



Proposal for the City of Clearlake Animal Services

May 11th, 2022

Provided By North Bay Animal Services

Mark Scott, Executive Director
840 Hopper Street
Petaluma, CA 94952
Telephone: 707-762-6227
E-Mail: Mark@northbayanimalservices.org

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Executive Summary

North Bay Animal Services (NBAS) will provide full Animal Shelter and Animal Control Services to the City of Clearlake 16,000 residents. Public services include Field Services (Animal Control), Shelter Services, and Administrative Services.

NBAS works collaboratively with citizens and other entities in the cities that we serve, putting our collective years of experience to use in order to help homeless pets.

We will provide these services to the City of Clearlake for an annual fee of: \$375,000.

We are proud of our response times in the field. On average, we respond to calls for service during regular business hours (9-6, 7 days a week) within 90 minutes. During our emergency hours, we respond within 90 minutes.

NBAS can accommodate all of the required services specified in the proposal. In addition, we include in our annual cost:

- Commitment to build and maintain a No Kill community. This includes 11 robust programs.
- Access to low-cost spay/neuter clinics.
- Access to classroom education programs.
- A cloud-based software system for tracking animals and field services.
- Commitment to developing local, community specific services as needed.



General Company Description

This California non-profit corporation provides animal services to cities in the North Bay area. We shelter surrendered household pets, adopt them to qualified owners, respond to animal-related requests and maintain the animal licensing program. We also provide Humane Education classes and low-cost spay/neuter services.

Mission Statement:

North Bay Animal Services provides high quality, comprehensive services to the community that result in fewer homeless animals, greater pet retention, and happier families.

Business Philosophy:

Our most important resource is our people. From the Board of Directors, to the employees and volunteers, we all have a strong commitment to animal welfare. Each area of the organization is represented by years of service and expertise: Animal Control, Canine Training, Customer Service and Technology, Animal Veterinary Care, Volunteer Coordination, Humane Education, Community Outreach, Executive Management. This diverse group and their commitment to the industry and community make the organization flourish.

NBAS is also committed to collaboration and partnerships. Within the organization, communication among staff and between staff and Board members is essential to improve programs and introduce new ones. This is essential as the organization evolves to meet the ever-changing needs of the industry. We partner with other animal welfare organizations. We can facilitate what's best for the animals (one shelter might have adopters for a particular dog breed, when we do not; we might have fosters for animals with medical needs when another shelter may not). These established relationships allow us to expand our network in an efficient and effective way.

We also partner with these non-profits to provide extra services:

- Kids n K9s: Humane Education
- Sonoma CART: disaster preparedness
- SPARK: revenue generating services, ie: Thrift Store

Fees for Services Provided:

Current rate is \$375,000.00 per year or \$31,250.00 per month. Any fees associated with this proposal collected by North Bay Animal Services are 100% percent retained by North Bay Animal Services.

Terms Agreement:

The services of North Bay Animal Services are to commence on June 1st, 2022, or an agreed upon date and be in effect for 10 years at which time the Parties shall meet and confer to evaluate the terms of the Agreement in consideration of amending and/or extending the Agreement.



Animal Control Services

Animal Control Hours & Services

North Bay Animal Services will operate the Clearlake Animal Shelter located at 6820 Old Highway 53 Clearlake CA. The following services are available.

Phone Services: 9 a.m. to 6 p.m. 7 Days a week, excluding city recognized holidays:
Shelter Hours: 1pm to 5 pm. 5 Days a week, excluding city recognized holidays:
Shelter Days: Tuesday – Saturday excluding city recognized holidays:

Note: Services are based on available space and appointments

- Acceptance of stray animals
- Assistance with sick or injured animals
- Assistance with dangerous animals
- Acceptance of owner surrenders for City of Clearlake residents
- Partner with local vet offices to provide veterinary services
- Dog licensing services when available from existing contract

Animal Control Number

Mark Scott - Animal Control Cell 707-364-9554
Main Shelter Number - 707-762-6227

After-Hours Emergency

For after-hours emergency calls related to sick, vicious or injured animals, please contact the Clearlake Police Department

Regular Animal Control Service Hours

The Animal Control Officer is on-duty 7 days a week, 9 a.m. to 6:00 p.m., excluding Federally recognized holidays. Animal-related complaints received by the city or the police department outside of regular animal control service hours are forwarded to animal control for follow-up. Hours are subject to change and may vary until fully staffed

Response Time During Regular Service Hours

Animal Control provides in-field response to animal medical emergencies and other emergencies involving danger to humans within 90 minutes during regular service hours. An Animal Control Officer will respond to non-emergency animal control issues within 24 hours of being notified during regular service hours.



Animal Control

We will respond to residents of Clearlake for pet-related issues like nuisance barking dogs, stray animals, and respond to animal-related issues in the community. This includes off-leash pets roaming the streets, community complaints about pets and community education. Our Animal Control Officers will resolve these issues in a timely fashion, delivering excellent customer service, always trying to keep the pet in the owner's home. When necessary, animals will be housed at the shelter temporarily until the pet can be reunited with the owner.

Our officers are trained to investigate; to respond to animal bites; cruelty, abuse & neglect cases; and nuisance complaints. We utilize Pet Point software an animal management software package, which includes a field services module for recording and tracking appropriate details. A powerful reporting feature enables us to compile and report data to the Clearlake Police Department and the City of Clearlake in a timely manner.

When impounding an animal is necessary, we will provide care and treatment for that animal in the Animal Shelter until we can reunite the animal with its owner. We have quarantine facilities and protocols, and access to 24 hour veterinary care.

