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LOS ANGELES COUNTY

ANIMAL CARE & CONTROL | **redefining CARE**



Marcia Mayeda, Director

December 5, 2024

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey Horvath
Supervisor Janice Hahn

FROM: Marcia Mayeda *MMayeda*
Director

REPORT BACK ON UNDERSTANDING THE NATIONAL CRISIS: INNOVATIVE SOLUTIONS FOR MANAGING PET OVERPOPULATION AND ENHANCING PLACEMENT INTO FOREVER HOMES MOTION (ITEM NO. 101B, AGENDA OF OCTOBER 8, 2024)

On October 8, 2024, your Board adopted the subject [Motion](#). The Motion instructed DACC, in collaboration with the Internal Services Department (ISD) and other relevant departments, to report back to your Board in 60 days on the following:

A review of any contracting challenges that prevent contract veterinarians from agreeing to provide services to the Department, with the review to consider complexity of proposed contracts, excessive paperwork, and insurance requirements.

The Motion also instructed DACC to report back to your Board in writing in 90 days on four other directives; which will be reported back on in a separate communication.

Background:

On May 31, 2023, DACC released a Request for Statement of Qualifications (RFSQ) solicitation to establish a pool of prequalified veterinary contractors which meet DACC's

Agoura ACC
29525 Agoura Road
Agoura Hills, CA 91301
(818) 991-0071

Baldwin Park ACC
4275 N. Elton Street
Baldwin Park, CA 91706
(626) 962-3577

Carson/Gardena ACC
216 W. Victoria Street
Gardena, CA 90248
(310) 523-9566

Castaic ACC
31044 N. Charlie Canyon Rd.
Castaic, CA 91384
(661) 257-3191

Downey ACC
11258 S. Garfield Ave.
Downey, CA 90242
(562) 940-6898

Lancaster ACC
5210 W. Avenue I
Lancaster, CA 93536
(661) 940-4191

Palmdale ACC
38550 Sierra Highway
Palmdale, CA 93550
(661) 575-2888

Administrative Office
5898 Cherry Avenue
Long Beach, CA 90805
(800) 253-3555

minimum requirements and that are available and willing to provide services on an as-needed basis. Due to the lack of responses from the veterinary community on the RFSQ, DACC solicited feedback from two veterinarians who initially responded to the solicitation but ultimately decided not to enter into a Master Agreement with the County. This feedback revealed two primary deterrents in doing business with the County: (1) lower hourly rates compared to private practice and (2) an arduous County contracting process, including insurance requirements that many veterinarians could not meet.

In response to these contracting challenges reported by the veterinarians, DACC increased the hourly service rate in the solicitation from \$100/hour to \$200/hour, which also aligns with the industry standard rate for providing such services. Additionally, DACC collaborated with County Counsel and the Chief Executive Office's Risk Management branch to eliminate insurance requirements that weren't essential for the contracted services. As a result, the solicitation now requires only Professional and General Liability insurance, a significant reduction from the prior requirements, therefore reducing contracting costs for veterinarians.

Despite these prior efforts, only two veterinarians have entered into Master Agreements with the County. Feedback from other veterinarians suggested that many prefer using applications like Roo Veterinary Relief Management mobile application (Roo), which allows flexible shift selection and often offers higher wages from private clinics. While DACC explored using Roo for its solicitation, County contracting requirements precluded this option. Specifically, Roo does not allow agencies to post or share general solicitations. Instead, Roo requires positions to be posted with specific shifts in mind, meaning DACC would need to know exact dates and times for coverage. This is not feasible under the Department's as-needed service acquisition structure. Further, the rates offered through Roo are often higher, sometimes offering up to \$2,000 per shift, due to the emergency needs of private clinics and cannot be matched by the County.

Recommendations to Improve the Contracting Process for Veterinarians

To properly address the Board Motion directive, DACC collaborated with ISD to further review and refine its solicitation. Following a comprehensive review of DACC's solicitation, ISD proposes the following changes to streamline the contracting process for veterinarians and enhance their interest in offering services to the County.

