

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

113



**FROM:** Community Health Agency/Department of Animal Services

**SUBMITTAL DATE:**

June 8, 2011

**SUBJECT:** Approve Agreement 11-107 between the City of Eastvale and the County of Riverside Department of Animal Services for animal field and shelter services to the City

**RECOMMENDED MOTION:** That the Board of Supervisors:

- 1) Approve Agreement 11-107 between the City of Eastvale and the County of Riverside Department of Animal Services for animal field and shelter services to the City, for the period of July 1, 2011 through June 30, 2014, for the amount of \$137,844 per fiscal year with the total amount of \$413,532 for the term of this Agreement; and
- 2) Authorize the Chairperson to execute the agreements on behalf of the County.

**BACKGROUND:**

The City of Eastvale "City" is desirous of contracting with the County of Riverside "County" Department of Animal Services "DAS" to provide animal field and shelter services for the City's domestic and wild animals, promoting the humane treatment of animals, and enforcing the City's Ordinances and State laws relating to animal control. The County will house the City's animals at the Western Riverside County City Animal Shelter located at 6851 Van Buren Blvd. Riverside, CA 92509, or at other shelter operated by the County at County's discretion.

*Robert Miller*  
Robert Miller, Director  
Department of Animal Services

RM:nd

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 137,844	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	11/12

<b>SOURCE OF FUNDS:</b> 100% funded by the City of Eastvale	Positions To Be Deleted Per A-30	<input type="checkbox"/>
APPROVE	Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

BY: *Michael R. Shetler*  
Michael R. Shetler

County Executive Office Signature

*for Debbie Cournoyer*

- Policy
- Consent
- Policy
- Consent

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Buster, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone Benoit and Ashley  
 Nays: None  
 Absent: None  
 Date: June 28, 2011  
 xc: CHA-Animal Services

Kecia Harper-Ihem  
 Clerk of the Board  
 By: *[Signature]*  
 Deputy

Prev. Agn. Ref.:

District: 2

Agenda Number:

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

**3.24**

FORM APPROVED COUNTY COUNSEL  
BY: *[Signature]* 6/10/2011  
DATE  
DAVID H.K. HUFF

Departmental Concurrence

Dept's Recomm.:

Per Exec. Ofc.:

COUNTY OF RIVERSIDE  
COMMUNITY HEALTH AGENCY

FOR COUNTY USE ONLY



COUNTY DEPT/DIVISION: Department of Animal Services		CONTRACT NO. 11-107	RFP NO. ----
FUND: 10000	DEPARTMENT ID: 4200600200 4200600300	PROJECT-GRANT:	ACCOUNT: 773220 773210, 773230
CLASS/LOCATION: 8602		CONTRACT AMOUNT: \$413,532	
PERIOD OF PERFORMANCE:		July 1, 2011 through June 30, 2014	
COUNTY CONTACT : Robert Miller (951) 358-7442		CONTRACTOR REPRESENTATIVE: Bob Van Nort (951) 361-0900	
PROGRAM NAME: Animal Field and Shelter Services			

This agreement is made and entered into by and between the County of Riverside, a political subdivision of the State of California, through its Community Health Agency, Department of Animal Services, hereinafter referred to as COUNTY, and City of Eastvale, hereinafter referred to as CITY.

**WITNESSETH:**

**WHEREAS**, the CITY is desirous of contracting with COUNTY to provide a broad range of animal control and shelter services pursuant to this contract for the purpose of safeguarding the health and safety of the population of the City of Eastvale, and the health and safety of its domestic animals for the purpose of promoting the humane treatment of animals; and

**WHEREAS**, the CITY wishes to comply with state mandates regarding animal control; and

**WHEREAS**, COUNTY has the personnel and experience to provide such animal field and shelter services and is willing to enter into a contract with CITY for the provision of such services subject to the terms and conditions and for the compensation as hereinafter set forth.

**NOW THEREFORE** in consideration of the mutual promises, covenants and conditions hereinafter contained, the Parties hereto mutually agree as provided on pages 1 through 5, Exhibit A consisting of 4 pages, and Exhibit B consisting of 5 pages, and Exhibit C consisting of 2 pages, attached hereto and incorporated herein.

COUNTY

By Bob Buster  
Bob Buster, Chairman, Board of Supervisors

Date JUN 28 2011

CITY

By [Signature]

By Adam Nash  
Print Name

ATTEST: Kecia Harper-Ihem, Clerk

By [Signature], Deputy

Date 05/25/11

FORM APPROVED COUNTY COUNSEL  
BY [Signature] DATE 6/10/2011  
DAVID H.K. HUFF

JUN 28 2011 3:24

1  
2 **1. COUNTY OBLIGATIONS:**

3 COUNTY shall provide all services as outlined and specified in EXHIBIT A, SCOPE OF  
4 ANIMAL FIELD SERVICES and EXHIBIT B, SCOPE OF ANIMAL SHELTER  
5 SERVICES attached hereto and by this reference incorporated herein.

6 **2. PERIOD OF PERFORMANCE:**

7 This Agreement shall be effective on July 1, 2011 through June 30, 2014, unless terminated  
8 as specified in Section 7, TERMINATION.

