

EXHIBIT A

Tasks to be Performed/Scope of Work

The specific elements (scope of work) of this service include:

Contractor shall operate and provide an animal control program for the City of Lake Elsinore consisting of, but not limited to, field services and licensing. Animal Friends of the Valleys will provide 2 full-time Animal Control Officers, fully equipped vehicles, and shelter transport for the City of Lake Elsinore animals. The Animal Control Officers will be serving the City of Lake Elsinore 16 hours per day, 5 days per week, as well as, after hours, weekends and emergency calls.

Within this program, Contractor shall perform the following specific functions:

- a. Enforcement: Enforce all applicable provisions of the Lake Elsinore Municipal Code (Animal Control) and the Southwest Communities Financing Authority (SCFA) Memorandum of Understanding as it applies to sheltering requirements, as it exists during the term of this Agreement, including but not limited to: issuing of warning notices or citations as necessary for violations of such Ordinances. In the event, the City Municipal Code is amended, and such amendments would substantially alter the duties and responsibilities of Contractor under this Agreement, the parties hereto agree to meet and in good faith re-negotiate those terms and conditions of this Agreement affected by such amendments.
- b. Sheltering: Animals are to be sheltered exclusively at the Southwest Animal Shelter in accordance with Southwest Communities Financing Authority (SCFA) standards.
- c. Impound: Impound all animals caught at large and collect all impound fees assessed on behalf of the City; accept stray animals brought in by private citizens; provided, however, that identified, vaccinated, spayed, or neutered cats shall be released as required by the Lake Elsinore Municipal Code.
- d. Quarantine: Quarantine as prescribed by law all animals suspected to be rabid.
- e. Complaint Investigation & Resolution: Investigate and pursue action on complaints and/or reports of potential violations of Municipal Code relating to animals, including unnecessary noise, in accordance with such procedures adopted by the City; respond to requests from the City Code Enforcement Department, County Fire Department, and contract law enforcement provider for assistance with animal related situations.
- f. Dead Animals: Remove dead animals from the public right-of-way within the City of Lake Elsinore limits and from other areas upon request.
- g. Potentially Dangerous/Vicious Animals: In accordance with the City of Lake Elsinore Municipal Code, identify potentially dangerous and/or vicious animals and initiate the administrative or legal process for their control.
- h. Trapping & Removal: As limited by subsection (b), "Sheltering", respond to requests for assistance in the trapping and removal of domestic or wild animals, including coyotes, skunks, and possums, from public or private property. Contractor will offer advice in setting a trap in any enclosed space and will remove belongings or will maintain on-premises surveillance unless in the Officer's or his or her Supervisor's opinion there is a direct, clear and present danger to human life or injury. Identified cats will be released as required by City of Lake Elsinore Municipal Code. Contractor will provide traps but will not be required to provide vector control. Contractor shall charge a fee for traps as set out in the City's Animal Control Fee Schedule as approved by Council action.

- i. Dog Licensing: Contractor shall implement a comprehensive licensing program including conducting dog license inspections. Area-wide canvassing will be conducted as part of the field service activity. Contractor shall administer the current licensing provision of the City of Lake Elsinore Municipal Code.
 - 1. Dog licenses shall be issued by mail, at the Animal Shelter, at vaccination clinics and by Animal Control Officers in the field. Contractor shall send renewal notices by mail to owners of currently licensed dogs and shall send an application for licensing when requested by owners.
 - 2. Contractor shall, at Contractor's expense, provide the forms and tags for such licenses and shall affix a professionally prepared sign at the Animal Shelter stating applicable fees for licensing for the City of Lake Elsinore.
 - 3. Contractor shall collect all license fees and penalties on behalf of the City of Lake Elsinore, issue receipts for all such fees collected and keep copies thereof. The remaining license revenue collected will be applied to the budget for City services under this Agreement. Revenue shortfalls, below the estimate, will be the responsibility of Animal Friends of the Valleys, Inc.
 - 4. All Administrative citation revenue will be remitted to Animal Friends of the Valleys on a quarterly basis.
 - 5. Contractor shall pursue collection and/or prosecution, if appropriate, to recover any fraudulent, delinquent, or worthless payment received as payment for dog licenses issued, including penalties.
 - 6. Contractor shall cancel any dog license issued for which invalid payment was received and give notice of such cancellation to the license.
 - 7. Contractor shall maintain such records in such form as required by the City's Finance Director to provide for proper cash management and for review and audit of the monies collected. Contractor shall furnish the City a monthly report detailing the licensing activities.
 - 8. Contractor shall ensure microchipping in compliance with the Lake Elsinore Municipal Code once an anticipated City Ordinance is adopted relating to microchipping.
- j. Animal Bites: Investigate reported animal bites. Contractor may initially receive animal bite reports by telephone, but also shall respond in person to all reported bites by dogs or other suspected rabid or wild animals. Contractor shall take appropriate steps consistent with the circumstances of each separate incident to locate and quarantine the suspected animal(s) and/or assist the complained and/or injured party or parties to trap the suspected animal(s).
- k. Disposition of Unclaimed Animals: After notice and hearing as required, provide euthanasia service in a humane manner in accordance with procedures approved by the City Manager for unlicensed animals held for five (5) days and licensed animals held ten (10) days or more, if these animals are not reclaimed by their owner and are deemed unsuitable by the Officer for adoption.
- l. Clinics: Make all necessary arrangements and conduct at least two (2) one-day clinics for at cost rabies vaccinations. At cost rabies vaccination shall be eight dollars and no cents (\$8.00). The clinic must be open to Lake Elsinore residents.
- m. Field Services: Assign two (2) service Officers appointed as Animal Control Officer. Routine field services will be provided as necessary within the hours limitation of this Agreement. The number of hours per week include, but are not limited to, routine mobile patrols, investigative and rescue time, court appearances and impoundment of dangerous, wild, injured, or loose animals. Contractor shall always assign a sufficient number of field services employees to duty to meet the needs of this Agreement. Contractor shall provide service of twelve (16) hours per day during such hours as

