



Marcia Mayeda, Director

March 17, 2026

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

Dear Supervisors:

**REQUEST APPROVAL TO ENTER INTO A  
MEMORANDUM OF UNDERSTANDING WITH  
PASADENA HUMANE FOR ANIMAL CARE AND CONTROL SERVICES IN UNINCORPORATED  
LOS ANGELES COUNTY AREAS OF ALTADENA,  
LA CRESCENTA, EAST PASADENA, AND SAN PASQUAL  
(SUPERVISORIAL DISTRICT 5)  
(3 VOTES)**

**SUBJECT**

This action is to request delegated authority for the Director of Animal Care and Control to enter into a Memorandum of Understanding (MOU) with Pasadena Humane to provide animal care services at no cost to the County of Los Angeles (County) through June 30, 2027. This MOU will replace the County's existing Proposition A contract with Pasadena Humane for Animal Care and Control Services for Altadena and the unincorporated areas of La Crescenta, East Pasadena, and San Pasqual. Upon approval and execution of the MOU, the Department will terminate the current Proposition A contract. Transitioning to an MOU will streamline our agreements while continuing essential services.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Approve and authorize the Director of Animal Care and Control or designee to execute an MOU with Pasadena Humane, substantially similar to Attachment A, to provide animal care and control services in the unincorporated Los Angeles County areas of Altadena, La Crescenta, East Pasadena, and San Pasqual at no cost to the County through June 30, 2027.
2. Delegate authority to the Director of Animal Care and Control or designee to amend the MOU with Pasadena Humane as needed throughout the term of the Agreement.

3. Approve and authorize the Director of Animal Care and Control or designee to terminate the existing contract with Pasadena Humane for animal care and control Services for Altadena and the unincorporated areas of La Crescenta, East Pasadena, and San Pasqual effective upon execution of the MOU.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The County Department of Animal Care and Control (Department) operates seven animal care centers dedicated to rehabilitating and placing animals into permanent homes. Pasadena Humane is a nonprofit organization with extensive experience providing medical care, behavioral support, and adoption services for dogs and cats. Pasadena Humane has agreed to provide these services at no cost to the County through Fiscal Year 2026-27 (June 30, 2027) for Altadena and the unincorporated areas of La Crescenta, East Pasadena, and San Pasqual. The services provided by Pasadena Humane include routine and emergency veterinary care, spay and neuter services, behavioral assessments, socialization, enrichment activities, and adoption support including community outreach to promote responsible pet ownership and permanent placement for animals.

Transitioning from the current contract to an MOU is recommended for several key reasons. Since Pasadena Humane has agreed to provide all services at no cost, the County will not be financially responsible for program expenses. The MOU will streamline administrative processes by providing operational flexibility, reducing redundant reporting, and simplifying the scope of services and roles of both parties. This structure will continue to ensure accountability, maintain service continuity, and allow the Department to continue delivering high-quality animal care in Altadena and unincorporated La Crescenta, East Pasadena, and San Pasqual.

### **Implementation of Strategic Plan Goals**

The recommended action supports the County's strategic direction as articulated in the three North Stars of its 2024-2030 plan. Under North Star I, Make Investments That Transform Lives, the MOU with Pasadena Humane will allow the County to invest in animal welfare services that reduce barriers to safe, responsible pet ownership and thereby strengthen the physical and emotional well-being of individuals and families in Altadena and the surrounding unincorporated areas. By providing high-quality veterinary care, enrichment, and adoption services at no cost to the County, the Department will further the objective of responsive service delivery that meets complex community needs.

Under North Star II, Foster Vibrant and Resilient Communities, this partnership enhances the fabric of community life by maintaining essential animal care infrastructure, engaging community residents in adoption and outreach activities, and strengthening the relationship between the Department and local nonprofits. The MOU ensures a sustainable model of service delivery that preserves program continuity, promotes community confidence, and supports equity across the County.