9 **3. COMPENSATION:**

10 In consideration of services provided by COUNTY pursuant to EXHIBIT A, and EXHIBIT  
11 B, COUNTY shall be entitled to receive payment as specified in EXHIBIT C, PAYMENT  
12 PROVISIONS attached hereto and incorporated herein by this reference.

13 **4. AVAILABILITY OF FUNDING:**

14 It is mutually agreed and understood that the obligation of the CITY is limited by and  
15 contingent upon the availability of CITY funds for the reimbursement of COUNTY's fees.  
16 In the event that such funds are not forthcoming for any reason, CITY shall immediately  
17 notify COUNTY in writing. COUNTY shall be entitled to reimbursement of costs for work  
18 performed, in accordance with EXHIBIT C.

19 **5. HOLD HARMLESS/INDEMNIFICATION:**

20 **5.1** CITY shall indemnify and hold harmless the County of Riverside, its Agencies,  
21 Districts, Special Districts and Departments, their respective directors, officers, Board  
22 of Supervisors, elected and appointed officials, employees, agents and representatives  
23 from any liability, claim, damage or action whatsoever, based or asserted upon any  
24 actions of CITY, its officers, employees, subcontractors, agents or representatives  
25 arising out of or in any way relating to this Agreement, including but not limited to  
26 property damage, bodily injury, or death or any other element of any kind or nature  
27 whatsoever and resulting from any reason whatsoever arising from the actions by  
28 CITY, its officers, agents, employees, subcontractors, agents or representatives of this  
29 Agreement. CITY shall defend, at its sole expense, all costs and fees including but  
30 not limited to attorney fees, cost of investigation, defense and settlements or awards  
31 of all Agencies, Districts, Special Districts and Departments of the County of  
32 Riverside, their respective directors, officers, Board of Supervisors, elected and  
33 appointed officials, employees, agents and representatives in any such action or claim  
34 or action based upon such alleged acts or omissions.

35 **5.2** With respect to any action or claim subject to indemnification herein by CITY, CITY  
36 shall, at its sole cost, have the right to use counsel of its own choice and shall have the  
37 right to adjust, settle, or compromise any such action or claim without the prior  
38 consent of COUNTY; provided, however, that any such adjustment, settlement

1 or compromise in no manner whatsoever limits or circumscribes CITY's  
2 indemnification to COUNTY as set forth herein. CITY's obligation to defend,  
3 indemnify and hold harmless COUNTY shall be subject to COUNTY having given  
4 CITY written notice within a reasonable period of time of the claim or of the  
5 commencement of the related action, as the case may be, and information and  
6 reasonable assistance, at CITY's expense, for the defense or settlement thereof.  
7 CITY's obligation hereunder shall be satisfied when CITY has provided to COUNTY  
8 the appropriate form of dismissal relieving COUNTY from any liability for the action  
9 or claim involved.

7 **5.3** The specified insurance limits required in this Agreement shall in no way limit or  
8 circumscribe CITY's obligations to indemnify and hold harmless COUNTY herein  
9 from third party claims.

9 **5.4** COUNTY shall indemnify and hold harmless the CITY, its Agencies, Districts,  
10 Special Districts and Departments, their respective directors, officers, governing  
11 bodies, elected and appointed officials, employees, agents and representatives from  
12 any liability whatsoever, based or asserted upon any negligent or willful misconduct  
13 of COUNTY its officers, employees, subcontractors, agents or representatives arising  
14 out of or in any way relating to this Agreement, including but not limited to property  
15 damage, bodily injury, or death or any other element of any kind or nature whatsoever  
16 arising from the performance by COUNTY, its officers, agents, employees,  
17 subcontractors, agents or representatives of this Agreement. COUNTY shall defend  
18 at its sole expense, all costs and fees including but not limited to attorney fees, cost of  
19 investigation, defense and settlements or awards of all Agencies, Districts, Special  
20 Districts and Departments of the CITY, their respective directors, officers, governing  
21 body, elected and appointed officials, employees, agents and representatives in any  
22 claim or action based upon such negligent or omissions.

19 **5.5** With respect to any action or claim subject to indemnification herein by COUNTY,  
20 COUNTY shall, at its sole cost, have the right to adjust, settle, or compromise any  
21 such action or claim without the prior consent of CITY provided, however, that any  
22 such adjustment, settlement or compromise in no manner whatsoever limits or  
23 circumscribes COUNTY's indemnification to CITY as set forth herein. COUNTY's  
24 obligation to defend, indemnify and hold harmless CITY shall be subject to CITY  
25 having given COUNTY written notice within a reasonable period of time of the claim  
26 or of the commencement of the related action, as the case may be, and information  
27 and reasonable assistance, at COUNTY's expense, for the defense or settlement  
28 thereof. COUNTY's obligation hereunder shall be satisfied when COUNTY has  
provided to CITY the appropriate form of dismissal relieving CITY from any liability  
for the action or claim involved.

27 **5.6** The specified insurance limits required in this Agreement shall in no way limit or  
28 circumscribe COUNTY's obligations to indemnify and hold harmless the CITY  
herein from third party claims.

