

# *Animal Friends of the Valleys*

## Animal Control Services



City of Lake Elsinore

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## 1. Understanding

Animal Friends of the Valleys (AFV) has provided a full range of animal control services to Lake Elsinore (City) for approximately 29 years. AFV's purpose is the safeguarding of the health and safety of the population of the City of Lake Elsinore and the health and safety of its domestic animals, and for the purpose of promoting the humane treatment of animals and the stimulation of public support for enforcement of the city ordinances relating to animal control.

## 2. Methodology and Scope of Work

- (a) **Field service assistance.** Respond to all calls for field service assistance in accordance with the priority of call policy as described in **Exhibit A**, attached hereto.

Assist law enforcement, fire department, and Fish & Game as requested and in extreme situations that arise such as the removal of vicious dogs in drug raids, cock fighting, organized dog fighting, evacuation of animals during disasters, etc.

Investigate and pursue action on complaints of public nuisances, leash law violations, and barking dog complaints. Hold hearings in compliance with municipal codes regarding public nuisances and potentially dangerous/vicious animals.

- (b) **Impoundment.** Impound all animals picked up at large and collect such impound fees as may be established from time to time by resolution of the City Council.

- (c) **Proper Care and Treatment.** Provide care and treatment to any stray or abandoned animal in accordance with the provision of Penal Code of the State of California 597.1, 597e, and 597f.

- (d) **Animal Bites.** Investigate reported animal bites. AFV may initially receive animal bite reports by telephone, but shall respond in person to all reported bites by dogs, cats or by suspected rabid or wild animals. As part of the investigation, AFV shall take appropriate steps consistent with the circumstances of each separate incident to locate and quarantine the suspected animal(s) and/or assist the complained and/or injured party(ies) to trap the suspected animal(s). AFV shall contact and interview the bite victim (or the victim's parent or guardian in the case of a minor) as part of the bite investigation procedure. Bite reports shall indicate who reported the bite incident.

- (e) **Quarantine.** Quarantine, as prescribed by State Law and Ordinances, all animals suspected to be rabid and/or that have bitten a person or other animal. Animals may be quarantined at home with a mandatory three time visit by an animal control

officer or at the shelter in accordance with policy, at the officer discretion. All animals shall receive proper veterinary care and proper nutrition.

AFV is responsible for the preparing and transporting of all animals that will be FRA tested at the county lab. AFV is responsible for reporting the results of the rabies test to all interested parties.

AFV shall comply with and complete the annual report of local rabies control activities to the county and the state as required for the City.

- (f) **Stray Animal Complaints.** Investigate and pursue action on complaints and/or reports of potential violations of Municipal Code relating to animals, including unnecessary noise, in accordance with such procedures adopted by the City; respond to requests from the Fire Department and contract law enforcement provider for assistance with animal related situations.
- (g) **Barking Dog Complaints.** Respond to and process barking dog complaints (public nuisances) in accordance with city ordinance. Hold public nuisance hearings for barking dog complaints that have failed to be abated.
- (h) **Dead Animals.** Remove dead animals from the public right-of-way within City limits and from other areas upon request. In the event that such animal is on a state highway, AFV shall immediately call CALTRANS for the removal of such animal.
- (i) **Trapping.** Assist city residents in the removal of domestic or wild animals from privately owned traps within twenty four (24) hours of being notified. Trapping may not be performed on Friday or Saturday. Assist city residents in the setting of, trapping and removal of domestic and wild animals from public and private property within five (5) days.
- (j) **Traps.** AFV will advise, assist and may set traps and provide a trapping program for an animal at large or a wild animal on public or private property. AFV may provide traps for a rental fee to City residents or City may purchase traps to be used only for city residents. All traps will be available to city residents on a first come, first served basis. AFV shall not be required to stay on the property and monitor the trap unless the Executive Director or the responding Animal Control feels there is a danger to human or the animal's life.
- (k) **Return of Impounded Animals.** AFV encourages the return of any lost/stray animal to the rightful owner in the field, subject to the appropriate payment of impound fees. AFV Officers and staff will make every effort to reunite each stray animal to their owner.