Under North Star III, Realize Tomorrow's Government Today, this agreement exemplifies operational effectiveness, transparency, and fiscal responsibility. By terminating the existing Proposition A contract and replacing it with an MOU provided at no cost to the County, the Department is adopting an innovative, streamlined administrative model that reduces overhead costs, clarifies roles, and demonstrates public-sector adaptability. Additionally, the transition to an MOU will generate cost savings by reducing staff hours currently dedicated to monitoring Proposition A requirements. Collectively these improvements advance the County's goal of being an effective, flexible partner in service delivery.

### **FISCAL IMPACT/FINANCING**

There is no net County cost associated with entering into the MOU. Pasadena Humane has agreed to provide these services to the County at no cost for Fiscal Years 2025-26 and 2026-27. Pasadena Humane will independently manage all program expenses, and the Department will not be financially responsible for any program costs. The estimated savings of waived service fees are more than \$672,000 annually. Termination of the existing Proposition A contract will not result in any additional fiscal impact to the County.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The proposed MOU has been reviewed by County Counsel and includes standard provisions regarding indemnification, confidentiality, insurance, and compliance with applicable laws. Pasadena Humane will maintain commercial general liability, automobile liability, and workers' compensation insurance, all naming the County of Los Angeles as an additional insured. An indemnification clause provides protection for the County against claims or damages arising from program activities except in cases of gross negligence or willful misconduct of County staff. The MOU also documents the scope of services and operational expectations, ensuring accountability and continuity of animal care services. Additionally, the agreement maintains requirements related to living wage standards to ensure Pasadena Humane staff continue to receive compensation consistent with County living wage provisions.

The Department will terminate the existing Proposition A contract following execution of the MOU in accordance with contract requirements and County procedures. Termination of the Proposition A contract is necessary to avoid duplication of agreements, eliminate redundant administrative processes, and align services under a single, no-cost MOU structure.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of this MOU will allow the residents to continue receiving high-quality, nearby structured animal care services while streamlining administrative requirements for the County and Pasadena Humane. Animals served by Pasadena Humane, particularly dogs and cats in Altadena and the surrounding unincorporated areas, will benefit from consistent veterinary care, behavioral assessments, enrichment activities, and adoption support in close proximity. These services reduce animal stress, enhance adoptability, and shorten lengths of stay.

Pasadena Humane has been contracted by the County to provide animal care and control services to these unincorporated areas since 2016 due to their proximity. Because Pasadena Humane already serves these areas, the transition to an MOU will not disrupt or negatively impact existing services but instead ensure a continuity of services while practicing fiscal responsibility for the County. This MOU continues a formalized partnership that maintains service continuity while simplifying administrative requirements. This continuity is critical to ensuring that residents in Altadena, La Crescenta, East Pasadena, and San Pasqual continue to have ready access to high-quality animal care. Additionally, because Pasadena Humane is much closer in proximity to these communities than the Baldwin Park Animal Care Center, residents will have easier access to services, including adoptions, medical care, and community outreach programs. By leveraging Pasadena Humane's local presence and expertise, the County ensures operational effectiveness,

strengthens community partnerships, and enhances animal welfare while providing a convenient, cost-free resource for residents.

**CONCLUSION**

Upon Board approval, the Department will execute an MOU with Pasadena Humane, terminate the existing contract, and implement all necessary provisions to ensure compliance with County standards. This partnership represents a cost-effective and sustainable approach to providing essential animal care services and strengthening community partnerships throughout Los Angeles County. The County is grateful to Pasadena Humane for waiving fees for these critical services at no charge, demonstrating their understanding of the County's budget constraints and commitment to supporting the welfare of animals and residents in our communities.

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

Respectfully submitted,



MARCIA MAYEDA

Director

MM:DU:WD:BK:MNM:jl

Enclosures

c: Chief Executive Office  
County Counsel  
Executive Office  
Auditor-Controller

**MEMORANDUM OF UNDERSTANDING  
FOR ANIMAL CARE AND CONTROL SERVICES**

**Between**

COUNTY OF LOS ANGELES  
DEPARTMENT OF ANIMAL CARE AND CONTROL  
IN UNINCORPORATED ALTADENA, LA CRESCENTA,  
EAST PASADENA, AND SAN PASQUAL

**And**

PASADENA HUMANE

This Memorandum of Understanding ("MOU" or "Agreement"), entered into between the County of Los Angeles ("County") Department of Animal Care and Control ("DACC") and the Pasadena Humane ("PH") (each, a "Party" and together, the "Parties"), in consideration of the mutual promises set forth herein, is effective as of the date this Agreement is executed by the last signatory (the "Effective Date").