Our officer will maintain a routine patrol within City limits, helping residents with any pet related issue. This includes abandoned, lost and stray dogs, calls for help at the dog park, as well as assistance trapping domestic and relocating wild animals. We will also accept dead domestic or wild animals for disposal.

Our wildlife services include helping sick, injured, orphaned or deceased wildlife, and coordinating with the appropriate agency for housing and rehabilitation.

Shelter Services

NBAS currently operates the Petaluma Animal Shelter at 840 Hopper Street in Petaluma. We are open 9 a.m. to 6 p.m., 7 days a week. We house all of our animals at this facility from intake, through appropriate stray holds, providing necessary medical treatment, to final outcome (adoption, transfer or euthanasia).

We follow UC Davis Shelter Medicine care and cleaning protocols (See Appendix for more details) to ensure a healthy environment for the animals in our care. We have isolation space available for cats and dogs to prevent the spread of disease.

The Petaluma Animal Shelter serves as a community resource, not only for adoptable animals, but also for licensing services, educational materials, and events. Clearlake residents would also have access to these services at this location.

We anticipate holding periodic adoptions events to engage the community, disseminate information and find homes for pets.

We would also like to propose installing a drop box for residents to pay dog licensing fees (conveniently located at Clearlake's city hall), distribute license applications, educational cards (i.e. prevent dogs in hot cars, window clings for emergencies) and animal control forms.

A No Kill Community

NBAS operates under the No Kill philosophy. We give every animal the best chance at a live release. However, we recognize that some animals in our care will be humanely euthanized. Public safety and animal health issues are the only reasons we euthanize an animal. No Kill is the industry standard in animal sheltering today. For NBAS, the shift is really about responsibility and accountability. By implementing the No Kill programs, we have maintained a 97% live release rate for our shelter.

NBAS will provide the culture and standard by which staff and community members work collaboratively to develop and maintain an above 90% live release rate. Through partnerships with the community and collaboration with like-minded organizations throughout the county, we can make this happen.

Key Programs

The norm in animal sheltering today is community driven animal care. When a community embraces the No Kill Equation, lives are saved and the quality of life for animals in care improves. Achieving No Kill requires hard work by the community, progressive leadership from the animal care provider and the implementation of specific programs, including:

- High volume, low-cost sterilization for cats and dogs that reduces the number of animals entering the system,
- A foster care network that provides a low-cost way to increase the shelter's capacity and care for special-needs animals,
- Comprehensive pet adoption services that promote animals and provide convenient public access hours,



- Pet retention services that reduce the surrender of animals to the shelter,
- Medical and behavioral programs that provide for the health and rehabilitation of sick or traumatized animals,
- Public relations efforts that increase community involvement and the shelter's public exposure
- Volunteer recruitment and training to expand the human resources available to build a successful No Kill community.

Spay/Neuter

We offer low-cost Spay and Neuter residents qualify by the honor system. Included with the surgery are vaccines and a microchip.

Foster Program

We often take in special needs pets. As nice as the shelter is, it's no place for underage puppies and kittens, or animals undergoing specialized medical treatment. With 40 foster homes, we can provide the one-on-one attention that these pets need in order to attain adoptable status. We would develop this program in Clearlake, engaging the community to help in this work.

Adoption Services

The Petaluma Animal Shelter includes 31 indoor dog runs, 3 community cat rooms, and enough flexible housing for over 36 cat condos. This shelter has a very high return to owner rate and adoption rate. To that end, we find ourselves transferring animals from other shelters so that we can keep our building full of pets. Accommodating Clearlake pets would reduce the number of animals we transfer from other shelters.

Before adoption, our pets are microchipped, spayed or neutered and given age-appropriate vaccinations.

We employ Best Practices (UC Davis) cleaning protocols and maintain isolation areas for both cats and dogs to ensure that communicable diseases like parvo, ringworm, URI do not travel to the other parts of the population.

Every area of our shelter is open for inspection at any time.

Pet Retention

The best place for a pet is in their home. We work with our residents to help keep pets with their owners. Sometimes this means helping them with food, or vaccines. Because of our generous donors, we are able to help in this way. We also provide advice services to help with any behavioral issues a pet may be having. We see surrendering a pet as a last resort.

Medical and Behavioral Program

We contract with local veterinarians who provide services 6 days per week. We have relationships with 3 emergency vets to fill in on Sundays. This model is more cost effective and provides more consistent care for the animals, than hiring a vet one day per week to provide services at the shelter. Every day the animals are transported to the vet for their health checks, rabies vaccines, and any needed surgeries. This model also allows animals to be seen quickly, thereby getting them into the adoption program sooner and off to their forever homes.

The current behavior research shows that behavior testing in a shelter environment is not predictive of future pet behavior. However, we need some way to first decide if an animal is suitable for adoption, then to design a program to help an adopter manage any behavior issues. To that end, we evaluate the pet based on the animal history provided by the previous owner (if it exists), observable instances of unpredictable aggression while in our care, and a modified SAFER test (industry standard).

There are cases that will result in euthanasia. Our vet administers a humane euthanasia following industry standards. We are committed to maintaining a high standard of public safety.

All of our pets are vaccinated against rabies, prior to adoption, if they are over 4 months old. We are also able to remind pet owners to keep current on their rabies vaccinations through our licensing program.

Public Relations

An animal shelter is a community resource. By engaging with community residents, everyone benefits. While our officers are patrolling to help anyone in need, they are also building connections to the community. As we learn more about the City of Clearlake, we will proactively participate in events to increase that engagement.