1 **6. INSURANCE:** COUNTY agrees to maintain the following insurance coverage's 11-107

2 during the term of this Agreement:

3 **6.1 Workers' Compensation:**

4 COUNTY shall maintain Workers' Compensation Insurance (Coverage A) as  
5 prescribed by the laws of the State of California. Policy shall include Employers'  
6 Liability (Coverage B) including Occupational Disease with limits not less than  
7 \$1,000,000 per person per accident.

8 **6.2 Commercial General Liability:**

9 COUNTY shall maintain Commercial General Liability insurance coverage for claims  
10 which may arise from or out of COUNTY's performance under this Agreement. This  
11 coverage shall have a limit of liability not less than \$1,000,000 per occurrence  
12 combined single limit.

13 **6.3 Vehicle Liability:**

14 COUNTY agrees to maintain automobile liability insurance for vehicles provided by  
15 the COUNTY for use under this Agreement. This coverage shall have a limit of  
16 liability of not less than \$1,000,000 combined single limit.

17 **6.4 General Insurance Provisions - All lines:**

18 **6.4.1** Any insurance carrier providing insurance coverage hereunder shall be  
19 admitted to the State of California and have an A M BEST rating of not less  
20 than A: VIII (A:8).

21 **6.4.2** The insurance requirements contained in this Agreement may be met with  
22 a program(s) of self-insurance.

23 **6.4.3** COUNTY shall provide CITY with a properly executed Certificate(s) of  
24 Self Insurance and certified original copies of Endorsements effecting coverage  
25 as required herein.

26 **7. TERMINATION:**

27 CITY and COUNTY reserve the right to terminate this Agreement at any time, with or  
28 without cause, upon one hundred eighty (180) days advance written notice stating the  
extent and effective date of termination. Upon receipt of any notice of termination  
from CITY, COUNTY shall immediately cease all services hereunder except such as  
may be specifically approved in writing by CITY and COUNTY. COUNTY shall be  
entitled to compensation for all services rendered prior to termination and for any services  
authorized in writing by CITY thereafter.

29 **8. FORCE MAJEURE:**

30 **8.1** In the event the COUNTY is unable to comply with any provision of this Agreement  
31 due to causes beyond their control such as acts of God, acts of war, civil disorders, or  
32 other similar acts, COUNTY will not be held liable to CITY for such failure to comply.

33 **8.2** In the event CITY is unable to comply with any provision of this Agreement due to  
34 causes beyond their control such as acts of God, acts of war, civil disorders, or other  
35 similar acts, CITY will not be held liable to COUNTY for such failure to comply.

1 **9. ALTERATION:**

2 No alteration or variation of the terms of this Agreement shall be valid unless made in  
3 writing and signed by the parties hereto, as authorized by their respective governing bodies,  
4 and no oral understanding or agreement not incorporated herein, shall be binding on any of  
5 the parties hereto.

6 **10. SEVERABILITY:**

7 If any provision in this Agreement is held by a court of competent jurisdiction to be invalid,  
8 void or unenforceable, the remaining provisions will nevertheless continue in full force  
9 without being impaired or invalidated in any way.

10 **11. RECORDS:**

11 COUNTY shall maintain and keep records of all expenditures and obligations incurred  
12 pursuant to this contract and all income and fees received thereby according to generally  
13 recognized accounting principles. Such records and/or animal control operations of  
14 COUNTY shall be open to inspection and audit by CITY or its authorized representative  
15 as is deemed necessary by the CITY Manager or the authorized representative of the  
16 CITY Manager upon reasonable notice to COUNTY.

17 **12. NO THIRD PARTY BENEFICIARY:**

18 This contract between CITY and COUNTY is intended for the mutual benefit of the two  
19 signing parties only. No rights are created under this contract in favor of any third party  
20 or any party who is not a direct signatory to this contract.

21 **13. NONDISCRIMINATION:**

22 During the performance of this contract, COUNTY agrees that it shall not discriminate  
23 on the grounds of race, religious creed, color, national origin, ancestry, age, physical  
24 disability, mental disability, medical condition including the medical condition of  
25 Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto,  
26 marital status, sex or sexual orientation in the selection and retention of employees and  
27 subcontractors and the procurement of materials and equipment, except as provided in  
28 Section 12940 of the Government Code of the State of California. Further, COUNTY  
agrees to conform to the requirements of the Americans with Disabilities Act in the  
performance of this contract.

**14. VENUE:**

Any action at law or in equity brought by either of the parties hereto for the purpose of  
enforcing a right or rights provided for by this contract shall be tried in a court of  
competent jurisdiction in the County of Riverside, State of California, and the parties  
hereby waive all provisions of law providing for a change of venue in such proceedings  
to any other county. In the event either party hereto shall bring suit to enforce any term

1 of this contract to recover any damages for and on account of the breach of any term 11-107  
2 or condition of this contract, it is mutually agreed that the prevailing party in such action  
3 shall recover all costs thereof including reasonable attorneys' fees to be set by the court  
4 in such action.

5 **15. ASSIGNMENT:**

6 It is mutually understood and agreed that this contract shall be binding upon COUNTY  
7 and its successors. Neither this contract nor any part thereof nor any moneys due or to  
8 become due hereunder may be assigned by COUNTY without the prior written consent  
9 and approval of CITY. CITY and COUNTY hereby agree to the full performance of  
10 the covenants contained herein.