- (l) **Licenses for Dogs, Kennels, and Catteries.** AFV shall continue to implement a comprehensive licensing program including conducting dog license inspections. AFV shall issue dog licenses with appropriate proof of rabies vaccinations.

AFV will be responsible for sending out license renewal letters for individual dogs. AFV will be responsible for keeping the license database current for City residents regarding their dog licenses. AFV will be responsible for sending out cattery and kennel license renewals and performing all inspections of the premises.

AFV shall verify dog license status when responding to requests for service or when responding to complaints. The Animal Control Officer, as part of said officer's regular animal control duties will conduct license inspection activities during animal control investigations so as to ascertain the number of unlicensed dogs, to license such dogs and gain compliance with license requirements.

AFV will provide a verification system whereby owners can verify the status of their animal's license by telephone.

- (m) **Issuance of Warning and Citations.** AFV will enforce all appropriate provisions of the ordinance including the issuance of notices of violations or citations as necessary for violations of the provisions of said ordinance or state law. Such revenue generated would be credited against the cost of the field service contract and reflected on each invoice for services on a monthly basis.

- (n) **Service to the Public.** AFV will provide service to the public on all animal matters consistent with established policies and procedures that promote courteous and efficient service and good public relations.

AFV personnel are trained to be pro-active when in the field. The Officers are trained to resolve animal related problems on the first attempt. AFV officers receive a minimum of forty (40) hours training annually.

A request for service slip will be filled out on each complaint received. It will indicate:

1. Date and time the call was received;
2. Caller's name, address and phone number;
3. Address in which the complaint is against;
4. Description of the complaint; and
5. Time and officer's name the call was dispatched to.

The officers complete a daily log. Each call is logged on the daily with the time that they arrived, left the call, and the outcome of the call. The logs are turned in at the end of each shift to the animal control supervisor. The information is available to the City and the public at all times.

Service calls are received by the AFV dispatcher. The dispatcher contacts the officer via radio. The officer prioritizes calls as they are received.

Calls will be handled on a priority basis in accordance with **Exhibit A**.

The animal control officers will transport animals in animal control vans or trucks that provide both air conditioning, ventilation and heating to the animal compartments to keep the animals comfortable. The animal control vehicles are equipped with amber lights, spotlights and a beacon for safety.

AFV will provide all equipment necessary for the officers in the field including, but not limited to:

- a. Humane traps (dog, cat, raccoon)
- b. Snake tongs
- c. Ketch-alls-6', 5' and 3'
- d. Tranquilizer pistol
- e. Tranquilizer rifle
- f. Pole syringe
- g. Nets
- h. Shovels
- i. Plastic bags
- j. Food and water supplies for animals onboard
- k. Blankets and towels
- l. Nextel radios for communication
- m. Tranquilizer (Anased)
- n. Sodium Pentobarbital
- o. Leashes
- p. Appropriate forms and paperwork
- q. Carriers

AFV has both a tranquilizer pistol and tranquilizer rifle that is utilized as needed.

After hour calls are received by a local answering service. The calls are then dispatched to the on-call officer.

In the event that the phone system at the shelter should be inoperable for a period, the calls received from the public will be transferred to and answered by the local answering service and dispatched to the officers.

(o.) **Responding to Non-Vector Related Animal Calls**. AFV will not provide vector control for rats, mice, etc. AFV will provide information to the public for vector control, bee keeping, etc. AFV will trap and remove skunks, opossums, raccoons, etc.