Volunteers

We have a small staff, but make up for it with over 60 active volunteers. They help us walk dogs, clean cat condos, cuddle pets, put on events, fundraise, and so much more. We couldn't do it without them!



Administrative Services

Fee Schedule

Fees are set by the City of Clearlake City Council

We have provided a Fee Schedule in our proposal we would prefer to adopt the schedule provided

Business Services

NBAS answers business related questions by phone from 9 am - 6 pm, 7 days a week. We are open for adoptions, license renewals, & payments from 1-6, Tuesday through Friday and noon – 6 on Saturdays.

Our officer's respond to calls throughout the day, ACO's may invite a resident to the shelter to document a case file or process redemptions during business hours.

We use an automated animal management software system to prepare dog license renewals. Currently, we process those monthly to include 1st, 2nd and 3rd notices.

Customer Service/Complaints/Staff Training

Every member of our staff keeps the animals' best interest at the forefront while delivering excellent customer service to the public. We maintain this attitude through a collaborative communication style, continued training and education and by recruiting the best in this field.

NBAS management will ensure that the staff maintains continued trainings (for example: CPR, sexual harassment prevention, animal care, etc). NBAS staff will also comply with officer continued training (PC 832) to stay current on weapons safety and industry standards of excellence.

Performance Metrics

We maintain a survey opportunity on our website. These surveys are reviewed by management and are used to coach staff toward continual improvement.

We follow public records request protocol to respond to the request within 24 hours, then if the issue requires more time for research, to update the requestor every 7 days.

Regulation

Enforcement: The enforcement requirements specified in the proposal are consistent with our current protocols with the City of Petaluma and Petaluma Police Department.

Licenses & Fees for Dogs: We use an automated animal management system that includes a module for processing licenses. We currently send 3 notices, charge a late fee with notice 2 and notice 3 and issue a citation if notice 3 is not answered. The system is cloud-based and secure to maintain these records.

NBAS will retain all fees for service, including licensing fees.

Personnel, Supplies and Equipment

NBAS is ready to provide necessary personnel, supplies, medications, vehicles, fuel and equipment to carry out the animal services required by the City of Clearlake.

Statistical and Narrative Information

Our animal management software can accommodate the reporting needs required. Community comments submitted via email can be tracked, however social media comments made by Clearlake residents would be difficult to isolate.

Marketing Plan

We use social media (Facebook and Instagram) and Nextdoor to proactively return animals to their owners. We post about lost animals and research found animal posts, trying to reunite these pets.

Website Capabilities:

- Newsletters
- Photos posted of Clearlake strays
- Dog license processing
- Event announcements

Customers

Animal Control will serve all citizens of the City of Clearlake - pet owners as well as those affected by pets. Our facility in Petaluma and the shelter located in Clearlake is available to house pets, redeem, adopt, and license pets.

Program Management

In addition to the programs previously mentioned, we offer:

- Classroom education
- Donor cultivation & retention
- Grant procurement

These programs supplement our services as needs arise and resources



Operational Plan

Animal Control Officers will be stationed at the Clearlake Animal Shelter. During business hours the On Duty Officer will report to the City of Clearlake for Calls for Service. Officers will rotate for after-hours coverage.

- Patrol
- Dog licensing
- Educating the public on the Clearlake Municipal Code
- Cases, complaints and follow-up

The NBAS staff at the Petaluma Animal Shelter and Clearlake Shelter will support the Clearlake Police Department with Phone calls, dog licenses, consult on animal-related issues or provide assistance to the public.

Legal Environment

Business license

IRS 501(c)3 designation and registration with the California Attorney General

Business and property insurance

Personnel

Executive Director

Animal Control Officer

Dog and Cat Care Coordinators

Customer Service Representatives

Animal Care Technicians

Management and Organization

Personnel

Mark Scott, Executive Director

Mark will oversee the daily operations. He will have direct responsibility for Animal Control functions/schedule, facilities, vehicles, adoption events, budget, finance, tax reporting, computer hardware, phones, donations, town liaison.

Mark joined Petaluma Animal Services Foundation in 2012 and quickly rose through the ranks to Senior Animal Control Officer and then to Operations Supervisor. Mark successfully staffed and maintained the Petaluma Animal Shelter and was then tasked with devising a plan to operate the Shelter Medical Department under a new proposed budget. He accomplished this by creating a relationship with a local vet while playing a pivotal role in contract negotiations. This new contract allowed animals to receive vet care five days per week, including an exam, spay or neuter, and a rabies shot. This arrangement saved animals from needless waiting and suffering.

Mark has built a solid animal control department that services the needs of the City of Petaluma, and he was also instrumental in creating a flexible animal control division for other city agencies. The Cities of Calistoga, Healdsburg and Cloverdale, along with Petaluma were all covered by Mark. In addition, Mark has a long record of successfully dealing with hostile situations and finding solutions that ensure the safety of his fellow team members, animals and the public. He has worked extensively with partner organizations, including Wine Country Animal Lovers, the Rohnert Park Animal Shelter and the Sonoma County Animal Shelter.

During the Tubbs Fire, the Kincade Fire, Sonoma County Animal Services recruited Mark to assist with search and rescue efforts. He has also successfully set up and run disaster relief efforts, coordinating the distribution of needed supplies and working closely with the Red Cross through a mobile animal shelter. Mark specializes in applying his expertise, job knowledge, and situational awareness to create a best possible outcome.

Mark is a member of the National Animal Care & Control Association. In 2018, he was presented with Petaluma's Service Person of the Year Award by the Argus-Courier and Chamber of Commerce.



