

Proposal

Prepared for the City of Lake Elsinore

Animal Control Services



Animal Friends of the Valleys, Inc.

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Proposal

**Animal Control
The City of Lake Elsinore**

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1. Understanding

Animal Friends of the Valleys (AFV) is desirous of providing a full range of animal control services to Lake Elsinore (City). 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 B**, attached hereto.

The animal control officers will stagger the times and days that they are in the city to give the best coverage for Lake Elsinore. The hours of service per week will total a minimum of 80 hours of field service.

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.

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- (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 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.

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- (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 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 shall issue licenses to operate dog kennels and catteries within City, subject to approval of the City for land use and zoning requirements for said facilities, and collect fees in connection therewith. AFV shall provide all forms and tags for such licenses.

All fees collected for dog licenses and penalties shall be accounted for by AFV. These fees will be retained by AFV as part of the flat monthly fee.

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 or Humane 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, email or online access portal.

- (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.

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- (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 Nextel radio. The officer prioritizes calls as they are received.

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

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 rifle
- e. Pole syringe
- f. Nets
- g. Shovels
- h. Plastic bags
- i. Food and water supplies for animals onboard

- j. Blankets and towels
- k. Nextel radios for communication
- l. Flashlights
- m. PPE equipment
- n. Tranquilizer (Anased)
- o. Sodium Pentobarbital
- p. Leashes
- q. Appropriate forms and paperwork
- r. Carriers

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 Crowing Fowl Complaints**. AFV will handle crowing fowl calls as a public nuisance. AFV will handle calls accordingly.

(p.) **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.

(q.) **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.

(r.) **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.

(s.) **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 32 years, AFV has been awarded the animal control and sheltering contract for the Cities of Lake Elsinore, Canyon Lake, Wildomar, Menifee, Murrieta, and Temecula. AFV has provided animal control and sheltering for the Pala tribal hall. AFV is currently providing animal control and sheltering on an as-needed basis with the Pauma, Rincon & Pachenga Indian tribal halls.

AFV has a six-member board of directors.

AFV currently employs eighty-eight (88) 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.

AFV has a proven track record with over thirty-two (32) years successful experience in the operation of an animal shelter. Last year AFV cared for over 8,609 dogs and cats in the shelter and served an area population of over 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. 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, monthly low cost vaccination 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, and Director of Donor Development.

In 2019, the shelter was supported by 6,341 enthusiastic volunteers, who contributed over 19,716 hours of their time for the animals. The officers rotate between all of the cities that AFV serves. AFV employs ten (10) animal control officers, three (3) dispatchers, one (1) ACO Support, and four (4) licensing and citation clerks.

QUALIFICATIONS OF STAFF:

Applicable Supervisory Staff:

Monica Wylie

Executive Director (AFV 9 months)

A seasoned animal welfare advocate, Wylie brings to the position more than 15 years' experience at The Humane Society for Tacoma & Pierce County in Tacoma, Washington where she most recently served as Deputy Director. Under her visionary leadership, Wylie launched a series of successful partnerships and programs for (at one point) the largest open admission shelter in the state of Washington. During her tenure at The Humane Society, Wylie served as a guest speaker at numerous national and regional animal welfare conferences including The Humane Society of the United States (HSUS) Regional Cat Symposium, HSUS Animal Expo and the Million Cat Challenge. She hopes to continue to partner with businesses and organizations within Southwest Riverside, strengthening the community by supporting the humane care of animals and fostering the human-animal bond.

Monquene (Mo) Middleton

Chief Animal Control Officer (AFV 16 years)

Prior to her employment with AFV, Ms. Middleton was the office manager and lead veterinary technician for Sunnymead Animal Hospital for 22 years. She has extensive knowledge of animal husbandry, proper handling, and restraint of all animals, disease control, and proper animal care.

For the past nine 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.

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

5. Additional Information:

From January 1, 2019 to December 31, 2019, AFV sold 3985 licenses totaling \$115,251 and issued \$19,046.95 in citations and notices of violations within the City jurisdiction, to offset the contract costs. During this same period, AFV has driven 26,593 miles, responded to 3,791 regular calls totaling 24,014 hours and 695 hours in after hour calls.

6. Acceptance of Conditions and Agreement and Insurance

AFV accepts all conditions listed in the request for proposal. AFV will provide quality animal control services. AFV will provide personnel that is trained, qualified and authorized to enforce all laws, rules and regulations, operate all necessary equipment, be certified as required by law, recognize animal breeds, diseases and injuries, and shall be competent to administer first aid in the field.