**BACKGROUND:**

DACC is responsible for providing animal care and control services to the unincorporated areas of Los Angeles County.

PH is a nonprofit organization that provides animal care and control services to the City of Pasadena and surrounding contract cities. PH has provided animal care and control services to the unincorporated Los Angeles County communities of Altadena, La Crescenta, East Pasadena, and San Pasqual through a contract with the County since 2016.

The Parties wish to partner in order for PH to continue to provide provided animal care and control services to the unincorporated Los Angeles County communities of Altadena, La Crescenta, East Pasadena, and San Pasqual at no additional cost to the County.

The Parties agree that the services provided by PH pursuant to this Agreement will benefit both people and animals of Los Angeles County and are consistent with the missions of the Parties.

The Parties agree as follows:

**GENERALLY:**

1. Term:

The term of this Agreement will begin on the Effective Date and continue until June 30, 2027, unless sooner terminated or extended in writing by mutual agreement. The execution of this agreement terminates and replaces the current contract between County and PH for these services.

2. Termination:

Either Party may terminate this Agreement at any time, with or without cause, by providing ninety (90) days' prior written notice to the other Party.

3. Amendments and Change Notices:

For any change which affects the scope of work, term, or any term or condition included under this Agreement, an amendment must be prepared and executed by PH and DACC. For any change which is clerical or administrative in nature and/or does not affect any term or condition of this Agreement, a written change order ("Change Notice") may be prepared by DACC and provided to PH.

4. Confidentiality:

PH must maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.

PH will indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by PH, its officers, employees, agents, or subcontractors, to comply with this Paragraph, as determined by DACC in its sole judgment. Any legal defense pursuant to PH's indemnification obligations under this Paragraph will be conducted by PH and performed by counsel selected by PH and approved by DACC. Notwithstanding the preceding sentence, DACC will have the right to participate in any such defense at its sole cost and expense, except that in the event PH fails to provide DACC with a full and adequate defense, as determined by DACC in its sole judgment, DACC will be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from PH for all such costs and expenses incurred by County in doing so. PH will not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County or DACC without DACC's prior written approval.

PH must inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Agreement.

5. PH Staff:

DACC has the absolute right to approve or disapprove all of PH's staff performing work hereunder and any proposed changes in PH's staff.

This Agreement is by and between DACC and PH and is not intended, and must not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between DACC and PH. The employees and agents of one party must not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

PH will be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Agreement all compensation and benefits. DACC will have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of PH.

PH understands and agrees that all persons performing work pursuant to this Agreement are, for purposes of Workers' Compensation liability, solely employees of PH and not employees of DACC. PH will be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of PH pursuant to this Agreement.

6. Staff Identification:

PH will provide, at PH's expense, all staff providing services under this Agreement with a photo identification badge.

7. Background and Security Investigations:

Each of PH's staff performing services under this Agreement, who is in a designated sensitive position, as determined by DACC in its sole discretion, must undergo and pass a background investigation to the satisfaction of DACC as a condition of beginning and continuing to perform services under this Agreement. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but will not be limited to, criminal conviction information. The fees associated with the background investigation will be at the expense of the PH, regardless of whether the member of PH's staff passes or fails the background investigation. If a member

of PH's staff does not pass the background investigation, DACC may request that the member of PH's staff be removed immediately from performing services under the Agreement. These terms will also apply to subcontractors of County contractors.

8. Employment Eligibility Verification:

PH must fully comply with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Agreement meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. PH must obtain from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. PH must retain all such documentation for all covered employees for the period prescribed by law.

PH must indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against PH or DACC or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Agreement.

9. Supervision and Compliance:

When providing services, PH staff and volunteers will comply with applicable DACC policies and procedures. DACC may require PH personnel to complete training related to safety, handling, or County requirements.