Gina Orseth, Senior Animal Control Officer

Gina will respond to animal incidents, provide dog licensing services, and provide social media material. She has been an officer in Petaluma for the last year. She excels at interacting with the public and diffusing tense situations. Before joining the team in Petaluma, Gina worked dispatch for San Francisco Animal Care and Control.

Kathy Sousa, Cat Care Coordinator

Kathy grew up in San Anselmo. At age 18, she started as a “kennelman” at Marin Humane Society, where she worked for the next 25 years. Most of those years were spent in the spay/neuter clinic as a vet assistant, helping to perform thousands of low-cost surgeries every year. In 2001, Kathy began working at the Petaluma Animal Shelter, soon becoming the resident cat whisperer. She loves the challenge of rectifying problems between pets and their owners and coming up with creative solutions. Kathy currently has seven cats, five of which are special needs, and one big couch potato dog.

Bella O'Toole, Dog Care Coordinator

Bella is originally from Maine but has lived in Sonoma County for the past 4 years. She graduated from Bergin University of Canine Studies with a Bachelor's in Cynology and has worked for Big Dog Rescue in Penngrove. About NBAS, Bella says, “I love the people here! We're like one big family who help each other out and always have each other's backs. I also love how well the animals are taken care of. We all try our hardest to make them comfortable and happy.” Waiting for Bella when she gets home are 4-year old black Lab, Oakes, and 6-month old pittie mix, Apple.

Maria Mendiola, Customer Service Rep

Keri Harmon, Customer Services Rep

Addie Schroth, Customer Services Rep

Dena Maninger, Animal Care Technician

Jackie Pyzer, Animal Care Technician

Helen Coleman, Animal Care Technician

Alyssa Terry, Animal Care Technician

Jori Donahoo, Animal Control Officer

Skyler Tornay, Animal Control Officer



Breanna Porter, Animal Care Technician

Breanna is a Petaluma native. Her strong love for animals brought her to NBAS as a volunteer, so she was already familiar with the ropes when she was hired. She is detail oriented and has great time management and organizational skills, both on the job and at home, where she has two dogs, two cats, two parrot cichlids, and five hens! Outside of work, Bre enjoys horseback riding.

Russ Marshall, Animal Control Officer

Myranda grew up in Oxnard and Camarillo, CA, and came to NBAS through roundabout circumstances. She says, “When we moved to Petaluma, NBAS helped us out with our cat when he became ill during our move. My son and I started walking dogs to give back and say thank you, but it turned into becoming our little happy place during rough days. When I heard an animal control position would be opening up, I knew I had to apply as I would be able to continue my career in law enforcement and become part of a great team that cares and gives back to the community.” Myranda has a Grey Point Siamese cat at home and hopes to add a dog to their family soon.

Professional and Advisory Support

Robbi Lakos, Board President

Robbi has lived in Petaluma for 17 years with her husband Greg and 4 cats. Robbi started out volunteering at the shelter in 2015 with the cats, and shortly thereafter, she took home her first foster kitten. She has been hooked ever since! Robbi continues to volunteer at the shelter most evenings and fosters both healthy and sick cats, ranging from bottle babies to senior cats who need extra attention. Robbi and Greg have fallen in love with fostering so much that they have converted their spare bedroom into a foster room. She also volunteers at Petco adoption days and other special events. During those events, Robbi enjoys educating others about the shelter and assisting with adoptions.

Brenda Marshall, Board Secretary

Brenda has worked as an independent court reporter for the past 32 years, while also serving as a volunteer animal advocate. Specifically, Brenda volunteered every month at the Petco spay/neuter clinics for 6 years. She began doing cat/kitten foster care in 1993 for the Rohnert Park Animal Shelter and has done foster care for the Petaluma Animal Shelter since 1995. Brenda has taken in pregnant moms, bottle babies, kittens and cats of all ages, as well as geriatric cats with days, weeks or months to live. She is experienced with giving fluids and medications for all kinds of issues and illnesses.

Mimi Reid, Board Member

Mimi's work with animals began in 2008, when her family became puppy raisers for Guide Dogs for the Blind. Through this program, Mimi learned how fulfilling the human/ canine relationship can be, and she then began volunteering at the Petaluma Animal Shelter, where she walked and trained dogs several times a week. She supports the mission of NBAS with her graphic design, photography and dog walking skills.

Sue Davy, Communications Coordinator

Sue discovered animal welfare 10 years ago through fostering animals for Petaluma Animal Shelter, where she managed the process to move shelter operations from City-run to non-profit in 2012. Her love for software and desire to have a greater impact took her to a job with the largest animal management software company in the industry. Sue has successfully managed projects and led groups to meet goals that were thought to be unattainable. Her calm leadership inspires confidence and teamwork, and she is a mentor to staff at all levels, leading through example.

Advisory Board

Sheri Cardo – Public Relations/Political Advisory

Shirley Zindler – Animal Control



Insurance Agent

Leslie Dodds, Insurance Broker
McDonald-Leavitt Insurance Agency
2800 Cleveland Ave. #D
Santa Rosa, CA 95403
707.284.5912 phone

Bank

Summit State Bank
100 Petaluma Blvd S.
Petaluma, Ca 94952
707-283-1120

Staffing

- 4 – Full Time Employees – Shelter Staff
- 1 – Full Time Employee - Admin
- 2 – Animal Control Officers

Equipment

- 2 – Animal Control Trucks
- 1 – Shelter Equipment
- 1 – Animal Control truck – Donated to NBAS

Facility

City of Clearlake - Animal Shelter
6820 Old Highway 53
Clearlake, CA 95422

Facility / Maintenance / Repairs

Minor Repairs: North Bay Animal Services will be responsible for minor repairs of the vehicles and or the facility. This cost will be included in the contract and paid by NBAS.