1. Streamline the Contracting Process

To make the solicitation process more efficient and less cumbersome for potential veterinary contractors, ISD recommends the following solicitation revisions:

- Eliminate Unnecessary Exhibits: Remove eight solicitation exhibits that are not essential. This includes the following:
 - Equal Employment Opportunity (EEO) Certification
 - Jury Service Compliance
 - COVID-19 Vaccine Compliance
 - Conflict of Interest Disclosure
 - Charitable Contributions Compliance
 - Safely Surrendered Baby Law
 - Prospective Contractor References
 - Proposer's Debarment History and List of Terminated Contracts
- Delete Erroneous Master Agreement Requirements:
 - Ownership of Materials, Software and Copyright
 - Patent, Copyright and Trade Secret Indemnification
 - COVID-19 Vaccine Compliance
- Simplify the Pricing Schedule: Revise the solicitation to include a single, consolidated Pricing Schedule that directly aligns with the Statement of Work (SOW) requirements and the Master Agreement structure; this will reduce required forms/exhibits from three to one.
- Remove Reference Check Requirements: Eliminate reference checks to reduce administrative burden and further streamline the contracting process.

2. Reduce Barriers to Contracting

To encourage broader participation and make contracting more accessible for local veterinarians, ISD recommends the following:

- Re-evaluate Availability and Response Time Requirements: Adjust current requirements for on-call services to be more practical and achievable and

provide more advance notice for on-call shifts to ensure veterinarians have adequate time to respond and arrive. For example:

- Change the “hourly on-call” availability requirement to include a minimum 48-hour advance notice of scheduled on-call services.
- Revise the response-to-call requirements to allow for a more reasonable arrival time (e.g., a 5-minute response time and 30-minute arrival window is not feasible).
- Create Smaller Geographical Service Areas: Instead of maintaining only two large service areas (North County and South County), subdivide these regions into smaller areas to allow more local veterinarians to participate in Master Agreement opportunities, making services more accessible and fostering local and small business engagement.
- Incorporate Rate Flexibility and/or Adjustments: While current Master Agreements fix rates for the entire five-year term, ISD recommends:
 - Allowing veterinarians to submit firm specific pricing without the hourly cap that is currently set forth as a Master Agreement pricing requirement, and/or
 - Providing a process for contractors to submit Cost-of-Living Adjustment (COLA) requests for review and potential approval during the Master Agreement term.
 - Conduct regular market surveys to ensure rates are competitive and reflect industry standards.

3. Enhance Accessibility and Ease of Contracting for Veterinarians

To make the contracting process easier and more appealing to potential veterinary contractors, ISD recommends the following procedures:

- Establishing Service Categories: Amend the RFSQ structure to establish categories (e.g., locations, service categories, including specialty care services, etc.) to attract a larger pool of veterinarians and/or those veterinarians that specialize or prefer performing certain services.
- Removing Statement of Work (SOW) Requirements: Award Work Orders without SOWs and just include service type, day/time, and hourly rate.
- Add a Visual Minimum Requirements Table: Include the Minimum Mandatory Requirements in the “Solicitation Information and Minimum Mandatory

Requirements” table to help veterinarians quickly understand the qualifications needed.

- Continuous Submissions: Add language in the above-mentioned table explicitly stating that solicitation responses will be accepted on a continuous basis and reviewed and approved as received and remove the “Proposal Due Date” since submissions are accepted on an ongoing basis.
- Improve Communication and Technical Assistance: Update the Request for Statement of Qualifications (RFSQ) contact information and ensure that DACC contract staff contact information is current/correct and ensure staff are readily available to provide technical assistance and support to interested vendors.
- Use Fillable Forms: Provide fillable forms to make it easier for service providers/vendors to complete and submit the necessary submission requirements.
- Include a Submission Checklist: Add a comprehensive checklist outlining all required documents for submission. This checklist should be aligned with the Minimum Mandatory Requirements (MMR), licenses, insurance, and certifications to guide vendors through the process, ensuring they qualify for a Master Agreement with minimal confusion. This will also assist County contracting staff with its reviews.

These changes aim to simplify the contracting process, reduce administrative barriers, and make County contracting opportunities more attractive to veterinarians.

A long-term solution is also implementing a more modern procurement solution and digital platform to allow veterinarians to submit solicitation responses online to reduce paperwork and streamline document management. The County has an active Request for Proposals for such that will further streamline the County’s contracting process.

Conclusion:

To improve the contracting process for veterinarians and enhance their engagement with the County, ISD has recommended several strategic changes in addition to the work that DACC has already implemented. In turn, these recommendations aim to simplify the contracting process for veterinarians, increasing participation in the solicitation resulting in ideally more contractors, and improving the County’s technical assistance and support to the vet community. By implementing these changes, the County can create a more efficient, accessible, and attractive contracting process, ensuring high-quality veterinary services for its community.