AFV maintains public liability and property damage insurance for not less than \$1,000,000 per occurrence, \$1,000,000 personal and injury, \$2,000,000 general aggregate. AFV maintains automobile liability insurance in the amount of \$1,000,000. Said insurance is through CorMarc Insurance, 25220 Hancock Ave. #200, Murrieta, CA 92562. AFV maintains Workers Compensation insurance through CompWest, P.O. Box 40790, Lansing, MI 48901.

AFV officers, employees and agents of AFV, will work in an independent capacity and not as officers or employees of City.

Exhibit A

Compensation Schedule

Field Services:

One designated animal control officer for eight hours per day and one half of a designated animal control officer for four hours per day for coverage for the City. \$65.00 per hour.

After hour calls including nights, weekends, and holidays. \$97.50 per hour.

Administrative costs (such as, but not limited to, hearing officer, attending meetings, complaint resolution, etc.) \$65.00 per hour.

Two animal control vehicles, fuel, maintenance, etc. \$.95 per mile.

Pick up of Livestock - \$100.00 per head, use of horse trailer - \$65.00 per load

Veterinarian Services:

Emergency veterinarian services (as needed). Fee to be passed on based on charge from negotiated pricing from veterinarian.

Estimated Cost:

AFV estimates animal control services including field services, licensing, and veterinarian services to be estimated at:

The total estimated yearly cost for services is \$294,000. The estimated cost for service is \$24,500 per month. The City will pay a flat monthly charge with AFV retaining all licensing/citation fees collected based on the following schedule:

July 1, 2020 to September 30, 2020:	\$7,500 per month
October 1, 2020 to June 30, 2021:	\$11,000 per month

To offset the remaining \$13,500 per month of estimated costs, the City has agreed to work with AFV on the cost recovery strategies listed below. Any remaining costs for service that are not covered by the revenues collected by the Consultant through these strategies will be paid as a one-time payment by the City at the end of the Fiscal Year 2020-2021 an amount not to exceed \$42,000.

Cost Recovery Strategies:

- **Citation Collections** – The City will work with AFV to implement Data Ticket independently or as part of the City’s existing services.
- **90-Day Amnesty Program** - Amidst COVID, the City and AFV will offer Lake Elsinore residents an unprecedented amnesty program to urge residents to license their pets and eliminate outstanding citations. This approach will provide much needed relief to those who are struggling financially and help bring more residents into compliance. Overall, this may reduce long-term costs for animal control by getting more residents to comply with existing regulations and to license their pets. The amnesty program will be announced in the following ways to those with outstanding citations:
 - a. A letter will be sent to those with citations on record at AFV stating that the resident can contact AFV to waive up to 90% of their citation. To do so, the resident must license their animal and pay the late fee. The city will assist with printing and mailing, if needed.
 - b. An alternative letter will be sent to those who have citations that are on record with the Collections Agency. This, too, will be generic stating that they must contact AFV to waive up to 70% of the citation and, again, must pay the late fee and license their animal.
- **First Response Letters for Barking** – AFV will fully implement the First Response clause of the City’s animal control ordinance that allows for only a Warning Letter for the first barking complaint, rather than sending an officer to a home. This is expected to eliminate 30 to 40 calls per month. The City will also work with AFV to integrate some complaints into its Alert LE mobile app.
- **Veterinarian Outreach** - AFV will create and implement an outreach program to regional veterinarians to educate them on the latest animal control regulations and to seek their partnership in encouraging greater compliance and responsible pet ownership.
- **Canvassing Options** –AFV will seek creative ways to canvas neighborhoods a few times throughout the year using outside resources in partnership with the City such as Code Enforcement, part-time staff and/or volunteers.
- **Additional Reporting** – To help track our success on various efforts, AFV will provide more detailed reports each month including the number of calls, types of calls, citations and licensing revenues.
- **Social Media & Community Outreach** – The City will assist AFV with marketing efforts using Social Media and Billboards promoting online licensing, microchipping, spay/neutering, low-cost clinic, etc. In addition, the City will assist AFV with expanding outreach to Homeowners Associations and Multifamily Housing Complexes. Ideas include a welcome to the neighborhood packet or Animal Facts to share with residents regularly via email.

Exhibit B

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