



Marcia Mayeda, Director

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

June 03, 2025

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

50 June 3, 2025

Edward Yen
EDWARD YEN
EXECUTIVE OFFICER

Dear Supervisors:

**APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S
INFORMATION TECHNOLOGY INFRASTRUCTURE FUND
FOR THE IMPLEMENTATION AND INTEGRATION OF
DIGITAL SIGNAGE, DIGITAL KENNEL CARDS, AND Q-LINE MANAGEMENT SYSTEMS AT
ANIMAL CARE CENTERS
AND APPROVAL OF AN APPROPRIATION ADJUSTMENT FOR FISCAL YEAR 2024-25
(ALL SUPERVISORIAL DISTRICTS) (4 VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

The Department of Animal Care and Control (DACC) is requesting Board approval of an appropriation adjustment and authorization to utilize \$300,000 in one-time funding from the County's Information Technology Infrastructure Fund (ITF) for the Department's implementation and integration of digital signage, digital kennel cards, and Q-line management systems at the Department's seven animal care centers.

IT IS RECOMMENDED THAT THE BOARD:

Approve a Fiscal Year 2024-25 appropriation adjustment in the ITF to reallocate \$300,000 from Services and Supplies (S&S) to Other Financing Uses and to increase Department's S&S Budget to procure and implement digital signage, digital kennel cards, and a Q-line management system at Department's seven animal care centers.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Pet surrenders have been steadily increasing as pet owners experience housing and other financial challenges. The Department has leveraged partnerships with rescue groups and the public to promote adoptions, resulting in increased adoption rates despite increased animal admissions. The recommended action will fund additional opportunities for modernization that can improve the experience for customers visiting our animal care centers while also increasing visibility for animals in need of homes.

We propose to modernize our animal care centers by implementing interactive television (TV) screens, digital kennel cards, and a Q-line management system to improve operational efficiency and the customer experience. Interactive TV screens will engage visitors by showcasing our adoptable animals and by offering informative and real-time content while also enabling some visitors to bypass lines by accessing the help they need through the screens. Digital kennel cards will help eliminate the need to print thousands of paper cards each week. Customers can scan a QR code on each kennel or view display screens to quickly see available animals and their key information. This will help reduce wait times and allow staff to focus on providing more personalized support to customers.

Finally, a Q-line management system will improve the customer experience by allowing digital check-ins, reducing waiting times and allowing customers to browse kennels while waiting for their number to be called.

The Department is continuously looking for opportunities to leverage technology to improve the customer experience at our animal care centers and ultimately increase positive outcomes for the animals in our care. These innovations will increase adoption rates, improve accessibility for visitors, reduce paper, and enhance both efficiency and effectiveness of Department services.

Implementation of Strategic Plan Goals

The recommended action aligns with the Countywide Strategic Plan's North Stars, particularly North Star Three. By prioritizing communication and public access, the project enhances transparency and accessibility to government services. It offers multilingual information in multiple formats and allow for real-time information updates to reach a wider audience.

We rely on community feedback and positive animal outcomes to guide our efforts. This project will enable us to collect more comprehensive data, fostering data-driven decisions to help inform community engagement and adoption rates. With these insights, we can identify what resonates with people, motivates them to engage, and address their needs more effectively.

The project also strengthens internal processes, promoting efficiency and accountability while demonstrating fiscal responsibility. Features like digital signage and text messaging will reduce paper costs and waste, and a centralized system for updating information across our seven care centers will streamline operations, also allowing us to provide evacuation information to pet owners during disaster situations such as the recent Eaton, Hughes, and Palisades Fires.

FISCAL IMPACT/FINANCING

The ITF, governed by the County's Information Technology Investment Board (ITIB), was established to fund Countywide or multi-departmental technology projects that improve the delivery of services to the public; generate operational improvements to one or more departments or

programs; and improve interdepartmental or interagency collaboration.

The ITIB approved the use of \$300,000 in one-time funding from the County's ITF on April 2, 2025. The funding will be used to implement and integrate digital signage, digital kennel cards, and Q-line management systems at the Department's seven animal care centers.

Approval of the recommended appropriation adjustment (attached) in the ITF will reallocate \$300,000 from S&S to Other Financing Uses and will increase the DACC S&S Budget offset with revenue in Operating Transfers In.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions related to this recommended action.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

This project is designed to improve the delivery of information and essential services to customers visiting our care centers, making better use of both their time and freeing up staff time to focus on maximizing positive outcomes for animals in care. By modernizing and streamlining our communication methods, we aim to create a more inclusive, efficient, and impactful experience for our animals, staff, and the communities we serve.

CONCLUSION

Upon Board approval, please return one adopted copy of this board letter to the Department.

Respectfully submitted,



MARCIA MAYEDA

Director



Peter Loo

Chief Information Officer

MM:DU:WD:SQ:rke

Enclosures

c: Chief Executive Office
Chief Information Office
County Counsel
Executive Office

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BOARD OF SUPERVISORS
OFFICIAL COPY

May 20, 2025

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPARTMENT OF CHIEF EXECUTIVE OFFICER

AUDITOR-CONTROLLER:
THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HER RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFORE
FY 2024-25
4 - VOTES

SOURCES	USES
INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-2000-40033 SERVICES & SUPPLIES DECREASE APPROPRIATION300,000	INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-6100-40033 OTHER FINANCING USES INCREASE APPROPRIATION300,000
ANIMAL CARE AND CONTROL A01-AN-96-9911-18950 OPERATING TRANSFERS IN INCREASE REVENUE300,000	ANIMAL CARE AND CONTROL A01-AN-2000-18950 SERVICES & SUPPLIES INCREASE APPROPRIATION300,000
SOURCES TOTAL\$600,000	USES TOTAL\$600,000

JUSTIFICATION

This adjustment reflects a shift in appropriation from the Information Technology Infrastructure Fund to the Department of Animal Care and Control for the department’s implementation and integration of digital signage, digital kennel cards, and Q-line management systems at the Department’s seven animal care centers.

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES
50 June 3, 2025

Albert Navas
Digitally signed by Albert Navas
Date: 2025.04.10 14:36:02 -07'00'

AUTHORIZED SIGNATUREALBERT NAVAS, MANAGER, CEO

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

Edward Yen
EDWARD YEN
EXECUTIVE OFFICER

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR---

AUDITOR-CONTROLLER

B.A. NO. 219

☐ ACTION

☒ RECOMMENDATION
Andrea Turner
Digitally signed by Andrea Turner
Date: 2025.04.30 11:29:05 -07'00'

DATE 4/30/25

☒ APPROVED AS REQUESTED

☐ APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER

Christine Frias
Digitally signed by Christine Frias
Date: 2025.04.30 14:40:16 -07'00'

DATE 4/30/25