Each Supervisor
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DACC is committed to providing high-quality veterinary services to safeguard the health and welfare of the animals in our care, comply with State law requirements, and to support public health initiatives. While progress has been made to address contracting challenges, DACC will amend its active solicitation to reflect ISD's recommendations by next year which will make the contracting process more appealing to potential veterinarians. Further, ISD and DACC will continue to collaborate to refine its processes, implement innovative solutions, and strengthen its outreach efforts.

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c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Internal Services
Animal Care Board Deputies



LOS ANGELES COUNTY

ANIMAL CARE & CONTROL | **redefining CARE**



Marcia Mayeda, Director

January 8, 2025

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
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FROM: Marcia Mayeda
Director

REPORT BACK ON UNDERSTANDING THE NATIONAL CRISIS: INNOVATIVE SOLUTIONS FOR MANAGING PET OVERPOPULATION AND ENHANCING PLACEMENT INTO FOREVER HOMES MOTION (ITEM NO. 101B, AGENDA OF OCTOBER 8, 2024)

On October 8, 2024, your Board adopted the subject [Motion](#). The Motion instructed DACC to report back to your Board in 90 days on the following:

Effective strategies (including programs, services and messaging) employed by animal care centers across the nation to alleviate overcrowding that may be implemented in Los Angeles County

Analysis of contract cities participation in programs and enforcement efforts offered through DACC which may help alleviate overcrowding. Programs may include a spay and neutering ordinance, contributions to the spay and neuter trust fund, microchipping, and others

Strategies to Alleviate Overcrowding

DACC is fully devoted to maintaining humane conditions in its seven animal care centers (ACCs) and does not permit them to become overcrowded. It accomplishes this by using Managed Admission and Capacity for Care strategies to effectively manage its animal population.

Agoura ACC
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Agoura Hills, CA 91301
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Managed Intake is a community-focused approach aimed at reducing animal admissions by addressing the root causes of pet relinquishment. By providing resources and education to pet owners—such as access to veterinary care, pet food, and behavioral support—it empowers families to keep their pets and promotes responsible pet ownership. Partnering with the community to offer intervention programs creates long-term solutions that help manage and reduce animal populations sustainably over time.

Capacity for Care involves daily and weekly structured reviews of the animal population in the ACCs and developing pathway plans for animals in care to find the most positive outcomes possible. It is a proactive program that ensures DACC meets the internationally recognized [Five Freedoms of Animal Welfare: freedom from hunger and thirst; freedom from discomfort; freedom from pain, injury, or disease; freedom to express normal behavior; and freedom from fear and distress.](#)

A general audit of animal control agencies, humane societies, and national animal welfare organizations throughout the nation revealed that a variety of strategies--including programs, services, and messaging--are utilized to manage populations in animal care centers. Strategies typically focus on reducing intake, increasing adoptions, and promoting responsible pet ownership.

Outlined below are the most common programs and strategies used throughout, many of which DACC has adopted into our operations for many years. By combining these strategies, animal control/welfare organizations create a sustainable system to manage their populations effectively and improve outcomes for animals in their care.

Managed Admission: Intake Reduction Programs

- Spay/Neuter Clinics: Offering free or low-cost spay/neuter services to reduce the incidents of unsterilized pets roaming in search of mates and to prevent unwanted litters. DACC provides monthly spay/neuter services at the animal care centers (ACCs) and partners with other agencies such as the ASPCA and Spay4LA for additional spaying/neutering of community pets.
- Trap-Neuter-Return (TNR) Programs: Managing feral cat populations through sterilization and return to their habitat. DACC supports this effort through monthly spaying/neutering of cats trapped by feral cat colony managers.
- Pet Retention Support: Providing resources such as veterinary care assistance, pet food pantries, or behavior training to prevent owner surrenders. DACC provides these services at each of the seven ACCs throughout Los Angeles County.
- Pet Surrender Counseling: Working with pet owners to explore alternatives to surrender such as temporary fostering or behavior training. DACC has a pilot program with two full-time Intake Intervention Specialists who work with pet owners who are

considering surrendering their pets. They offer resources such as Care Vouchers, pet food, etc., to help keep pets within their families. DACC's program, the Pets Are Family (PAF) program, won a 2024 Los Angeles Quality and Productivity Commission Top Ten Award.