11 **16. AMENDMENTS:**

12 Any amendments, including any supplements, to this contract shall be in writing and  
13 shall have the approval of the Board of Supervisors of COUNTY and the CITY  
14 Council. This is the entire contract for Animal Field and Shelter Services and supersedes  
15 any prior written or oral contract inconsistent herewith. Any amendment will be presented  
16 to the City Manager prior to CITY Council approval.

17 **17. NOTICES:**

18 All correspondence and notices required or contemplated by this Agreement shall be  
19 delivered to the respective parties at the addresses set forth below and are deemed  
20 submitted one day after their deposit in the United States mail, postage prepaid:

21 **COUNTY:**

22 Community Health Agency  
23 Procurement/Contracts Administration  
24 4065 County Circle Drive  
25 Riverside, CA 92503  
26 (951) 358-5097

27 **Additional Copy COUNTY:**

28 Department of Animal Services  
Director of Animal Services  
6851 Van Buren Boulevard  
Riverside, CA 92509  
(951) 358-7442

**CITY:**

City of Eastvale  
City Manager  
6080 Hamner Avenue, Suite 100  
Eastvale, CA 91752  
(951) 361-0900

or to such other address (es) as the parties may hereafter designate in writing.

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**EXHIBIT A**  
**SCOPE OF ANIMAL FIELD SERVICE**

The County of Riverside, hereinafter referred to as COUNTY, agrees to provide the following animal field services for the City of Eastvale, hereinafter referred to as CITY:

1. **Definition of Field Services:** The Animal Field Services to be provided by COUNTY for CITY within the corporate limits of CITY shall include but not be limited to the following activities:
  - 1.1 **Field Service Assistance:** Respond to all calls for field service assistance pursuant to the priority of calls as described in this Exhibit.
  - 1.2 **Impoundment:** Impound all animals found at large and collect such impound fees as as referenced in Riverside COUNTY Code Title 6 or appropriate CITY ordinance..
  - 1.3 **Proper Care and Treatment:** Provide care and treatment to any stray or abandoned animal in accordance with State law and local ordinances.
  - 1.4 **Animal Bites:** Investigate reported bites by animals. COUNTY shall respond in person to all reported bites by dogs or by suspected rabid or wild Animals. As part of this response, COUNTY shall contact and interview the bite victim (or the victim's parent(s) or guardian(s) in the case of a minor) as part of the bite investigation procedure. Bite reports shall indicate who reported the bite incident to COUNTY. COUNTY will also issue to CITY's Manager, or his/her designee, a copy of all animal bite reports within one week of completion.
  - 1.5 **Quarantine:** Quarantine, as prescribed by State law and COUNTY Ordinances as codified under Riverside COUNTY Code Title 6, or any successor thereto (hereinafter referred to as "Riverside COUNTY Code Title 6") all animals suspected to be rabid and/or that have bitten a person or other animal.
  - 1.6 **Stray and Barking Animal Complaints:** Respond to and process stray and barking animal complaints as referenced in Riverside COUNTY Code Title 6 or appropriate CITY ordinance.
  - 1.7 **Dead Animals:** Remove dead Animals from the public right-of-way except in such cases where the Animal is on a state highway within CITY limits. In such cases, COUNTY shall immediately (or as soon as reasonably practicable) notify by telephone, facsimile, electronic mail transmission or other means the State of California's Department of Transportation.
  - 1.8 **Return of Impounded Animals:** Encourage the return of any lost/stray Animal (impounded by field personnel) to the rightful owner in the field, subject to the payment of impound fees.
  - 1.9 **Licenses for Dogs:** COUNTY shall issue dog licenses for CITY residents at CITY's request. CITY shall provide its own tags for such licenses, but shall coordinate the numbering sequence with COUNTY prior to ordering. All fees collected for dog licenses shall be accounted for by COUNTY and remitted to CITY on a quarterly



1 basis, provided, however, that COUNTY shall retain the sum of \$5.85 for each 11-107  
2 dog license issued hereunder. COUNTY shall verify dog license status when  
3 responding to requests for service or when responding to complaints about Animal  
4 behavior. The Animal Control Officer, as part of said officer's regular animal control  
5 duties as defined by, but not limited to, the terms of this contract, shall conduct license  
6 inspection activities during animal control investigations so as to ascertain the  
7 number of unlicensed dogs, to license such dogs and to foster compliance with  
8 City of Eastvale Municipal Code. COUNTY shall also provide an automated or  
9 manual verification system whereby owners can verify the status of their Animal's  
10 license by telephone.

11 **1.10 Kennels and Catteries:** COUNTY shall inspect and issue licenses to operate dog  
12 kennels and catteries within CITY pursuant to CITY's municipal codes, and collect  
13 fees in connection therewith. All fees for licenses to operate dog kennels and catteries  
14 shall be retained by COUNTY.

15 **1.11 Issuance of Warnings and Citations:** Enforce all appropriate provisions of  
16 Riverside COUNTY Code Title 6 including the issuance of warning notices or  
17 citations as necessary for violations of the provisions of said Riverside COUNTY  
18 Code Title 6, State law or CITY municipal codes.