Major Repairs: The City of Clearlake is responsible for major repairs. Major repairs are defined as repairs costing over \$1000.00 dollars and will need approval before work is started.

Vehicle Replacement

The current list of vehicles will be included in the contract and available for use. After 5 years the current vehicles replacement will be at the expense of North Bay Animal Services. The current list will be then donated to NBAS.



Budget Summary

BUDGET SUMMARY REPORT	Totals	Monthly Average
Monthly Budget Summary		
Income Breakdown:		
Animal License	\$0.00	\$0.00
Human Services - Adoptions Fees	\$15,000.00	\$1,250.00
Service Fees	\$34,000.00	\$2,833.33
City Contract	\$375,000.00	\$31,250.00
Donations/Events	\$30,000.00	\$2,500.00
Other		
Expense Breakdown:		
Salaries / Employee Benefits	\$290,000.00	\$24,166.67
Employer Payroll Tax	\$24,000.00	\$2,000.00
Worker's Compensation	\$10,000.00	\$833.33
Human Resource Consultant	\$0.00	\$0.00
Fundraising/Printing/Promotion Costs	\$3,000.00	\$250.00
Insurance	\$15,000.00	\$1,250.00
Utilities	\$36,000.00	\$3,000.00
Telephone / Internet / Cell	\$2,000.00	\$166.67
Vehicle Repairs and License Tags	\$0.00	\$0.00
Vehicle Fuel Costs	\$10,000.00	\$0.00
Postage	\$1,000.00	\$833.33
Facility Repairs/Misc/Equipment	\$0.00	\$83.33
Accounting Fees	\$3,000.00	\$250.00
Rent - Lease Option	\$1.00	\$0.08
Vet Medical Services	\$48,000.00	\$4,000.00
Expendables (dog/cat food, litter, office supplies)	\$500.00	\$41.67
Clinic and Program Expenses	\$0.00	\$0.00
Balance Sheet Summary	Total Actuals	Monthly Actuals
Income	\$444,000.00	\$37,883.33
Expenses	\$442,501.00	\$36,875.08
Budget Difference	\$11,499.00	\$958.25

Animal Control Officer Training Requirements

PC 832 Arrest Certification (40-Hours)

This course fulfills the requirements of Section 832 of the Penal Code as mandated by the California Commission on Peace Officer Standards and Training (POST).

Topics Include:

- Leadership
- Professionalism & Ethics
- Criminal Justice System
- Policing in the Community
- Introduction to Criminal
- Law Laws of Arrest
- Search and Seizure
- Presentation of Evidence
- Investigative Report Writing
- Use of Force*
- Preliminary Investigation
- Arrest Methods/Defensive Tactics
- Crimes Against the Justice System
- Cultural Diversity/Discrimination

Animal Control Officers that successfully pass the PC 832 Course then receive 12 weeks of on-the-job training at NBAS.

PC 832 Firearms Certification, (24-Hours) 450 Rounds

This course fulfills the requirements of Section 832 of the Penal Code as mandated by the California Commission on Peace Officer Standards and Training (POST) for agencies authorizing the use of firearms.

Firearm Topics Include:

- Care and maintenance
- Function
- Safety
- Shooting positions
- Fundamentals

An accuracy test is required for successful course completion.

A criminal history check is required by state law (13511.5 PC) for non-law enforcement agency personnel. Information provided upon class reservation.



Social Media / Community Outreach

Facebook:

https://www.facebook.com/North-Bay-Animal-Services-787377341453224/?epa=SEARCH_BOX

Instagram:

<https://www.instagram.com/northbayanimalservices/>

Twitter:

<https://twitter.com/NorthBayAnimals>

TikTok:

https://www.tiktok.com/@northbayanimalservices?language=en&sec_uid=MS4wLjABAAA_Awgf0nmDloSTB-jMJ4AkQr7sE6E_FevsxHpwNDimTQ5m3BwyYo1V6DMD8t0M4C6&u_code=d9hli1h5hm6kbi&utm_campaign=client_share&app=musically&utm_medium=ios&tt_from=messenger&utm_source=messenger&source=h5_m



Community Outreach



Welcome to our Saturday Senior Social! Are you a senior? Or just love dogs? Come on down. Every Saturday, noon-3pm, come hang out with our awesome, sweet dogs. Know a senior who loves dogs, but perhaps can no longer care for one? Bring them over, we got cuddling happening. It's a wind-win; our dogs love it too!

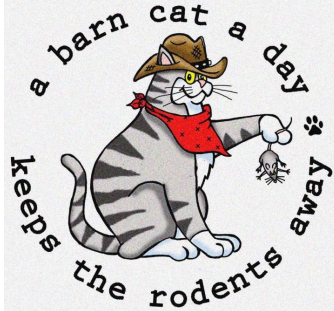


We are very excited to offer Kids-n-K9's; this is a fun, very interactive, classroom presentation where kids learn how to stay safe around dogs. Developed and taught by Leslie Zoromski, learning these skills is so important for everyone, but especially our kids. This program is offered at no charge. A 2020 Family Choice Award Winner!