(p.) **Potentially Dangerous Dog Hearings.** AFV will notify the dog owner(s) and the public of upcoming potentially dangerous dog hearings. AFV will conduct the hearings and make a determination based on the facts presented at the hearing. AFV will send the Order After Hearing to all participants that attending the hearing. AFV will set the guidelines for the keeping of said animal (if the dog is deemed potentially dangerous). AFV will continue to monitor the situation to ensure the guidelines are being adhered to.

If the guidelines are not adhered to AFV will impound the animal for public safety and petition the courts for a menacing dog hearing to determine the fate of the animal.

(q.) **Public Nuisance Hearings.** AFV will notify the pet owner and the public of upcoming public nuisance hearings. AFV will conduct the hearings and will make a determination based on the facts presented at the hearing. AFV will send an Order After Hearing within 10 days to the pet owner and all parties that attended the hearing.

(r.) **Animal Cruelty / Neglect Complaints.** AFV will respond immediately to all reports of animal cruelty or neglect. AFV will proceed under Penal Code 597 to prosecute all persons found to be abusing/neglecting animals. AFV will file all charges and appear in court as necessary to assist the District Attorney in the prosecution.

### **3. Company and Organization**

Animal Friends of the Valleys is a non-profit 501(c) 3 organization. AFV was formed in 1987 for the purpose of promoting humane care of animals.

AFV has been providing animal control and shelter services to the City of Lake Elsinore since October 1, 1988. AFV has sheltered the animals for Riverside County Animal Control Services (RCAC) from Corona to the San Diego border since October 1, 1988.

Over the last 29 years, AFV has been awarded the animal control and sheltering contract for the Cities of Canyon Lake, Murrieta, and Temecula. In August 2009 AFV contracted with the City of Wildomar to provide animal control and sheltering for the city's animals. AFV has provided animal control and sheltering for the Pala & Rincon tribal halls. AFV is currently providing animal control and sheltering on an as-needed basis with the Pauma Indian tribal hall. AFV has provided animal control services for Pechanga Reservation and has trained all of the Pechanga Rangers on animal handling and animal control procedures. On July 1, 2010, AFV contracted to provide animal control services to the City of Meniffee.

AFV has a five-member board of directors. The executive director, Neil Trent, is new to Animal Friends of the Valleys as of June 19, 2017, but has extensive animal care knowledge and experience.

AFV currently employs sixty seven (67) full and part time dedicated employees. The animal control officers all attend the humane training academy and have all satisfied the requirements prescribed by the Commission on Peace Officer Standards and Training under Penal Code 832. All animal control officers and key staff at the shelter are certified in humane euthanasia.

AFV has a proven track record with over twenty five (29) years successful experience in the operation of an animal shelter. Last year AFV cared for over 8,400 dogs & cats in the shelter along with over 2,000 other domestic and wildlife while serving an area population of 450,000 people.

AFV provides animal control services to the cities of Canyon Lake, Lake Elsinore, Menifee, Murrieta, Temecula, and Wildomar. Those services include, but are not limited to, enforcement of ordinances, impounding, quarantining, and isolating animals that have bitten, humane home and shelter euthanasia, licensing animals and providing databases of information about these animals.

AFV currently operates two locations. The AFV Low Cost Spay/Neuter Clinic is located at 29001 Bastron Ave. in Lake Elsinore, California. This clinic could also be used as a temporary shelter in the event of a disaster. The animal shelter is located at 33751 Mission Trail, Wildomar, California.

The contracted cities and county receive a direct financial benefit of the nonprofit function of AFV through our humane education, our low cost vaccination & spay/neuter clinic, low income food giveaway and spay/neuter programs that are offered without additional costs to the cities and county. These programs are funded with donations made by AFV's generous charitable donors and fundraising efforts.

AFV maintains a database of information regarding animals and their owners. All information required to license an animal is entered into a fully computerized system that tracks the owner, animal, license and rabies information where it can be easily accessed. Animal control officers and supervisors keep a log of time that is spent on each city's services. The animal control department enters all calls that are received along with the outcome of the calls on the computerized system. All monies are collected and deposited into a local bank with backup paperwork filed. Monthly financial statements are prepared in conformity with generally accepted accounting principles in the United States of America.

