



Marcia Mayeda, Director

June 22, 2023

Mr. David C. Roberts Jr.
 City Manager
 701 East Carson Street
 Carson, CA 90745

Dear Mr. Roberts Jr.:

FISCAL YEAR 2023-24 SERVICE LEVELS AND BILLING RATES

Thank you for your close partnership and continued support in advancing the well-being of animals and people in the County of Los Angeles. The purpose of this letter is to inform you of the billing rates for animal care and control services for Fiscal Year (FY) 2023-24 that will take effect on July 1, 2023. All rates are listed on the first page of the “City-County Municipal Services Billing Rates” document enclosed and an individual cost estimate for FY 2023-24 for your city based on prior service usage is also enclosed (Attachment D).

Over the past year, the County of Los Angeles Department of Animal Care and Control (DACC) has worked to implement technological advances to improve the overall experience for customers when interacting with our websites or directly with staff at our seven animal care centers. This has included the implementation of an interactive chatbot to provide immediate assistance to residents with questions about animal services, the distribution of content toolkits to allow cities to seamlessly post and share information about DACC services, and the scheduled launch of a new DACC website this year.

Additionally, DACC has procured over a million dollars in grant funding and donations to sustain and further expand its Pets Are Family (PAF) program which provides critical resources to pet owners such as vouchers that cover up to \$500 in medical expenses, free wellness exams and vaccinations provided through Vet@ThePark outreach clinics, free pet food and supplies provided through our Pet Food Pantry Program, a medical helpline that has processed and helped connect thousands of pet owners to critical resources, as well as other resources all aimed at helping pet owners keep their pets. This not only provides direct benefits to the pets and pet owners availing of services but also helps us reduce animal intake and associated costs to our city partners. DACC will

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

continue to identify the most prevalent current and future needs of pet owners to ensure our animal care centers continue to serve as resource centers for pet owners in need.

Step 3 Flat Rate per Impound

Per the new billing methodology implemented in July 2021, dog and cat live intakes are charged at a flat impound rate that increases every year per a six-year step-up plan to better align with the goal of cost recovery for providing services to your city. For the FY 2023-24, we will move to Step 3 of the plan and the rate for dog and cat housing will be \$515.34 regardless of the number of days a dog or cat is housed by DACC except for dogs and cats considered to be a “special intake” (e.g., confiscation, quarantine, potentially dangerous/vicious dog investigation). For these special intake animals, cities will be charged the flat per impound rate of \$515.34, plus a daily rate of \$73.62 after the seventh day in care. DACC will make sure to communicate the presence of any animals on legal hold to the cities to ensure they are aware of pending costs.

The actual cost of providing County animal housing for a cat or dog was recently calculated by the County Auditor-Controller to be \$736.20 per impound, or \$73.62 per day. Per the billing methodology and step-up plan, Step 3 is calculated by multiplying seven days by \$73.62 for a total of \$515.34 per impound.

Per Capita

The per capita charge for full-service cities in FY 2023-24 will be \$0.75 (Attachment C). The per capita charge is adjusted year-to-year based on the number of public service hours provided to the public in the previous fiscal year. This annual charge covers costs not captured in housing or field services that relate to providing alternatives to animal impoundment (i.e., time spent by staff to provide counseling, referral to services, or other resources to keep pets with their families out of animal care centers). The per capita charge also supports the PAF program which provides a number of free and low-cost services to residents in full-service cities and in unincorporated Los Angeles County.

Support under PAF includes our Care Voucher program which covers up to \$500 in veterinary fees for pet owners in need. The Care Voucher program has provided vouchers for over 2,500 pets since its launch in February 2021 for a total value of \$860,000. Another PAF program includes our Vet@ThePark clinics where DACC brings its mobile veterinary unit to local parks in communities and provides free vet exams, flea meds, vaccines, deworming, microchips, and pet food. These clinics are generally held monthly at County parks or event sites identified by our city partners. Interested cities can schedule an event by reaching out to Alyssa Perez at aperez2@animalcare.lacounty.gov. You can learn more about all of our PAF services by viewing our [DACCC support services page](#) which offers brochures in [English](#), [Mandarin](#), and [Spanish](#).