19 **1.12 Service to Public:** Provide service to the public on matters covered in this contract  
20 consistent with established policies and procedures that promote courteous and  
21 efficient service and good public relations. Other policies and procedures  
22 notwithstanding, COUNTY, in processing any type of complaint or request for  
23 service, will indicate to the caller that a response can be expected as per Section 5  
24 below.

25 **2. Shelter Care and Disposition Services:** The COUNTY will house CITY's animals at the  
26 Western Riverside City County Animal Shelter, or another shelter service provider agreed  
27 to by CITY.

28 **3. Provision of Vehicles and Radio Equipment:** COUNTY shall provide animal control  
vehicle(s) with the appropriate animal control boxes mounted on the truck chassis and with  
an air conditioning unit mounted on the animal control truck boxes for use to provide  
contract services. The COUNTY shall equip fuel and maintain said vehicles.

**4. Missing or Stolen Animals:** COUNTY shall file a report with the Riverside Sheriff's  
Department within 24 hours if an impounded Animal is missing or suspected to have been  
stolen from an animal control vehicle or while in COUNTY custody. COUNTY shall  
indicate on the police report the circumstances of the Animal's disappearance.

**5. Priority of Field Services:**

**5.1 Definitions:** Services are those enforcement activities rendered by COUNTY  
pursuant to the relevant sections of Riverside COUNTY Code, Title 6 and related

1 State and CITY codes and are assembled for expediency into two categories: 11-107  
2 Emergency and Non-Emergency. Priority Ranking refers to the order of priority  
3 with which a call will be handled. All calls will go directly to the dispatcher or  
4 assigned clerical staff for relay to the Animal Control Officer. If a call is  
5 "exceptional," as defined in Section 5.4 of this Exhibit, it will be referred to the  
6 Supervisor for evaluation and processing.

7 Field service activities will be performed daily and generally based upon the  
8 priority ranking and based on limited service hours in accordance with contract  
9 or part-time officer. All calls involving imminent danger scenarios will be  
10 responded to within 60 minutes if reasonably possible, subject to considerations  
11 involving the time of day, traffic conditions, or other uncontrollable circumstances.

12 An Animal Control Officer will respond to animal medical emergencies and other  
13 emergencies involving danger to humans within 30 minutes or less during regular  
14 service hours, Monday through Friday, and within 60 minutes or less on Saturdays  
15 and Sundays and after regular service hours and holidays. CITY acknowledges that  
16 response time may be affected by traffic congestion or other hindering circumstances  
17 uncontrollable by the COUNTY.

18 COUNTY shall provide a means for responding to calls for service that take place  
19 during limited service periods (as defined below) which are of an emergency nature  
20 pursuant to this Exhibit. Field service personnel shall be assigned to patrol and other  
21 service field tasks as defined by COUNTY and CITY.

22 The following definitions of "regular service hours," "limited service" and  
23 "holidays" are intended to identify the broad time frames during which specific levels  
24 of service will be provided. "Regular Service Hours" shall be deemed to mean  
25 between the hours of 7:30am, Monday through Friday, all day Saturday, Sunday and  
26 on holidays. "Holidays" as herein shall be those as established by the COUNTY and  
27 the CITY. The COUNTY shall answer all telephone calls for Field Services during  
28 phone center operational hours. Calls shall be received by the COUNTY answering  
service after hours and on holidays, as noted above. Calls answered by the answering  
service will be handled on an emergency basis as outlined in this Exhibit. The  
dispatcher and/or clerical support staff shall maintain a detailed record of all  
requests, for service, both emergency and routine, received during regular service  
hours and after regular service hours, including time and date, when the calls were  
answered and the disposition of those calls. Records of these calls shall be  
maintained for at least thirty (30) days. The CITY and COUNTY agree that any  
incident reports to the COUNTY by residents or through emergency services  
involving a dangerous, aggressive, wild, injured or sick animal constitute an  
emergency and require immediate action by the COUNTY pursuant to this contract.

Calls for service received after normal business hours that are not  
of an emergent nature shall be answered by an answering service and referred to  
call back on the next business day during phone center operational hours. These calls  
will then be scheduled for response in accordance with this Exhibit.

1 **5.2 Calls considered as Emergencies to be handled Without Delay:**

- 2 **5.2.1** Animals endangering health or safety of the community.
- 3 **5.2.2** Police Department requests for service.
- 4 **5.2.3** Sick or injured stray animals.
- 5 **5.2.4** Animals in distress.
- 6 **5.2.5** Humane investigations – life threatening. (Depending on immediate circumstance)

7 **5.3 Calls Considered as Non-Emergency to be handled during Regular Business Hours:**

- 8 **5.3.1** Pick up confined, healthy, stray-animals.
- 9 **5.3.2** Dead animal removal.
- 10 **5.3.3** Quarantine investigations.
- 11 **5.3.4** Leash law enforcement.
- 12 **5.3.5** Nuisance animal investigations.
- 13 **5.3.6** Permit investigations.