#### **4. Organization and Staffing**

Upper management is limited and consists of an executive director, chief animal control officer, director of animal care, director of administration, director of client



services and a director of development. The management team has over 90 combined years of animal experience.

In 2015-2016, the shelter was supported by 1,532 enthusiastic volunteers, who contributed over 23,091 hours of their time for the animals. The officers rotate between all of the cities that AFV serves. AFV employs ten (10) animal control officer and four (4) dispatchers.

### **QUALIFICATIONS OF STAFF:**

#### **Applicable Supervisory Staff:**

##### **Neil Trent**

*Executive Director - (AFV 3 months)*

Mr. Trent has over 30 years experience in promoting animal welfare. He began his career in London with the British Royal Society for the Prevention of Cruelty to Animals (RSPCA) in the Law Enforcement Division and subsequently as a training officer for the RSPCA in Australia. He served as the Regional Director of the World Society for the Protection of Animals (WSPA) and the Executive Director of Humane Society International, the international arm of the Humane Society of the United States, traveling to numerous countries in the developing world to implement and promote animal welfare programs. He has run shelters in California and Colorado, arriving at the Animal Welfare League of Arlington (AWLA) in the fall of 2010.

While at AWLA he pioneered numerous new programs, including an expansion of transfers with rescue partners, a new trap-neuter-release program (TNR), dog play-groups, an in-house veterinary suite, a new behavior/intervention team, new dog and cat enrichment, a "pit-crew" to focus on bully-breed adoptions, an expanded volunteer program, new foster program and a neo-natal kitten foster training initiative. He has led two mini capital campaigns and has built new cat housing accommodation and renovated the dog housing accommodation

He is a Leadership Arlington Alumni (Class of 2012) and has served two terms on the National Board of the Society of Animal Welfare Administrators. Most recently he was the recipient of the prestigious Humane Society International Outstanding Animal Protection award.

**Monqunec Middleton**

*Chief Animal Control Officer - (AFV 13 years)*

Prior to her employment with AFV, Ms. Middleton was the office manager and lead veterinary technician for Sunnymead Animal Hospital for 20 years. She has extensive knowledge of animal husbandry, proper handling, and restraint of all animals, disease control, and proper animal care.

For the past twelve years, Ms. Middleton has been employed by AFV. She held the position of animal control officer until she was appointed as the Field Operations Supervisor/ Hearing Officer. She is responsible for on-site officer training. She currently oversees ten animal control officers and four dispatchers.

She is certified in euthanasia, asp/baton and Oleoresin Capsicum Defense Spray.

**Kathy McIntire**

*Director of Administration - (AFV 9 years)*

Ms. McIntire oversees all administrative duties including all data entry, processes accounts payables and receivables and billing for six cities and RCAC. She manages licensing databases and oversees all aspects of the citation department for six cities.

Ms. McIntire has a proven track record of accurately completing research, reporting, information management, and business-development efforts within budget requirements. She is adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieves organizational objectives.

**5. Additional Information:**

AFV administers and oversees the Herdina Grant (\$10,000) for The Community Foundation. The Herdina Grant offers assistance to low-**income senior citizens** for medical needs for their pets.

AFV was named as a beneficiary in the Lynette Dryden Trust. Animal Friends of the Valleys has established the Lynette Dryden Memorial Animal Care Fund to ensure that low income individuals can continue to enjoy the mental and physical health benefits of having pets, while reducing the financial burden of caring for these pets. AFV has released \$20,000 for 2017 that will be used to help low-income families in the cities of Canyon Lake, Lake Elsinore, Menifee, Murrieta, Temecula and Wildomar with medical assistance and spaying and neutering assistance for their pets.