Adoption and Placement Services

DACC participates in and utilizes each of these services:

- Adoption Events: Hosting regular adoption fairs or partnering with businesses for off-site events.
- Reduced or Waived Adoption Fees: Special promotions to encourage adoptions, especially for long-term residents or during peak housing periods.
- Transport Programs: Relocating animals from high volume animal care centers to areas with higher adoption demand. This is done both with inter-ACC transfers as well as transporting dogs out of state by the nonprofit airplane transport organization, "Dog is My Copilot."
- Foster Programs: Encouraging community members to temporarily care for animals to provide rehabilitative care to make animals more adoptable.

Community Engagement and Messaging

- Education Campaigns: Promoting responsible pet ownership, spaying/ neutering, and adoption instead of buying pets. DACC promotes these topics by utilizing messaging on our animal control vehicles and through social media, press releases, and local media opportunities.
- Social Media Outreach: Sharing profiles of adoptable animals, success stories, and urgent needs.
- Lost and Found Services: Providing resources for reuniting lost pets with their families to reduce care center intakes. DACC participates in Petco Love Lost's national pet reunification program, which uses facial recognition software to identify pets admitted into its care centers and match their lost photos posted by their owners.
- Volunteer Programs: Engaging volunteers to assist with animal care, socialization, and care center operations. In 2024, DACC saw a 51.2 percent increase in volunteer hours and a 70.1 percent increase in the number of volunteers.

Partnerships and Collaborations

- Adoption Partner Collaborations: DACC collaborates with department-approved and screened Adoption Partners, animal rescue groups, and other animal welfare

organizations to transfer animals. DACC utilizes a robust adoption partner program which helps to place over 40 percent of our pets in need of placement.

- Veterinary Partnerships: Working with veterinarians to offer discounted services for care center animals. DACC has partnerships with local veterinarians to provide basic services utilizing our pet voucher program.
- Corporate Sponsorships: Securing funding and support for DACC programs from local businesses. DACC partners with local companies such as Subaru dealerships and others throughout the year for adoption events and adoption sponsorships. We also partner with national animal welfare organization such as the ASPCA. DACC also relies heavily on the support and partnership that the Los Angeles County Animal Care Foundation (ACF) provides.

Animal Care Center Management Best Practices

- Capacity for Care Management: Ensuring an organization operates within its capacity to care for the volume of animals it admits into care. Factors to be considered include animal housing space, staffing levels to provide adequate care, and financial resources/budget allocation to provide the necessary food, medicine, and behavioral enrichment support the animals need to meet the Five Freedoms of Animal Welfare.

DACC utilizes capacity planning daily at each of our ACCs. Each ACC dedicates team members from animal caretaking, veterinary medical services, volunteer programming, and behavior and enrichment services to meet and discuss pathway planning for each animal that is admitted to the care center. Proactive plans are made to ensure every adoptable animal receives an opportunity to be adopted.

- Enrichment Programs: Providing physical and mental stimulation to improve animal well-being and adoptability. DACC utilizes a dedicated behavior and enrichment team to evaluate the needs of animals that are admitted.
- Data-Driven Decisions: Using animal management software to track trends in intake, adoptions, and outcomes to plan resources effectively. DACC uses premier animal management software, *Chameleon*, to record details of pets and owners. We also utilize a Power Business Intelligence program to track trends in intake, adoptions, and outcomes to plan our resources effectively.

Animal Law Enforcement

- Pet Licensing Enforcement: Ensuring pet owners are accountable and pets are identifiable. DACC utilizes field enforcement officers and mailed/mailed reminders for pets in need of licensing. DACC enforces animal licensing laws to better identify