14 **5.4 Exceptions:**

15 The Animal Control Director or the deputies of the Animal Control Director may, on a case-by-case basis, authorize variations of priority when circumstances require. COUNTY shall provide a written report within five (5) business days of making a determination that a variation in priority was required. Qualifying incidents will be determined by the responding officer.

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**EXHIBIT B**  
**SCOPE OF ANIMAL SHELTER SERVICES**

The County of Riverside, hereinafter referred to as COUNTY, agrees to operate and provide the following Animal Shelter Services for the City of Eastvale, hereinafter referred to as CITY:

1. **Shelter Location:** The COUNTY will house the CITY's animals at the Western Riverside Animal Shelter located at 6851 Van Buren Boulevard, Riverside, CA 92509 ("Shelter"), or at other shelter operated by the County of Riverside at County's discretion.

The handling of these animals will comply with the terms of this contract. The county is responsible for the maintenance and operation of the shelter, and the care of the animals on a 24-hour basis.

2. **Contract Performance:** COUNTY's Director of Department of Animal Services, or appointed designee, shall meet as necessary to discuss contract performance with the CITY's City Manager or appointed designee.

3. **Shelter Services:**

3.1 **Treatment of Animals:** Adequate care and treatment of animals while in custody at the Shelter to ensure that animals impounded are provided with humane and appropriate levels of care including a clean environment, fresh water, adequate nutrition and appropriate medical care.

3.2 **Spay and Neuter:** Ensuring that all dogs and cats adopted from the Shelter are spayed or neutered, or that adequate provisions are made for such spaying or neutering if COUNTY transfers any animals, or if adopted animal is unable to receive spaying or neutering due to a medical condition.

In accordance with California Food and Agricultural Code Sections 30503 and 31751.3, if a veterinarian employed at the Shelter certifies that a dog or cat is too sick or injured to be spayed or neutered, the COUNTY shall collect a spay/neuter deposit from said adopter or purchaser and said deposit will be deposited into a segregated sub-fund, which will be maintained by the COUNTY. Such deposit will be fully refunded to the adopter or purchaser if proof of sterility is provided within 30 business days from the date of surgery, at which the deposit is forfeited in accordance with the CA Code 30503 and 31751. Accordingly spay and neuter deposits may only be used by the COUNTY for programs to spay or neuter dogs and cats.

3.3 **Volunteer Program:** Maintenance of a program to provide for the participation of Volunteer's in programs relating to animals.

3.4 **Enforcement:** Enforce all relevant provisions of County of Riverside Title 6, ANIMALS, and State law as may be applicable to animals housed, kept or maintained at the Shelter.

3.5 **Incoming Animal Identification:** Incoming animals must be checked immediately for collar tag, and scanned for microchip by qualified Shelter staff within one hour of

arrival to the Shelter. Shelter staff shall make all attempts to notify owners within twenty-four (24) hours of the animal impound by COUNTY.

3.6 **Quarantine:** COUNTY shall quarantine, as prescribed by law, all animals suspected of being rabid, or involved in a bite investigation.

3.7 **Impoundments and Quarantines:** COUNTY shall house, feed and care for all animals impounded and/or quarantined at the Shelter.

3.8 **Incoming Animal Examinations/Assessments:** A cursory exam will be performed within twelve (12) hours, except after regular business hours when the examination will be performed within twenty-four (24) hours. Incoming animal assessment must include the following:

3.8.1 A physical examination to determine if a medical condition exists which requires a veterinarian's attention

3.8.2 Routine vaccinations and de-worming, as needed

3.8.3 External parasite treatment, as necessary

3.8.4 Document the animal's incoming weight

3.8.5 Scan for microchip identification

3.8.6 Establish unique identifier for the animal

3.8.7 Document any identifying features or abnormalities. The COUNTY shall properly document on an animal-by-animal basis that an examination/assessment is performed.

3.9 **Behavioral Assessments:** Behavioral Assessments of Shelter animals will be conducted in accordance with guidelines established by the Department of Animal Services.

3.10 **Adoption:** Animals identified as being available for adoption are placed in adoptable areas of the Shelter.

3.11 **Community Adoption Partners:** California Food & Agricultural Code, Sections 31108(b) and 31752(b) state any stray dog/cat "that is impounded pursuant to this division shall, prior to the euthanasia of that animal be released to a nonprofit, as defined in Section 501(c) (3) of the Internal Revenue Code, animal rescue or adoption organization if requested by the organization prior to the scheduled euthanasia of that animal. The public or private shelter may enter into cooperative agreements with any animal organization or adoption organization. In addition to any required spay or neuter deposit, the public or private shelter, at its discretion, may assess a fee, not to exceed the standard adoption fee, for animals adopted or released."

3.12 **Foster Care Placement:** A foster care placement program assists the Shelter by improving animal care, giving certain animals a better chance of adoption, and lifting the spirits and morale of staff and volunteers.

3.13 **Vicious Dogs:** Any dog declared or determined to be vicious/dangerous and in custody of the Shelter either under impoundment or quarantine shall be deemed unsuitable for adoption and shall not be released except as required by law or at the Director's discretion.