10. Equal Employment Opportunity:

DACC and PH each affirm and agree that each is an equal employment opportunity employer in full compliance with any and all applicable anti-discrimination laws, rules and regulations. Each agrees not to harass, discriminate against, or retaliate against employees and/or volunteers of the other Party providing services pursuant to this Agreement because of race, color, national origin, age, sex, sexual orientation, gender identity, religion, disability, marital status, veteran status, citizenship status, or any other category protected under the laws of California, Los Angeles County, or under federal laws, rules, or regulations, nor will either Party cause or request the other Party to engage in such discrimination, harassment, or retaliation.

11. Fair Labor Standards:

PH must comply with all applicable provisions of the Federal Fair Labor Standards Act and must indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by PH's employees for which the County may be found jointly or solely liable.

12. Subcontracting:

Services provided under this Agreement may not be subcontracted by PH without the advanced approval of DACC.

13. Payment of a Living Wage:

PH agrees to compensate all PH employees providing services directly under this Agreement at a rate in compliance with the County's designated Living Wage. DACC will provide PH with any updates of the County annual Living Wage rates.

14. Compensation:

PH agrees to waive any fees and/or costs associated with providing the prescribed services in Exhibit A, Scope of Work throughout the term of this Agreement.

15. Indemnification/Hold Harmless:

PH must indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers (County Indemnitees) from and against any and all liability, including but not limited to demands, claims, actions, fees, costs and expenses (including attorney and expert witness fees), arising from and/or relating to this Agreement, except for such loss or damage arising from the sole negligence or willful misconduct of the County indemnitees.

16. Insurance and Licenses:

Without limiting PH's indemnification of DACC, PH will provide and maintain at its own expense, insurance naming the County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, employees and volunteers (collectively DACC and its Agents) as an additional insured, with limits of not less than:

<b>Commercial General Liability</b>	
General Aggregate:	\$2 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$1 million

Each Occurrence:	\$1 million
<b>Auto Liability</b>	\$1 million
<b>Workers Compensation and Employers' Liability</b>	\$1 million

In addition, all staff performing services under this Agreement shall maintain valid licensure in accordance with California requirements and carry appropriate professional liability insurance.

17. Governing Law, Jurisdiction, and Venue

This Agreement will be governed by, and construed in accordance with, the laws of the State of California. PH agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder will be exclusively in the County.

18. Complaints:

PH will develop, maintain and operate procedures for receiving, investigating and responding to complaints.

PH will preliminarily investigate all complaints and notify DACC of the status of the investigation within thirty (30) days of receiving the complaint. When complaints cannot be resolved informally, a system of follow-through will be instituted which adheres to formal plans for specific actions and strict time deadlines.

19. Quality Assurance Plan:

DACC or its agent(s) will monitor PH's performance under this Agreement on not less than an annual basis. Such monitoring will include assessing PH's compliance with all terms and conditions and performance standards. Deficiencies which DACC determines are significant or continuing and that may place performance of the Agreement in jeopardy if not corrected may be reported to the Board of Supervisors. The report to the Board will include improvement/corrective action measures taken. If improvement does not occur consistent with the corrective action measures, the County may terminate Agreement.

20. Notice of Delays:

Except as otherwise provided under this Agreement, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Agreement, that party must, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

21. Notice of Disputes:

PH must bring to the attention DACC any dispute between DACC and PH regarding the performance of services as stated in this Agreement.

22. Publicity:

PH must develop all publicity material in a professional manner; and will not authorize another to publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County or DACC without the prior written consent of DACC.

23. Validity:

If any provision of this Agreement or the application thereof to any person or circumstance is held invalid, the remainder of this Agreement and the application of such provision to other persons or circumstances will not be affected thereby.

24. Waiver:

No waiver by DACC of any breach of any provision of this Agreement will constitute a waiver of any other breach or of such provision. Failure of DACC to enforce at any time, or from time to time, any provision of this Agreement will not be construed as a waiver thereof. The rights and remedies set forth in this Paragraph will not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement.