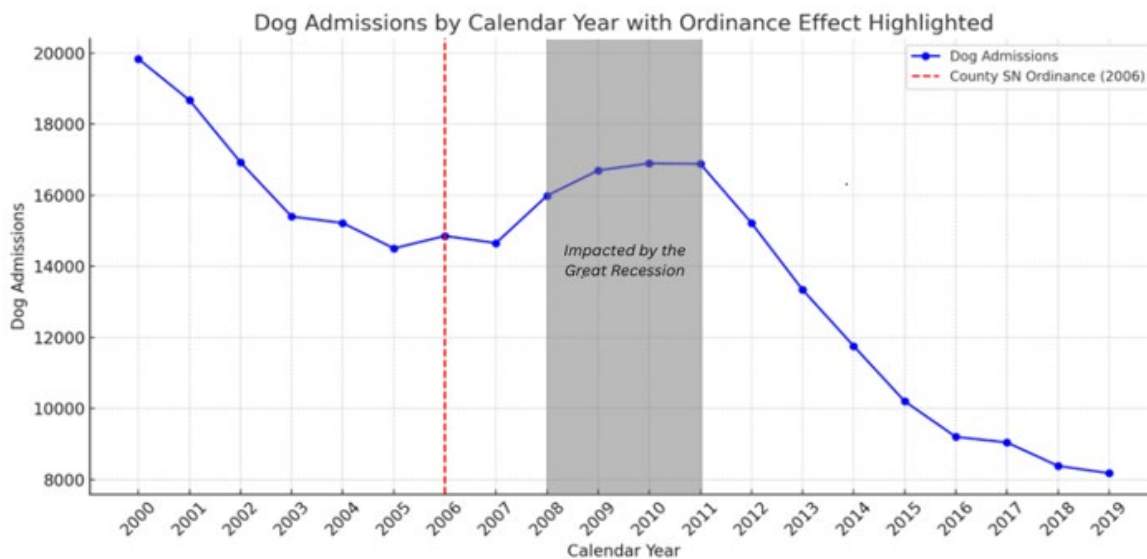
animals so they may be reunited with their families if they become lost, as well as ensuring a healthier pet population.

- Enforcing spay/neuter and microchip ordinances: DACC enforces the spay/neuter and microchip requirements set forth by Los Angeles County Code Title 10 – Animals to reduce pet overpopulation and improve pet identification.

Your Board also instructed DACC to report back on Contract Cities' participation in programs and enforcement efforts offered through DACC that may alleviate pressures on animal housing capacity.

DACC conducted an in-depth review of its 45 contract cities to evaluate their engagement in Department services and adoption of recommended ordinances. DACC provides full animal housing services to 38 of these cities across its seven ACCs. The review assessed each city's adoption of spay/neuter and microchipping ordinances, contributions to the Spay/Neuter Trust Fund, and participation in other relevant programs. Attachment A provides a detailed chart summarizing each city's participation and ordinance enforcement.

Mandatory spay/neuter ordinances have historically had a significant impact on reducing animal admissions. The following chart illustrates animal admission trends following the implementation of a mandatory spay/neuter requirement in unincorporated Los Angeles County in 2006.



Initial decreases in 2007 were followed by an increase in 2008-2011, likely due to economic pressures from the Great Recession, which led to more pet surrenders. As

economic conditions stabilized after 2011, admissions declined significantly, with consistent reductions averaging nearly 10 percent annually from 2011 to 2016. These trends demonstrate the long-term benefits of spay/neuter ordinances in reducing animal admissions.

To further address the volume of animal admissions, DACC will continue its ongoing outreach efforts to contract cities to encourage contributions to the Spay/Neuter Trust Fund, which provides residents access to low-cost or free spay/neuter services. These services promote responsible pet ownership, reduce animal population growth, and alleviate population pressures at the ACCs.

DACC also introduced multiple initiatives to support pet owners and prevent surrenders. The award-winning Pets Are Family (PAF) Program provides free resources for pet owners while Vet@ThePark mobile wellness clinics offer free wellness exams, vaccinations, flea/tick treatments, food, and supplies at city and County parks. The Care Voucher program assists financially challenged pet owners by paying for up to \$300 in veterinary expenses. Supported by donations and grants through the ACF, DACC has secured three grant-funded positions to sustain these programs: an Intervention Specialist serving the Lancaster and Palmdale care centers and dog grooming services, enhancing adoptability and health at the North and South County care centers. DACC is actively seeking additional funding to maintain these vital programs.

On September 26, 2023 your Board instructed the Department of Animal Care and Control (Department) to develop a detailed plan to increase enforcement to mitigate and prevent illegal and backyard breeding. DACC immediately increased enforcement of illegal breeding at local swap meets, and in June 2024 the Department launched its “Stop Illegal Breeding” campaign by creating a web-based platform designed for the community to report illegal breeding through a designated tipline as well as email address added to the DACC website. The successful results of these efforts were reported back to your Board on January 22, 2024.

To maximize its impact, DACC will partner with contract cities to distribute outreach materials—including flyers, social media content, and website postings—to encourage residents to report illegal breeding practices. These outreach efforts, combined with the promotion of spay/neuter and microchipping initiatives, will aid DACC and its contract cities create healthier and safer communities for animals and residents alike.