<https://northbayanimalservices.org/humane-education-2-0/>



Welcome to Thrifty Paws! The most amazing thrift store you'll find! And what makes it even better? All proceeds go to our shelter, to support our animals. And this is a perfect example of community; the items for sale in our thrift store are donated by our community, so this is truly a win-win-win. Make sure to check it out! 1110 Industrial Ave, Petaluma. Opening Saturday March 7th!



Have property? A vineyard, maybe? You know what you need? A barn cat! Or two! These are cats who don't fit into our traditional adoption program; not people social, they fit just fine in your barn. And they provide organic rodent control; in return, you feed them every day and look after them. They come spayed or neutered, vaccinated, microchipped, and ear tipped for identification. You are literally saving a life, too; like TNR, working cat programs are an important part of humane sheltering. There is no charge for our barn cats.



We offer TNR services for our community cats; have a feral cat in your neighborhood? We encourage our community to help us humanely manage our community cats; we provide spay or neuter, FVRCP and rabies vaccines, microchips, and ear tip for identification, then release the cat back to its known environment. This is a big component of modern sheltering, and saves the lives of countless cats.



The Stripecy Fund was developed to help low income cat owners with medical costs; often even just a little intervention can keep a pet in their home. Senior cat owners on fixed incomes, families who need a helping hand during hard times, we want to keep your kitties in your homes. Funded by donations. <https://northbayanimalservices.org/stripecy-fund/>



We offer low cost spay and neuter services to our community; patients are also vaccinated if needed, and microchipped. We believe this is a very important part of humane services. <https://northbayanimalservices.org/spay-and-neuter-clinics/>



Misha Dante was created to provide financial assistance to families who need help providing their dogs' veterinary care; we want to keep these dogs in their homes with their families where they belong. Fixed income? Suffering a financial hardship? Misha Dante is there to support you. <https://northbayanimalservices.org/misha-dante-fund/>



Have kids? Kids who love cats? Kids who love cats have a birthday coming up? We've got a great idea- how about having your kids party in our cat café? We'll help you set up, provide chairs and tables, and of course, cats! Kids love it! It's super fun. What kid wouldn't want to party in a cat café? Ask us about it



Emergency boarding can be arranged when life throws you a curve. Maybe you're recovering from an accident. Have to leave suddenly for a few days for family emergency. Need a place for your pup or cat and no other alternative? Call us. We could help! It's all about community, and keeping families together.



Animal rescue- our officers are amazing in so many ways; animal rescue is just one. Whether it's a cat who's been stuck in a drain for 6 days, a skunk who fell in a swimming pool, a dog who's leg became trapped in a gap in a cement pad and needed extrication, or a hawk caught in a wire fence, we're there to help you. 24-7.



Barking Complaint Summary

- Animal Nuisance Complaint
- 1st Complaint
 - Officer shall investigate
 - Verbal Warning / inform of Municipal Code
 - Confirm Dog License
 - Confirm Rabies
- 2nd Complaint
 - Officer shall give written warning
 - Correction Notice issued
- 3rd Complaint
 - issue an Abatement Order
 - Issue a Citation for Violation of Abatement Order if Violation still exist

Sample Law Below

9.08.180 Dog barking and other animal noise.

A. No person shall keep or permit to remain in any premises within the city any animal which continuously and incessantly produces noise at any time during the day or night to the disturbance of any other person.

B. "Continuous and incessant noise" means producing noise for an aggregate period of ten minutes or more duration during any one-hour period which disturbs the peace of another person, including barking, howling, crying, baying, squealing or making any other noise; provided, that at the time of the complaint, no person or persons were trespassing or threatening to trespass upon the private property of the owner or person in custody or control of the animal, or the animal was not being teased or provoked in any manner.

C. An animal control officer shall investigate any reported incident regarding continuous and incessant animal noise.

1. During that investigation, the animal control officer shall compose a report to be permanently retained pursuant to adopted procedures. The report shall be signed under penalty of perjury by the animal control officer.
2. The animal control officer shall append to the report the statements of witnesses, victims and the animal owner. These statements shall also be signed under penalty of perjury.

3. The animal control officer shall require witnesses, victims and the animal owner(s) to maintain a bark/noise log. The bark/noise log shall list times and durations of barking/noise and shall be signed under penalty of perjury.

D. A rebuttable presumption that an animal has continuously and incessantly produced noise constituting a public nuisance shall be deemed to exist when either of the following occurs:

1. At least two individuals, from separate residences, sign a declaration under penalty of perjury witnessing to facts indicating a violation of this section; or
2. Any law enforcement officer or animal control officer personally witnesses a violation of this section.

E. Such noise constitutes a public nuisance and each day that the animal is suffered or permitted to continue the aforescribed noise constitutes a separate offense. (Ord. 2349 NCS §1 (part), 2009; Ord. 2185 NCS §2 (part), 2004.)

9.32.050 Administrative enforcement of violations.

A. *Notice of Violation and Abatement Order.* Except as otherwise provided in this title, whenever an animal control officer has reasonable cause to believe a violation of this title has occurred, the animal control officer may issue the responsible party a notice of violation ("NOV") and abatement order. Such NOV and abatement order shall be served on the owner and/or possessor in the manner described in subsection [\(B\)](#) of this section. The animal control officer shall include the following information in the NOV and abatement order:

1. The date and location of the violation, including the address or other description of the location where the violation occurred or is occurring and a brief description of the conditions observed that constitute a violation;
2. The name(s) of the owner and/or possessor, if known;
3. The code section(s) being violated and a description of the section(s);
4. Actions required to correct, abate or mitigate the nuisance condition or code violation, and the time within which the violation must be abated;
5. An order prohibiting the continuation or repeated occurrence of a nuisance condition or violation of this code described in the NOV and abatement order;



6. A statement that the person upon whom the NOV and abatement order is served may appeal the determination that there is/are violation(s) as alleged, that the person who was served with the NOV is the owner and/or possessor of the animal(s), or that the amount of any administrative fine imposed is warranted. The NOV will instruct the person being served as to the proper procedure and time frame for submitting an appeal;

7. Notice that if the owner and/or possessor fails to comply with the order or file a timely appeal, the animal will be subject to impoundment in accordance with Chapter [9.28](#);

8. The signature of the citing animal control officer and city contact information (address, telephone number) for additional information.