25. Compliance with County's Zero Tolerance Policy on Human Trafficking:

PH acknowledges that the County has established a Zero Tolerance Policy on Human Trafficking prohibiting contractors from engaging in human trafficking. If PH or a member of PH's staff is convicted of a human trafficking offense, DACC will require that PH or a member of PH's staff be removed immediately from performing services under the Agreement. DACC will not be under any obligation to disclose confidential information regarding the offenses other than those required by law. Disqualification of any member of PH's staff pursuant to this Paragraph will not relieve PH of its obligation to complete all work in accordance with the terms and conditions of this Agreement.

26. Compliance with County Policy of Equity:

PH acknowledges that DACC takes its commitment to preserving the dignity and professionalism of the workplace very seriously, as set forth in the County Policy of Equity (CPOE) (<https://ceop.lacounty.gov/>). PH further acknowledges that DACC strives to provide a workplace free from discrimination, harassment, retaliation and inappropriate conduct based on a protected

characteristic, and which may violate the CPOE. PH, its employees and subcontractors acknowledge and certify receipt and understanding of the CPOE. Failure of PH, its employees or its subcontractors to uphold DACC's expectations of a workplace free from harassment and discrimination, including inappropriate conduct based on a protected characteristic, may subject PH to termination of contractual agreements as well as civil liability.

27. Charitable Activities Compliance:

DACC seeks to ensure that all Partners which receive or raise charitable contributions comply with California law, including the "Nonprofit Integrity Act of 2004", as approved and codified in California Government Code, [Sections 12580-12599.10](#), in order to protect the County and its taxpayers. The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. A Partner which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either contract termination or debarment proceedings or both. ([County Code Chapter 2.202](#)).

28. Non-Exclusivity:

This Agreement does not create an exclusive partnership between DACC and PH. Nothing in this Agreement shall preclude DACC from entering into similar agreements or partnerships with other agencies or organizations to provide animal care and control services.

29. Counterparts and Electronic Signatures and Representations:

This Agreement may be executed in two or more counterparts, each of which will be deemed an original but all of which together will constitute one and the same Agreement. The facsimile, email or electronic signature of the parties will be deemed to constitute original signatures, and facsimile or electronic copies hereof will be deemed to constitute duplicate originals.

The Parties hereby agree to regard electronic representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to this Agreement and received via communications facilities (facsimile, email or electronic signature), as legally sufficient evidence that such legally binding signatures have been affixed to Amendments to this Agreement.

30. Notices and Project Managers:

Each Party shall designate a Project Manager, listed in Exhibit B, who will serve as the primary contact regarding this Agreement. All notices or demands required or permitted to be given or made under this Agreement must be in writing.

Contact information may be changed by either party giving ten (10) days prior written notice thereof to the other party.

31. Scope of Work (DACC):

The Parties agree to comply with the requirements detailed in Exhibit A, Scope of Work.

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DRAFT MOU

**MEMORANDUM OF UNDERSTANDING  
FOR ANIMAL CARE AND CONTROL SERVICES**

**Between**

COUNTY OF LOS ANGELES  
DEPARTMENT OF ANIMAL CARE AND CONTROL

**And**

PASADENA HUMANE

The Parties agree to execute this Agreement as of the day and year of the last signature hereto.

County of Los Angeles  
Department of Animal Care and Control

Pasadena Humane

By:

By:

\_\_\_\_\_  
MARCIA MAYEDA, Director

\_\_\_\_\_  
CHRIS RAMON, President and CEO

DATE \_\_\_\_\_

DATE \_\_\_\_\_

## STATEMENT OF WORK (SOW)

### 1.0 SCOPE OF WORK

#### 1.1 Scope of Services

PH will and perform all the duties conferred and imposed upon DACC by Los Angeles County Code Title 10 and applicable state laws and provide animal control services expressly to the entire unincorporated community known as Altadena and the unincorporated portions of La Crescenta-Montrose (including unincorporated portions of zip codes 91001, 91214, 91104, 91020, and 91011), and the unincorporated portions of East Pasadena/San Pasqual within zip code 91107 with the exception of those activities outlined in Section 1.2, Animal Control Activities Not Assigned to PH.