DACC continues to cultivate positive and beneficial relationships with our contract city partners, our national and private nonprofit partners, and our growing volunteer heroes. We will continue to engage positive programming that benefits the Los Angeles County communities and the animals that are admitted to our animal care centers. Through these programs, partnerships, and ongoing evaluation of our strategies we will stay at the

Each Supervisor
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highest levels of standards in animal welfare and in maintaining healthy, manageable animal populations, and striving to ensure that creating the best outcomes for animals and their families is our highest priority.

MM:DU:WD:FC:BK:rke

s://board corr/motions/10.8.24 managing pet pop/90 day rpt back/pop mgmt 1.6.25 finalt

Attach.

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Animal Care Board Deputies



**COUNTY OF LOS ANGELES
DEPARTMENT OF ANIMAL CARE AND CONTROL
ANIMAL ADMISSIONS AND SERVICE LEVEL
FISCAL YEAR 2023-2024**



Contract Cities	ACC	Supervisory District	Population	Sheltering Service	Field Service	Admissions			Licensing Service	Licenses Sold	Mandatory Spay/Neuter	Mandatory Microchip	Spay/Neuter Trust Fund	Vet@the Park***
						Cats	Dogs	Total						
Agoura Hills	Agoura	SD3	19,841	Full	Full	48	44	92	City	1,222	Yes – dogs and cats	Dogs only	No	No
Alhambra	Downey	SD1	81,811	Full	Full	140	110	250	County	1,507	Yes – dogs and cats	Yes – dogs and cats	No	Yes
Artesia	Downey	SD4	16,019	Full	Full	49	31	80	County	475	No	No	No	Yes
Azusa	Baldwin Park	SD1	49,420	Full	Full	264	266	530	City	1,731	No	No	No	Yes
Baldwin Park	Baldwin Park	SD1	70,660	Full	Full	832	779	1,611	County	3,536	Yes – dogs and cats	Yes – dogs and cats	Yes	Yes
Bell	Downey	SD4	33,301	Full	Full	223	148	371	City	974	Yes – dogs and cats	Yes – dogs and cats	Yes	Yes
Calabasas	Agoura	SD3	22,742	Full	Full	15	29	44	County	732	Yes – dogs and cats	Yes – dogs and cats	Yes	No
Carson **	Carson/Gardena	SD2	91,924	Full	Full	616	917	1,533	County	2,870	Yes – dogs and cats	Yes – dogs and cats	No	No
Commerce	Downey	SD4	12,124	Full	Limited	79	119	198	No	0	Yes – dogs and cats	Yes – dogs and cats	No	No
Compton	Downey	SD2	93,671	Full	Full	611	1,072	1,683	County	1,070	Yes – dogs and cats	Yes – dogs and cats	Yes	No
Cudahy	Downey	SD4	22,210	Full	Full	151	96	247	County	399	Yes – dogs and cats	Yes – dogs and cats	No	No
Culver City *	Carson/Gardena	SD2	40,213	Limited	Limited	3	11	14	No	0	Dogs only	Dogs only	No	No
El Monte	Baldwin Park	SD1	106,786	Full	Limited	377	601	978	County	1,922	No	No	No	No
Gardena *	Carson/Gardena	SD2	60,028	Limited	Limited	57	80	137	No	0	Yes – dogs and cats	Yes – dogs and cats	No	No
Hawaiian Gardens	Downey	SD4	13,560	Full	Full	86	47	133	County	360	Yes – dogs and cats	Yes – dogs and cats	No	No
Hawthorne *	Carson/Gardena	SD2	85,566	Limited	Limited	23	22	45	No	0	Yes – dogs and cats	Yes – dogs and cats	No	No
Hidden Hills	Agoura	SD3	1,727	Full	Full	0	1	1	County	75	Yes – dogs and cats	Yes – dogs and cats	No	No
Huntington Park	Downey	SD4	53,219	Full	Limited	357	316	673	No	0	No	Dogs only	No	No
Industry	Baldwin Park	SD1	426	Full	Full	50	57	107	County	5	Yes – dogs and cats	Yes – dogs and cats	No	No
Inglewood	Carson/Gardena	SD2	106,065	Full	Full	527	435	962	County	1,014	Yes – dogs and cats	Yes – dogs and cats	No	Yes
Irwindale	Baldwin Park	SD1	1,499	Full	Full	22	68	90	County	46	No	No	No	No
La Habra Heights	Downey	SD4	5,488	Full	Full	3	14	17	County	287	Yes – dogs and cats	Yes – dogs and cats	No	No
La Mirada	Downey	SD4	48,077	Full	Full	127	108	235	County	3,196	No	Yes – dogs and cats	No	No
La Puente *	Baldwin Park	SD1	37,459	Limited	Limited	26	24	50	No	0	No	No	No	No
Lancaster	Lancaster	SD5	172,631	Full	Full	1,734	3,867	5,601	County	7,751	Dogs only	Yes – dogs and cats	No	Yes
Lawndale *	Carson/Gardena	SD2	30,855	Limited	Limited	4	9	13	No	0	No	No	No	No
Lomita	Carson/Gardena	SD4	20,320	Full	Full	57	45	102	County	623	Yes – dogs and cats	Yes – dogs and cats	No	Yes
Malibu	Agoura	SD3	10,621	Full	Full	5	27	32	County	466	No	No	No	No
Maywood	Downey	SD4	24,451	Full	Full	96	89	185	County	294	Yes – dogs and cats	Yes – dogs and cats	No	Yes
Monterey Park	Downey	SD1	59,347	Full	Limited	74	171	245	County	1,887	Yes – dogs and cats	Yes – dogs and cats	Yes	Yes
Palmdale	Palmdale	SD5	166,055	Full	Full	1,305	2,833	4,138	County	7,682	Yes – dogs and cats	Yes – dogs and cats	No	Yes
Palos Verdes Estates	Carson/Gardena	SD4	12,974	Full	Limited	9	3	12	City	336	No	No	No	No
Rancho Palos Verdes	Carson/Gardena	SD4	40,919	Full	Full	19	20	39	City	1,189	Yes – dogs and cats	Yes – dogs and cats	No	No
Redondo Beach *	Carson/Gardena	SD2	68,239	Limited	Limited	15	4	19	No	0	No	No	No	No
Rolling Hills	Carson/Gardena	SD4	1,677	Full	Full	0	0	0	City	72	Yes – dogs and cats	Yes – dogs and cats	Yes	No
Rolling Hills Estates	Carson/Gardena	SD4	8,534	Full	Full	3	6	9	County	261	Yes – dogs and cats	Yes – dogs and cats	No	Yes
San Fernando	Castaic	SD3	23,643	Full	Full	63	72	135	County	404	Yes – dogs and cats	Yes – dogs and cats	No	Yes