1           **3.14 Euthanasia:** Provide humane euthanasia service as required for impounded 11-107  
2 animals held at the Shelter for the lawful number of days, if such animal is not  
3 reclaimed by said animal's owner and is deemed to be not adoptable by COUNTY.  
4 Animals that are irretrievably suffering from a serious illness or severe injury may  
5 not be held for owner redemption or adoption. Only euthanasia methods approved  
6 by the American Veterinary Medical Association shall be used.

7           Records will be kept for a period of not less than three (3) years on each  
8 euthanized animal including the following information: breed; sex; color; weight;  
9 other distinguishing characteristics; date, time and location where animal was found;  
10 method of euthanasia and reason for use of method.

11           **3.15 Drug Enforcement Agency (DEA):** Additionally, the COUNTY must comply  
12 with all Drug Enforcement Agency (DEA) regulations regarding storage, record-  
13 keeping, inventory, use, and disposal of all controlled substances.

14           **3.16 Feeding Protocols:** All animals shall be fed in amounts appropriate to meet their  
15 nutritional needs.

16           **3.17 Staffing and Volunteers:** COUNTY shall recruit and supervise all necessary  
17 personnel for the office, kennel, veterinary and other areas of the Shelter. Staffing  
18 shall include any and all full or part-time personnel and shall include the  
19 recruitment, supervision and assignment of volunteers in suitable Shelter-related  
20 activities. Personnel employed at the Shelter in the performance of Shelter-related  
21 activities shall be designated as COUNTY employees and any and all volunteers  
22 engaged in Shelter activities shall participate in activities designated by COUNTY  
23 and shall be under the auspices of COUNTY. Use of volunteers at the Shelter shall  
24 be determined by COUNTY on behalf of CITY.

25           **3.18 Holding Periods:** COUNTY shall hold all stray impounded animals, not otherwise  
26 owner identifiable, for holding periods as required by law.

27           **3.19 Missing Animals:** COUNTY shall notify police immediately of any animal found  
28 to be missing from the Shelter that had previously been impounded and/or in  
protective custody.

**3.20 Hours of Operation:** COUNTY shall maintain hours of operation at the Shelter to  
provide maximum public access for the animals, to the extent possible.

**3.21 Disease Control and Sanitation:** COUNTY shall maintain the Shelter in a clean  
and sanitary condition. COUNTY's policies and procedures in this area may include  
beneficial standards and/or guidelines derived from reputable animal care  
organizations including, but not limited to, the following: Humane Society of the  
United States, American Humane Association and American  
Veterinary Medical Association.

**3.22 Provision of Personnel and Supplies:** COUNTY will provide personnel, supplies,  
materials, medication, pharmaceuticals, and equipment, including forms and reports  
to perform all aspects of the Shelter Services program.

**3.23 CITY Access:** COUNTY shall provide access to the authorized representatives of  
CITY to the entire Shelter during normal business hours, and at such other

times upon reasonable notice.

11-107

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**3.24 Livestock and Fowl Care:** COUNTY shall provide food, care and shelter to livestock and fowl, either at the Shelter or at another location when such animals cannot be cared for at the Shelter. Costs of housing any livestock or fowl, regardless of shelter location shall be charged to the owner of the animal, if known. If the animal's owner wishes to redeem the animal, the owner shall first pay all applicable fees and charges at the Shelter; except as otherwise required by law, then and only then, will the COUNTY authorize release of the animal. COUNTY shall notify CITY in writing where said expenses reach the amount of \$5,000 or greater per incident. Such expenses shall not exceed the amount of \$25,000 per incident unless authorized in writing by CITY.

**3.25 Animal Disposal:** COUNTY shall prohibit any animal whether dead or alive, which has been impounded, in custody, or in quarantine at the Shelter to be given away, disposed of, traded, sold or in any manner given over to another person, organization or entity for experimentation, regardless of purpose. COUNTY shall be responsible for the disposal of animal remains in its custody or control, subject to applicable laws.

**3.26 Level of Service Provided:** COUNTY will provide Shelter Services as defined in this contract. COUNTY's policies and procedures for Shelter Services shall be based on standards and/or guidelines derived from reputable animal care organizations including, but not limited to the following: Humane Society of the United States, American Humane Association and American Veterinary Medical Association.

**4. Compensation:**

**4.1 Compensation for Sheltering:** Compensation for shelter services shall be based upon established rate for shelter service at specified primary shelter location and prior year impounds of dogs and cats. An annual rate shall be established based on these factors and payable monthly in 1/12<sup>th</sup> increments. Additional costs for large animal sheltering are incurred at \$20 per animal per day in accordance with ordinance and will be billed based on actual sheltering on a monthly basis.

**4.2 License Processing:** Compensation for License processing shall be based upon actual licenses processed and licensing processing rate. License processing costs shall be billed monthly and total resulting compensation may vary from estimated contract cost.

**4.3 Outreach Activities:** Daily flat rates educational outreach and shot clinics will be billed based on actual outreach days scheduled. Compensation accounts for full staff time to provide service for one day. The maximum time possible will be afforded for actual outreach activity; however actual outreach activity time will be reduced by travel and preparation time the day of the event.