PH will provide all staffing, equipment, and supplies needed in providing these services, and will adhere to all applicable federal, State and local, laws, statutes, and ordinances regarding the humane care and treatment of domestic animals. Contractor will enforce all provisions of the Los Angeles County Code Title 10. Animal care and control services will include: field services, animal care and housing, medical services, reporting, and animal-related services to the community, including the following tasks:

#### **A. Field Services**

Activities involve trained field officers performing a variety of tasks utilizing appropriate equipment. PH will:

- Receive calls for service 24 hours per day, seven days per week;
- Respond to Priority 1 calls within one hour, 24 hours a day, seven days a week. Priority 1 calls may include the following:
  - Vicious/dangerous animals that pose a public safety threat
  - Injured animals
  - Bite/attack in progress
  - Requests for law enforcement support
- Respond to routine calls for service within 4 hours during regular business hours;
- Attempt to return lost, owned animals with discernible form of owner identification to owner, or if owner cannot be located, admit the animal in its care;
- Capture and admit stray domestic animals, excluding healthy, free-roaming cats;
- Healthy cats may be accepted for the purpose of spay/neuter.
- Admit animals surrendered by their owners after all other alternatives have been exhausted;

- Dispatch an officer to assist with an owned pet surrender when there are exigent circumstances and/or after determining there are no reasonable means for a pet owner to bring their animal to shelter (a reasonable fee may be charged to the pet owner);
- Removal and disposal of all dead animals, regardless of weight, from public and private property;
- Enforce all animal-related ordinances (Los Angeles County Code, Title 10) and state laws including, but not limited to, the enforcement of animal cruelty and regulatory laws, and the keeping of wild or exotic animals;
- Investigate cases and complaints, taking enforcement action as appropriate, including issuing criminal or administrative (civil) citations as authorized by law. Provide DACC with a copy of all evidence and reports, upon request;
- Refer cases, including but not limited to animal cruelty, to the Office of the District Attorney as appropriate;
- Rescue ill, injured or abused animals;
- Enforce animal nuisance complaints such as barking dogs and leash law violations;
- Coordinate with County for emergency response to fires, floods, earthquakes or other natural or manmade disasters;
- Assist local law enforcement with their cases when animals are involved, such as the service of search warrants and admitting animals belonging to persons taken into custody;
- Provide 24 hour, seven day a week phone response and dispatch officers to respond to calls for service in accordance with response requirement; and
- Share information with the public to assist community members with resources and tools to improve or maintain the health and welfare of animals in the community.

**B. Animal Housing Services**

Represents services dedicated to meeting the needs of animals picked up in the field within the boundaries of the contracted zip codes and animals relinquished or turned in to the contracted shelter from those specified areas. PH will:

- Provide a comfortable and safe environment for all animals in the shelter;
- Provide accessibility to the public to obtain services and/or reclaim pets;
- Provide food, water, and shelter for admitted animals daily, 24 hours per day, seven days per week;
- Provide species-appropriate sheltering and enrichment to ensure sheltered pets are able to rest comfortably and are free to express normal behavior;

- Provide behavior assessments and attempt to remediate animals that express behavioral problems;
- Work with the public to help reunite animals with their owners prior to admitting them into care;
- Hold admitted stray animals and attempt to reunite them with their owners;
- Attempt to reunite lost pets with their owners;
- Make best efforts to place every healthy and behaviorally safe animal;
- Provide spay and neuter as resources allow for healthy cats;
- Quarantine and observe animals for rabies and other diseases at the direction of the County of Los Angeles Department of Public Health;
- Provide emergency response and temporary housing for pets displaced by wildfires or other disasters, in coordination with County;
- Hold animals that are the subject of criminal investigations or other legal or administrative proceedings;
- Properly dispose of deceased animals as mandated by federal, state, and local laws;
- Maintain a website with photos of admitted and surrendered animals to facilitate reuniting the animals with their owners or finding new adoptive homes;
- Maintain regular hours of operation for the public seeking an appointment to find a lost pet, admit a found pet, or surrender an owned pet;
- Ensure that all animals leaving the facility are spayed or neutered, microchipped, and licensed in accordance with provisions of Title 10 of the Los Angeles County Code and State law. If the animal(s) is(are) not licensed, refer the pet owner back to the DACC Licensing Division and/or DACC website for license payment options; and
- Work with wildlife rehabilitators to rescue sick and injured wildlife;