Limited Field Services

Limited Field Services cities are defined as those that have their own animal control staff and only require field services upon request or on a part-time basis. The FY 2023-24 rate for such services is \$227.57 per hour when requested at least two weeks in advance. This rate factors in the cost of overtime. For services requested outside of scheduled hours or without two-weeks' notice, the same rate will apply with a minimum callout charge of four hours. Limited Field Services cities are also charged for the hours Critical Case Processing Unit (CCPU) officers spend on aggressive dog and dog bite investigations at the request of the city. The standard (non-overtime) hourly rate of \$151.71 applies to such services.

Pet Licensing Program

The new DACC Rabies Vaccination Certificate (RVC) tool scans rabies vaccination data reported by private veterinary clinics to identify unlicensed pets in our jurisdiction and generate compliance notices to pet owners. Thus far, the tool has effectively enabled DACC to upload thousands of individual animal rabies certificates which have been sent to DACC from veterinary clinics within the County. DACC has made efforts to increase the number of clinics sending certificates from seven to over a hundred since early 2021. Rabies certificates are received from all areas of Los Angeles County, including unincorporated and contract city areas.

Additionally, DACC intends to gradually reimplement its field canvassing campaign and target those areas with a high percentage of unlicensed pets. Once staffed, DACC will develop a canvassing plan to ensure all cities receive in-person canvassing. We hope to have this in place in the first quarter of FY2023-24. We will continue to communicate any updates to our city partners and will reach out once we begin to develop our canvassing schedule.

Recommendations to Reduce Animal Service Costs

DACC has several recommendations for cities to potentially reduce their costs related to animal care and control services. Below is a comprehensive list:

- Adopt and increase your own city's cat and/or dog license fees.
- Mandate and enforce cat licensing.
- Mandate spay and neuter of owned pets to reduce the prevalence of pets running loose and being impounded at County animal care centers.
- Mandate microchipping of owned pets to increase the likelihood of pets being returned in the field by animal control officers, thereby eliminating a need for impoundment.
- Contract separately with a waste management provider for dead animal pick-up and disposal services to reduce DACC field hours charged for such calls.

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- Enforce animal facility/business licensing; DACC offers business licensing and inspection services at no additional cost.
- Opt into the Spay and Neuter Trust Fund to qualify your city's residents for DACC spay/neuter vouchers, supporting the reduction of stray animals that must be impounded.
- Encourage your residents to make use of low-cost vaccination and microchipping events and the low-cost spay/neuter mobile clinic. These services result in healthier pets less likely to be relinquished and less likely to stray. Cities may also request low-cost vaccination and microchipping events to be held in their cities.
- Request that DACC pet licensing enforcement officers attend large city events to collect pet license fees, thus increasing pet licensing revenue credited to the city.

If you would like more information about any of the options listed above, please contact Brad Kim, Contracts and Grants Division Liaison, at BKim@animalcare.lacounty.gov or (562) 379-9722.

City-County Municipal Services Agreement and Service Level Request

The current contract for services, known as the City-County Municipal Services Agreement, was approved by the County of Los Angeles Board of Supervisors on April 30, 2019, and is effective through June 30, 2024. All contract cities have signed the agreement and submitted a Service Level Request (SLR) indicating their preferred services but may make any changes to services—such as opting into low-cost vaccination, microchip, and/or spay/neuter clinics—by submitting a new SLR at any time (Attachment B). **Please note that unless you would like to update your contact information or services, it is not necessary to submit a new SLR.**

For reference, we have also enclosed the most current SLR we have on file for your city (Attachment A). To submit a revised SLR, please complete the electronic form attached, obtain the signature of your authorized representative, and email it to Brad Kim at BKim@animalcare.lacounty.gov. Any additions or deletions to services will be scheduled for implementation upon agreement of both parties.

If you are unable to complete or sign the SLR electronically, you may use the enclosed blank SLR form. Hard copies should be submitted to:

County of Los Angeles
Department of Animal Care and Control
Attention: Contracts and Grants Division
5898 Cherry Avenue
Long Beach, CA 90805

If you have any questions or concerns or are interested in scheduling a meeting, please contact Brad Kim at BKim@animalcare.lacounty.gov or at (562) 379-9722.

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We greatly appreciate the opportunity to provide services to your city's animal care needs. With collaboration and partnership, animal care and control services will be provided to your city in the most efficient and cost-effective manner prioritizing the health and safety of the community and animals we serve together.

Sincerely,

A handwritten signature in blue ink that reads "Marcia Mayeda".

MARCIA MAYEDA
Director

MM:DU:WD:BK:AZ:AP:rm
S:\contract cities/corres/2023-2billing rates letter

Enclosures

c: Animal Care Board Deputies