B. The NOV and abatement order shall be served upon the owner and/or possessor personally or by United States mail, first-class postage prepaid, and if by such mail, it shall be sent to the animal owner at his/her last known mailing address. In the event that the last known address of the animal owner and/or possessor cannot be ascertained, the hearing officer or animal control officer shall sign a declaration under penalty of perjury that best efforts were made to provide notice or service to the animal owner and/or possessor. In the case of personal service, service shall be deemed complete at the time of such delivery. In the case of service by first-class mail, service shall be deemed complete at the time of deposit into the United States mail. The failure to receive an NOV and abatement order sent via first-class mail shall not affect the validity of any enforcement proceedings under this title.

C. Proof of service shall be certified by a written declaration under penalty of perjury executed by the person effecting service, declaring the date, time, and manner of service, and the date and place of posting, if applicable. The declaration shall be affixed to a copy of the NOV and abatement order and retained by the animal control officer.

D. The failure of an NOV to satisfy all of the requirements of this provision shall not affect the validity of any other enforcement proceedings under this title.

E. The owner and/or possessor of the animal may request a hearing before the animal hearing officer to appeal the abatement order within ten days of the date of service of the order pursuant to this section. A timely appeal shall stay the abatement order until the animal hearing officer rules whether to sustain, modify or overrule the order.

F. It is unlawful for the owner and/or possessor of an animal to fail to comply with the abatement order unless a timely appeal is filed and pending in accordance with this section.

G. If after investigation, the owner and/or possessor of the animal cannot be ascertained and located and the animal control officer reasonably believes that the animal committing the public nuisance has been left outdoors without proper supervision for twenty-four or more hours, the animal control officer may

impound the animal if continuation of the nuisance poses an immediate threat to the health and safety of the animal or the public safety. Impoundment shall be in accordance with the procedures for immediate impoundment specified in Section [9.28.070](#).

H. *Appeal*.

1. *Notice*. The hearing officer shall notify the owner and/or possessor of the animal that a hearing will be held, at which time the animal control officer and the animal owner and/or possessor may present evidence as to whether the abatement order shall be sustained, modified, or overruled. The notice of the appeal hearing shall be sent pursuant to subsection (B) of this section. The hearing shall be held promptly within no less than ten days and no more than thirty days after service of the notice on the owner of the animal.
2. *Conduct of Hearing*. The hearing officer shall conduct the hearing in an informal manner and shall afford the owner and/or possessor of the animal an opportunity to present evidence as to why the order should be modified or overruled. The formal rules of evidence shall not apply; however, whenever possible, any complaint received from a member of the public which serves as the evidentiary basis for the animal control officer to find probable cause shall be sworn to and verified by the complainant and attached to the petition filed by the animal control officer. The hearing officer may admit into evidence all relevant evidence, including incident reports and the affidavits or declarations of witnesses; limit the scope of discovery; shorten the time to produce records or witnesses; exclude witnesses from the hearing when not testifying; exclude disorderly or disruptive persons from the hearing; and make other orders necessary to ensure the fair and orderly conduct of the hearing. The hearing shall be open to the public.
3. *Recording*. The proceedings at the hearing may be tape recorded if ordered by the hearing officer or requested by the owner and/or possessor of the animal. A stenographic reporter shall also record the proceedings if ordered by the hearing officer or requested by the owner and/or possessor, with the costs thereof to be borne by the requestor. A copy of the tape recording or transcript of the proceedings shall be made available to any person upon request and upon payment of the cost of preparation thereof.
4. *Failure to Appear*. The hearing officer may decide all issues for or against the owner and/or possessor of the animal even if the owner and/or possessor fails to appear at the hearing.
5. *Determination*. After the hearing, the hearing officer may find, upon a preponderance of the evidence, that a public nuisance under this section exists. The hearing officer may order the abatement of the nuisance by upholding or modifying the abatement order. The abatement order shall supersede any previous abatement order issued by an animal control officer. Within ten days of the hearing, the determination and abatement order shall be served upon the owner by prepaid first-class

mail, return receipt requested. The determination and abatement order of the hearing officer shall be final and conclusive.

I. If the owner and/or possessor of the animal fails to file a timely appeal or abate the public nuisance within ten days of the date of service of the NOV and abatement order or decision by the hearing officer regarding an appeal, the animal control officer may:

1. Cite the owner and/or possessor of the animal for a violation of this title. Each day that a violation occurs is a separate offense.
2. Refer the violation to the city attorney or district attorney for criminal or civil prosecution of a violation and/or abatement of the public nuisance.
3. Impound the animal. The owner and/or possessor may redeem an impounded animal as specified in Chapter [9.28](#); provided, that the owner and/or possessor agrees to comply and is able to comply with the abatement order, and has paid all impound fees or charges.

J. *Exceptions.* Nothing in this section shall be construed to apply to noise levels emanating from a legally operated veterinary hospital, humane society or animal control shelter or farm.