**C. Medical Services**

Represents services dedicated to providing medical services to the shelter animals. PH will:

- Provide access to licensed veterinary medical care, 24 hours per day, seven days per week for admitted animals;
- Provide health screening examinations and if deemed necessary by a shelter veterinarian, treatment to all animals entering the shelter;
- Provide core vaccinations to cats and dogs and provide medical care to sheltered animals to ensure freedom from pain, injury or disease and in accordance with standards of care set by the

California Veterinary Medicine Practice Act and the Association of Shelter Veterinarians;

- Perform spay and neuter services for all admitted dogs, cats, and rabbits unless a veterinarian certifies that the animal is too sick or injured, or that it would otherwise be detrimental to the health of the animal, to be spayed or neutered;
- Perform as needed surgical treatments to make animals more adoptable;
- Perform humane euthanasia of sick, injured, and dangerous animals; and
- Provide quarantine and observation of animals for rabies and other zoonotic diseases.

**D. Community Outreach & Other Services**

DACC has adopted Managed Intake (MI), an animal sheltering philosophy focused on creating the best and most humane outcomes for animals brought into its care. MI is a strategy that allows agencies to manage and reduce the flow of both owned pets and homeless animals into their care, which is accomplished by partnering with the community and providing resources and solutions. PH will:

- Provide community education and diversion programs;
- Provide low-cost public spay/neuter, vaccination clinics, and microchipping services;
- Based on availability of resources, provide resources to pet owners in distress, such as a pet food pantry and temporary boarding;
- Offer resources for wildlife rehabilitation to injured and orphaned wildlife when there is a high probability that the animal can successfully be returned for survival in the wild after rehabilitation;
- Partner with the community to provide alternatives to care center admissions for underage kittens including provision of supplies, medical care and/or diversion to foster caretakers;
- Partner with the community to reunite lost pets with their owners by providing resources to foster the pet until the owner can be located;
- Implement and manage a program for healthy cats. This will include services such as wellness care, spay/neuter, and community education (either in-house or by referrals); and
- To assist DACC to comply with the California Public Records Act, Contractor will provide DACC with all records requested by DACC within five calendar days of the request.

## **1.2 Animal Care and Control Activities Not Assigned to PH**

The following duties will remain the responsibility of DACC:

- Emergency Response (this will be a responsibility shared equally between PH and DACC, and coordinated by County)
- Licensing Services
- Business Licensing
- Sheltering of large animals, weighing 250 pounds and over
- Conducting administrative hearings pertaining to dangerous and/or vicious dog determinations under Title 10 of the Los Angeles County Code.
- Field calls regarding healthy, non-predatory wildlife.

## **1.3 Reporting**

PH will produce monthly reports in accordance with the Asilomar Accords.

PH will provide monthly reports to DACC's Project Coordinator by the 15<sup>th</sup> of each month following the period being reported including:

- Animal field services response times by call priority;
- All animals admitted in care by animal type and source (over-the-counter, in the field, owner surrender, stray, etc.);
- Outcome report (include return-to-owner (RTO) information);
- Days animals are held by animal type; and
- A list of all dogs and cats subject to licensing that left a Pasadena Humane facility unlicensed.

## **2.0 HOURS/DAY OF WORK**

PH will provide animal care and control services seven days a week, 24 hours a day, respond to emergency calls 24 hours a day, respond to routine calls for service during regular business hours, provide 24-hour phone response and establish regular business hours for owner reclamation, owner relinquishment and adoption in accordance with federal, state, and local laws and ordinances.

**EXHIBIT B**

DACC Project Manager

Name: Frank Corvino  
Title: Deputy Director, South County Operations  
Address: Department of Animal Care and Control  
5898 Cherry Avenue  
Long Beach, CA 90805  
Telephone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

DACC Contracts, Grants, and Analytics Division

Name: Bradley Kim  
Title: Contracts, Grants, and Analytics Division Manager  
Address: 5898 Cherry Avenue  
Long Beach, CA 90805  
Telephone: (562) 256-2415  
E-mail: BKim@animalcare.lacounty.gov

PH Project Manager

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail: \_\_\_\_\_