary Medicine Practice Act. Providers care of animals in its custody shall be in conformance with all federal, state, and local humane laws and statutes.
- g. Provider shall maintain all licenses and permits, required to provide the services herein, including the following: Veterinary Premise Permit, as required by the California Veterinary Medical Board; Veterinarian License; Controlled Substance Registration Certificate, as required by the U.S. Drug Enforcement Administration (DEA); and City of Los Angeles Business Tax Registration Certificate. Provider shall provide all materials, equipment, and personnel and shall bear all costs for any necessary permits, insurance, and taxes required to perform sterilization services.
- h. Provider shall acquire and maintain insurance coverage and liability limits of a type and in an amount for premises liability, malpractice, and such other insurance as is customary for licensed California veterinarians in the Los Angeles area, with one or more financially sound and reputable insurance companies and provide proof of such insurance to the Department upon request.

4. Agreement Term & Termination

Unless terminated sooner, this Agreement shall commence upon signing by Provider, and shall terminate **one (1)** year thereafter, and may be renewed for up to two (2) additional one-year terms by City. If the terms herein are updated, a new Agreement will be sent to the Provider for execution at the time of renewal and must be executed by the Provider if the Provider wishes to remain in the Programs.

The Department or Provider may terminate this Agreement at any time by providing fifteen (15) days prior written notice. If Provider fails to abide by any of the terms or conditions of the Agreement, the Department may give Provider a written notice to cure. If not cured within 30 days after notice (forthwith for a default involving sanitary or safety conditions) or reasonable progress to cure is not made, the Department may terminate the Agreement and suspend sending animals to Provider.

5. Indemnity, Release of Liability, and Assumption of Risk

Provider understands that the behavior of domestic animals is unpredictable and that domestic animals are capable of spreading disease, inflicting serious personal injury, causing extensive property damage, and/or causing death. Knowing the risk of handling domestic animals, nevertheless, Provider agrees to assume those risks and agrees to assume full responsibility for personal injury, property damage suffered and/or death sustained as a result of, or in connection with, its participation in the Programs.

Except for the active negligence or willful misconduct of the City, the Department, or any of their officers, agents, employees, assigns and successors in interest, Provider shall defend, indemnify and hold harmless the City, the Department and any of their officers, agents, employees, assigns and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in-house and outside counsel) and costs of litigation (including all litigation costs incurred by the City, including but not limited to costs of experts and consultants, damages or liability of any nature whatsoever, for death or injury to any person, including Provider's employees and agents, or damages or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by Provider, including its boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of the Department and the City provided in this Paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement. This provision shall survive expiration or termination of this Agreement.

6. Maximum Annual Amount Paid to Provider

The amount to be paid to the Provider by the Department under this Agreement shall not exceed either \$25,000 in Vouchers or \$25,000 in AFEs annually.

I declare under penalty of perjury that I am authorized to enter into this Agreement on behalf of the Provider and that all information provided herein is true and correct. I further declare that I have fully read, understand, and agree to the terms and conditions of this Agreement on behalf of Provider. This agreement supersedes all prior agreements.

Name of Veterinarian Hospital/Clinic (Print)

Veterinarian/Owner or Authorized Representative (Print)

Veterinarian/Owner or Authorized Representative (Signature) Date

Location (Address) _____

Phone Number _____ E-mail address _____

City Business Tax License No. _____ IRS Taxpayer ID No. _____

EXHIBIT A

SPAY & NEUTER PROGRAMS AVAILABLE TO PROVIDER

The following Programs are available for Provider participation. Please place an "X" next to the Program(s) in which Provider will be participating.

- **The Pre-Release Spay/Neuter Program** is for dogs and cats adopted from the Department. The animals are transported by the Department staff to the Provider for surgery along with AFE (valued at \$125 for dogs and \$70 for cats) and are picked up from the Provider by the owner at the designated time set forth by the Provider. Surgery arrangements are made between Provider and Department based upon number of animals available for sterilization and hours of drop-off to the Provider's facility.
- **The Post-Release Spay/Neuter Program** is for dogs and cats adopted from the Department that cannot be sterilized at the time of adoption due to medical reasons. The animals are brought to the Provider by the owner for sterilization when medically safe. The AFE (valued at \$125 for dogs and rabbits and \$70 for cats) is surrendered by the owner to the Provider at the time of sterilization.
- **The Pre-Adoption Spay/Neuter Program** is for dogs, cats and rabbits that are being sterilized for special adoption events. The animals are brought to the Provider by Department staff along with the AFE (valued at \$125 for dogs/rabbits and \$70 for cats) and picked up on the same or following day after sterilization in accordance with the arrangement made between Provider and Department. Sterilization arrangements are made between Provider and Department based upon the number of animals available for sterilization and hours of drop-off to the Provider's facility.
- **The Rabbit Spay/Neuter Program** is for rabbits that are adopted from the Department. Rabbits are brought to the Provider by Department staff along with the AFE (valued at \$125) and picked up by the owner at the designated time set forth by the Provider. Surgery arrangements are made between Provider and Department based upon number of animals available for sterilization and hours of drop-off to the Provider's facility.
- **The Discount Coupon Spay/Neuter Program** is for owned dogs, cats, and rabbits. Discount Coupons (valued at \$30 for cats and \$50 for dogs/rabbits) may be used to cover full or partial cost of sterilization off the Provider's regular cost of sterilization. **The Discount Coupon is for pet owners only – free roaming cats, free roaming dogs and Rescue Group animals do not qualify for this Program.**
- **The Free Certificate Spay/Neuter Program** is for owned dogs, cats, and rabbits. The Free Certificate (valued at \$70 for cats and \$125 for dogs/rabbits) covers the full cost of sterilization. No co-payment or additional fees for sterilization, uterine infections, pregnancy, estrus, retained testicle(s) or weighing more than 50 pounds shall be charged. **The Free Certificate is for pet owners only – free roaming cats, free roaming dogs and Rescue Group animals do not qualify for this Program.**
- **The Citywide Cat Program Spay/Neuter Program** is for free-roaming cats that have been trapped within the City of Los Angeles. The Citywide Cat Program Voucher (valued at \$70) covers the full cost of sterilization. No co-payment or additional fees for sterilization, uterine infections, pregnancy, estrus, and retained testicle(s) shall be charged. **Owned cats do not qualify for this Program.**



**CITY OF LOS ANGELES – DEPARTMENT OF ANIMAL
SERVICES**



**SPAY & NEUTER VOUCHER PROGRAMS
VETERINARIAN PARTICIPATION AGREEMENT**

**THE CITY OF LOS ANGELES,
DEPARTMENT OF ANIMAL SERVICES**

By _____
Annette G. Ramirez, Interim General Manager

Date: _____

**APPROVED AS TO FORM:
MICHAEL N. FEUER, City Attorney**

By _____
Steve R. Houchin, Deputy City Attorney

Date: _____