AFV employs a Humane Educator that works closely with and in area schools to provide tours and presentations. She teaches children kindness, compassion and animal care. AFV offers "Furry Friends Kids Camp" in the spring and summer at the shelter.

AFV offers in-home humane euthanasia services to area residence when the time comes to put their ill, injured or elderly pet to rest. Many Lake Elsinore residents have utilized this service and always send letters of praise and appreciation.

## **6. References:**

Current animal control & sheltering contracts:

Lake Elsinore City Hall  
Contact: Grant Yates  
130 S. Main St.  
Lake Elsinore, Calif. 92530  
(951) 674-3124

Canyon Lake City Hall  
Contact: Aaron Palmer  
31516 Railroad Cyn. Rd.  
Canyon Lake, Calif. 92584  
(951) 244-2955

Murrieta City Hall  
Contact: Brian Ambrose  
One Town Square  
24601 Jefferson Ave.,  
Murrieta, Calif. 92562  
(951) 698-1040

Temecula City Hall  
Contact: Aaron Adams  
43200 Business Park Dr.  
Temecula, Calif. 92589  
(951) 694-6444

Wildomar City Hall  
Contact: Gary Nordquist  
23873 Clinton Keith Rd., Suite #201  
Wildomar, Calif. 92595  
(951) 677-7751

Menifee City Hall  
Contact: Gina Gonzalez  
29714 Haun Road  
Menifee Calif. 92586  
(951) 672-6777

Pauma Indian Reservation  
Contact: Ray Otero-Chief of Police  
P.O. Box 369  
Pauma, Calif. 92061  
(760) 638-0088

## **Exhibit A**

### **Priority of Field Services**

An Animal Control Officer will respond to medical emergencies and other emergencies involving danger to humans within 30 minutes or less during regular service hours, Monday through Friday, 8:00 a.m. - 5:00 p.m. and within 60 minutes or less after regular service hours, on Saturdays and Sundays and holidays. Response time to non-emergency calls will be within 24 hours. Barking dog and public nuisance complaints will be handled within 72 hours.

#### **Emergency calls - During regular service hours**

PRIORITY ONE: To be handled immediately.

- a. Animals endangering health or safety of the public
- b. Aggressive stray animals at large
- c. Animal bites, involving animals at large
- d. Sheriff, police, fire request for emergency service
- e. Animal cruelty/neglect complaints

PRIORITY TWO:

- a. Sick or injured stray animals
- b. Animals in distress
- c. Humane investigation-life threatening
- d. Livestock or equine at large

PRIORITY THREE:

- a. Dead animals on public property

**Emergency calls & after regular service hours** - To be handled immediately:

- a. Animals endangering health or safety of the public
- b. Sheriff, police, fire request for emergency service
- c. Aggressive stray animals at large
- d. Animal bites, involving animals at large
- e. Sick or injured stray animals
- f. Animals in distress
- g. Humane investigations- life threatening

#### **Non-emergency calls**

- a. Impound of confined stray animals
- b. Quarantine of confined, owned animals
- c. Quarantine release of biting animals
- d. Leash law enforcement
- e. Permit investigations
- f. Humane investigation- non life threatening
- g. Public nuisance investigations

**Exhibit B**  
**AFV Monthly Animal Control Log**

LAKE ELSINORE ANIMAL CONTROL STATS

<b>2017</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>TOTAL</b>
AFTER HOUR CALLS													0
CALLS RESPONDED TO													0
HOURS													0
QUARANTINES													0
CITATIONS ISSUED													0
VIOLATIONS ISSUED													0
HEARINGS													0
LICENSES SOLD													0
MILEAGE													0
OWNER TURNED IN DOGS													0
STRAY DOGS IMPOUNDED													0
OWNER TURNED IN CATS													0
STRAY CATS IMPOUNDED													0
OWNER TURNED IN OTHERS													0
STRAY OTHERS IMPOUNDED													0
EDUCATION PRESENTATIONS													0