K. The remedies of this section shall not limit the city nor any person from seeking any other legal remedy available by law, including but not limited to an action for private or public nuisance. (Ord. 2349 NCS §1 (part), 2009.)

Scope of Services

- A.** Animal Control Services: NBAS proposes to provide in-field animal control services within the City boundaries of Clearlake, Ca.
- B.** Field services are limited to: response to requests for emergency call out service from the Clearlake Police Department, license compliance, and response to animal control calls. More specifically, the contractor's duties will include, but are not limited to the following:

Impoundment: Impound all Animals as directed when dispatched by the Clearlake Police Department.

Proper Care and Treatment: The best possible care and treatment is given to all animals held in possession of NBAS. Adequate food shall be provided and the shelter shall not be overpopulated. The NBAS will provide means for isolation, not permitting the public to have access or visits, of animals with Police holds, quarantines, or pets held in protective custody that will not expose other sheltered animals to risk. NBAS will have an adequate number of dog kennels and cat cages. NBAS will maintain a clean and sanitary shelter following the UC Davis guidelines for standards of care.

Animal Bites: Animal bite investigations and abatement orders will be handled by our Animal Control Officers.

Nuisance Animal Complaints: Noise Nuisance Complaint investigations and abatement orders will be handled by North Bay Animal Services.

Licenses for Dogs: NBAS will provide full dog-licensing services, including license enforcement activity. Including Online Licensing. NBAS will charge fees and costs, remit monies and maintain records with regards to animals received by it under the terms of the Agreement and consistent with the provisions of the Clearlake Municipal Code. Such fees and charges will be retained by NBAS.

Complaints: NBAS will work with City of Clearlake to jointly designate a primary and alternate contact person for the purpose of addressing complaints. All complaints received by the City that require a response from NBAS will be made by telephone and/or electronic mail to the designated contact persons for the two Parties. An electronic mail response will be made by the NBAS within two (2) business days as to the resolution or ongoing response on the matter.

Response times – NBAS will provide “on call” emergency response, to any situation involving animal medical emergencies or danger to humans, upon being requested by the Clearlake Police Department, within (60) minutes, during any hours outside of regular animal control service hours. In the event an injured animal is taken to an emergency veterinary hospital for treatment, the cost of treatment will be the responsibility of North Bay Animal Services.



B. Shelter Services: NBAS will provide shelter services to the City of Clearlake. These services will include, but are not limited to: sheltering abandoned, unwanted or stray animals; adoptions, pre-adoption spays and neuters, animal licensing, and euthanasia.

Shelter Business Hours: NBAS will maintain a shelter that is open to the public from 1:00 p.m. to 6:00 p.m. Tuesday through Saturday, excluding holidays. NBAS shall receive stray animals from residents of Clearlake. Services are based on available staff, space and appointments.

Housing of Animals: NBAS shall be solely responsible for the costs associated with the care and feeding of animals for any time periods beyond the minimum impoundment periods established in the California Food and Agriculture code.

C. Other Related Services:

Documenting of Case Files: NBAS will document all calls responded to and forward the documentation to the Clearlake Police Department upon request.

Personnel, Supplies and Equipment: NBAS at our expense shall provide all personnel, supplies, medications and pharmaceuticals and equipment necessary for the efficient and effective operation of Animal Field Services, including, but not limited to Animal Control Officers, clerical staff, vehicles, license tags and forms, citation forms, notices and all necessary envelopes and postage cost. Other services will also include.

Access to Software Data where Dog Licensing is stored

Access to Software Case Module (Dog Bite History)

Picking up deceased animals in roadway that impede traffic

Cats will be included in rehoming strays.

Adoption Events in Clearlake

Low Cost Spay and Neuter Clinics to be performed at our facility.

Online Dog Licensing

Cost of treatment for emergency animal vet visit will be the responsibility of NBAS

Dog Licensing and Shelter Fees

The NBAS proposes to take over the Dog licensing program in the City of Clearlake and retain all fees and or revenue collected in return for providing the services listed above. NBAS will also retain 100% of all revenue from Spay and Neuter Clinics, Adoption Events or General Donations made to NBAS.



Staffing

- 4 – Full Time Employees – Shelter Staff
- 1 – Full Time Employee - Admin
- 2 – Animal Control Officers

Equipment

- 2 – Animal Control Trucks
- 1 – Shelter Equipment
- 1 – Animal Control truck – Donated to NBAS

Facility

City of Clearlake - Animal Shelter
6820 Old Highway 53
Clearlake, CA 95422

Facility / Maintenance / Repairs

Minor Repairs: North Bay Animal Services will be responsible for minor repairs of the vehicles and or the facility. This cost will be included in the contract and paid by NBAS.

Major Repairs: The City of Clearlake is responsible for major repairs. Major repairs are defined as repairs costing over \$1000.00 dollars and will need approval before work is started.

Vehicle Replacement

The current list of vehicles will be included in the contract and available for use. After 5 years the current vehicles replacement will be at the expense of North Bay Animal Services. The current list will be then donated to NBAS.

**Fees for Services Provided:**

Current rate is \$375,000.00 per year or \$31,250.00 per month. Any fees associated with this proposal collected by North Bay Animal Services are 100% percent retained by North Bay Animal Services.

Terms Agreement:

The services of North Bay Animal Services are to commence on July 1st, 2022, or an agreed upon date and be in effect for 10 years at which time the Parties shall meet and confer to evaluate the terms of the Agreement in consideration of amending and/or extending the Agreement.

NORTH BAY
ANIMAL SERVICES



COMPASSION • COMMUNITY • CONNECTION