**COUNTY OF LOS ANGELES
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ANIMAL ADMISSIONS AND SERVICE LEVEL
FISCAL YEAR 2023-2024**



Contract Cities	ACC	Supervisory District	Population	Sheltering Service	Field Service	Admissions			Licensing Service	Licenses Sold	Mandatory Spay/Neuter	Mandatory Microchip	Spay/Neuter Trust Fund	Vet@the Park***
						Cats	Dogs	Total						
Santa Clarita	Castaic	SD5	230,428	Full	Full	260	567	827	County	12,167	Dogs only	Dogs only	Yes	Yes
Thousand Oaks	Agoura	Ventura County	122,643	Full	Full	98	234	332	City	6,326	No	No – only required for new dog licenses	No	No
Torrance	Carson/Gardena	SD4	142,910	Full	Limited	135	163	298	No	0	No	No	No	No
Walnut	Baldwin Park	SD1	27,867	Full	Full	42	58	100	City	1,637	Yes – dogs and cats	Yes – dogs and cats	Yes	No
West Covina	Baldwin Park	SD1	109,105	Full	Full	585	561	1,146	City	2,295	No	No	No	No
West Hollywood *	Carson/Gardena	SD3	35,075	Limited	Full	16	25	41	City	597	Yes – dogs and cats	Yes – dogs and cats	Yes	No
Westlake Village	Agoura	SD3	7,902	Full	Full	20	12	32	City	462	Yes – dogs and cats	Yes – dogs and cats	No	No
Whittier **	Downey	SD1 & SD4	87,527	Full	Full	188	277	465	City	4,467	No	No	No	Yes

CITY TOTAL

2,477,5599,41414,43823,85270,337

* Limited sheltering - DACC will provide temporary housing until animals have been transported to another animal care facility.

** Whittier is under both SD1 and SD4.

***Column indicates whether the city hosted a Vet@ThePark event.