

Annual Performance Evaluation Scorecard

This scorecard is aligned with California Department of Public Health Title 17, Food & Agriculture Code requirements, and CalAnimals municipal shelter benchmarks. The evaluation is completed annually by the Mayor, City Manager, and an independent industry representative and presented to City Council for oversight purposes.

Scoring Scale

- 5 – Exceeds norms;
- 4 – Meets norms with strengths;
- 3 – Meets minimum accepted norms;
- 2 – Below norms requiring corrective action;
- 1 – Significantly below norms or non-compliant.

Evaluation Categories and Weights

Public Safety and Regulatory Compliance (25%)

Emergency and non-emergency response times; animal bite investigations and Title 17 reporting; rabies control and quarantine compliance; coordination on cruelty and neglect cases; enforcement documentation quality.

Animal Welfare and Shelter Outcomes (25%)

Humane care standards; shelter conditions; live release outcomes excluding legally mandated euthanasia; length of stay management; behavioral assessment practices; spay/neuter and microchipping compliance.

Administrative Accuracy and Transparency (20%)

Timeliness and accuracy of monthly and annual reporting; licensing and billing accuracy; Public Records Act compliance; customer service responsiveness and resolution.

Community Impact and Program Effectiveness (15%)

Community outreach and education; foster, volunteer, and rescue partnerships; adoption marketing and public communication; grant and donation stewardship.

Management Capacity and Fiscal Stewardship (15%)

Staffing adequacy and certification compliance; training and safety practices; adherence to City budget allocation; responsiveness to City oversight and audits.

Corrective Action Threshold

Any category scoring below 3 requires a written corrective action plan submitted within 30 days of evaluation. Repeated scores below 3 in the same category over two consecutive evaluation cycles may trigger additional oversight or contractual review.

Benchmarks

Public Safety and Regulatory Compliance (25%)

Response Times

- Emergency (immediate threat): $\geq 95\%$ within 30 minutes
- Non-emergency: $\geq 90\%$ within 24 hours
- After-hours emergency call-outs: $\geq 95\%$ within 30 minutes

Bite Investigations & Title 17

- 100% of reported bites investigated
- 100% of bite reports submitted to Public Health within statutory timelines
- 100% of bite reports submitted to city within 24 hours
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Rabies Control & Quarantine

- 100% quarantine orders issued and tracked
- 100% quarantine compliance or documented enforcement action

Cruelty / Neglect Coordination

- 100% of cases documented with inter-agency coordination when applicable
- Case files completed within 7 calendar days of disposition

Animal Welfare and Shelter Outcomes (25%)

Humane Care & Facility Standards

- 0 substantiated humane care violations
- Daily care logs completed 100% of days

Live Release Rate

- $\geq 90\%$ overall live release rate (excluding euthanasia under public health or humane grounds)

Length of Stay

- Dogs: median ≤ 14 days
- Cats: median ≤ 14 days

Behavioral Assessment

- 100% of dogs behavior-assessed within 72 hours of intake
- Reassessments documented prior to outcome decisions

Spay/Neuter & Microchipping

- $\geq 95\%$ of adoptable animals altered prior to release
- $\geq 95\%$ microchipped before adoption or transfer

Administrative Accuracy and Transparency (20%)

Reporting

- Monthly operational reports submitted to the city by 5th business day
- Annual report submitted by contract deadline
- ≥ 98% data accuracy rate upon review

Licensing & Billing

- ≥ 98% billing accuracy
- All invoices supported by source documentation
- License issuance and renewals processed within 5 business days

Public Records Act (CPRA)

- 100% of requests acknowledged within 10 days
- 95% fulfilled within statutory timeframes or legally justified extensions

Customer Service

- ≥ 95% of public inquiries acknowledged within 2 business days
- ≥ 90% resolved within 5 business days

Community Impact and Program Effectiveness (15%)

Outreach & Education

- Minimum 6 community outreach or education events annually
- Participation tracking and post-event reporting

Foster, Volunteer, & Rescue Programs

- ≥ 20% of shelter population supported through foster or rescue partnerships
- Active volunteer program with quarterly reporting

Adoption Marketing

- 100% of adoptable animals posted online within 48 hours
- Regular updates to adoption listings (minimum weekly)

Grants & Donations

- ≥ 90% of grant deliverables met on time
- Donation usage documented and reported annually

Management Capacity and Fiscal Stewardship (15%)

Staffing & Certification

- 100% required staff certifications are current
- Minimum staffing levels met 95% of operating days

Training & Safety

- Legal and industry standard annual training met per full-time employee
- 0 unresolved OSHA or Cal/OSHA violations

Budget Adherence

- Annual expenditures within budget
- Variances documented and approved in advance

Oversight & Audits

- 100% cooperation with City audits
- Corrective actions implemented within 30-60 days as required