**5. Definitions:**

**5.1 "Shelter Services,"** as used in this contract shall include, but is not limited to, the following activities:

1           **5.1.1** Impoundment, admittance, receiving, care, custody and feeding of any 11-107  
2           and all stray domestic animals. Livestock, exotics and the impoundment of  
3           wildlife as may be delivered and/or received at the Shelter until an appropriate  
4           wildlife agency can be contacted and the wildlife then transferred into their  
5           custody.

6           **5.1.2** Redemption, treatment, sale, adoption, and/or disposal of any and all animals.

7           **5.1.3** Counseling and advising animal owners.

8           **5.1.4** Each animal shall be identified individually and photographs of all newly  
9           impounded animals shall be posted on the Shelter website.

10          **5.1.5** Ensuring that all dogs, four months and older, released from the Shelter to a  
11          resident of Riverside County are licensed and, if not licensed, to sell license  
12          to the owner or other person taking custody of each such dog. In accordance  
13          with COUNTY ordinances, require the micro-chipping of released animals at  
14          the owner's expense.

15          **5.1.6** Humane euthanasia of animals as lawful and necessary, including the  
16          creation of a log detailing those animals that are euthanized and the reasons  
17          for such euthanasia on an animal-by-animal basis. This log shall further state  
18          whether the animal was unhealthy and unsuitable for adoption.

19          **5.1.7** Proper disposal of dead animals.

20          **5.1.8** Care and maintenance of the Shelter facility, including land and buildings.  
21          "Care" includes, but is not limited to providing a safe, temporary refuge for  
22          any animal impounded, and providing needed medical services for  
23          injured/sick animals or transfer of animal to the appropriate agency.

24          **5.2** "Adoptable Animal," shall mean those animals eight weeks of age or older that at or  
25          subsequent to the time the animals are impounded or otherwise taken into  
26          possession, have manifested no sign of disease, injury, or congenital or hereditary  
27          condition that adversely affects the health or temperament of the animal, or that is  
28          likely to adversely affect the animal's health in the future. Dogs declared as  
29          "vicious" under State and/or local laws are unadoptable.

30          **5.3** "Treatable," shall mean an animal with a medical condition such as skin problems  
31          bad flea or skin infestations, a broken limb, abscess, or problems that may be treated  
32          with appropriate resources, holding space, treatment and/or time. "Treatable" shall  
33          also mean an animal with behavioral conditions that may be corrected with time and  
34          proper training, such as chasing animals/objects, food aggression, etc.

35          **5.4** "Untreatable Animal," shall mean any animal that is irremediably suffering from a  
36          serious illness or physical injury or behavioral condition and shall not be held for  
37          owner redemption or adoption.

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**CITY OF EASTVALE**  
**EXHIBIT C**  
**PAYMENT PROVISIONS**

11-107

CITY shall pay to COUNTY on a monthly basis in arrears, with a monthly billing and accounting thereof by COUNTY to CITY those fees as established in the Department of Animal Services Amended Service Rate Study of March, 2011; relative to the services to be performed under this Agreement as follows:

**1. Animal Field Services:**

**1.1** ½ FTE (Annual) Animal Control Officer: \$63,513/year  
Halftime 20 hours per week

The cost to provide one Animal Control Officer to service an area for a total of 1040 hours per fiscal year, including a factor for direct and indirect overhead and all operational expenses. This cost does not include overtime.

**1.2** Estimated Overtime Services: 96 x \$82 per hour = \$7872/year

The cost to provide after hours services (evenings, weekends and holidays). To be billed based on actual usage. Estimated total based on past experience.

**1.3** Animal Control Target Area Sweeps: 4 x \$2460 per target sweep = \$9840/year

The cost to provide 5 officers for 6 hours to perform target area sweep. To be billed based on actual usage.

**1.4** Shot Clinic: 1 x \$2,783 per shot clinic = \$2,783/year

The cost to provide 3 clinic services staff and one veterinarian for 9 hours.

**1.5** Estimated Licensing services: 68 x \$5.85 per license = \$ 398/year

The administrative handling fee to sell city dog licenses. Estimated total based on past experience.

**2. Animal Shelter Services:**

**2.1** Animal Sheltering Services: = \$53,438/year

Flat rate based on prior year impounds x \$138/cat or dog sheltering rate.

1           **2.2 Large Animal Sheltering @ \$20/animal per day of sheltering (additional cost 11-107**  
2                           **billed on actual use)**

3           The scheduled compensation payable to COUNTY for all services as set forth in this  
4           agreement is four hundred thirteen thousand five hundred thirty-two dollars (\$413,532) for the  
5           period commencing July 1, 2011 through June 30, 2014.

<b>Fiscal Year</b>	<b>Amount</b>
2011/2012	\$137,844
2012/2013	\$137,844
2013/2014	\$137,844
<b>Total</b>	<b>\$413,532</b>

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10           1/12 of the half-time Animal Control Officer charge will be billed monthly. 1/12 of the  
11           annual sheltering cost will be billed monthly. Actual officer overtime, license administration  
12           fees, sweeps and shot clinic will be billed monthly in accordance with use.

13           The Estimated Overtime, Estimated License Admin Fees, Target Sweeps and Shot Clinic  
14           will be billed based on the actual usage each month which may increase the actual total above.

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