approved by the City Manager. Telephone service for members of the public shall be not less than eight (8) hours per day on a schedule approved by the City Manager. Emergency response shall be available twenty-four (24) hours per day, seven days per week as described in subparagraph (n). Contractor shall advise fire and law enforcement authorities serving the City of Lake Elsinore of the telephone numbers to access its services and shall cooperate with such authorities in developing the procedures necessary to provide after hour services.

- n. After-Hours: Provide a field service person either on duty or on call after regular hours as necessary to respond to emergency calls. The City and Contractor agree that any incident reported to Contractor or City staff, through the fire or law enforcement provider involving a dangerous, wild, or stray injured animal, constitutes an emergency and requires immediate action by Contractor. When the City Manager or his/her designee has reason to believe that an animal control emergency exists, the City Manager or his/her designee shall notify Contractor and request a prompt response. If Contractor fails to respond to such request within a reasonable time or fails to respond at all, the City shall request, in writing, that Contractor send to the City a written explanation giving the reason(s) for the delay in responding or the failure to respond. Contractor's written explanation shall be submitted to the City Manager within two (2) working days from the date of the request for emergency service. This Agreement and the provisions herein shall not be construed to limit the interpretation of what constitutes an emergency and/or the need for a priority response. The following examples are illustrative of the need for an immediate response from the Contractor:
 - 1. Request to remove a wild, dangerous or injured animal or animal(s) from an inhabited place or vehicle;
 - 2. Reported animal bites involving loose animals; and,
 - 3. Livestock, fowl, or game birds being attacked or killed by dogs, other animals or humans.
- o. Public Relations: Provide service to the public on matters covered in this Agreement consistent with established policies and procedures that promote courteous and efficient service and good public relations. Other policies and procedures notwithstanding, Contractor in processing any type of complaint or request for service will indicate to the caller when a response can be expected from Contractor and how Contractor will respond. In the event an in-person response is appropriate to the specific situation, Contractor shall make such response by the end of the following business day. This provision shall be subordinate to shorter time limits specified elsewhere in this Agreement.
- p. Complaints Regarding Service: Cooperate with the City of Lake Elsinore to resolve any and all complaints filed with Contractor and/or the City pertaining to services provided under this Agreement. The City shall submit to Contractor, in writing, all complaints filed with the City concerning services provided by Contractor under this Agreement. Contractor shall report monthly, in writing, to the City the number of complaints received by Contractor directly or indirectly through the City pertaining to quality of service(s) under this Agreement.
- q. Legal: Coordinate with the City and City Attorney any inspection warrant, impounds, or potential dangerous/vicious animal hearings or court actions.
- r. Records: Maintain and keep timely, complete, and accurate records of the receipt and disposition of all animals delivered into its custody. Contractor will file a report with the law enforcement provider within twenty-four (24) hours if an impound animal is missing or suspected to have been stolen. Contractor shall indicate on the Police report the circumstances of the animal's disappearance and make available to the City Manager the designated report or file number.

- s. Communications Equipment: Contractor agrees to provide radio equipment and frequency as necessary for effective performance of its obligations hereunder and in order to provide law enforcement back-up for its field personnel.
- t. Other Equipment: Contractor shall provide and pay for all vehicle(s) and equipment necessary for the performance of this Agreement and shall be responsible for maintenance of such vehicle(s) and equipment, including the installation and removal of the paging or radio equipment described in Paragraph (s) of this section. Contractor shall be responsible for all costs relating to theft, vandalism, or destruction of said equipment by fire, accident, or intentional acts.
- u. Personnel & Supplies: Contractor shall provide all personnel, supplies and equipment necessary for the efficient and effective operation of the Animal Shelter and animal control services and programs provided for herein, including, but not limited to Animal Control Officers, clerical staff, license tags and forms, citation forms, notices, and all necessary stationery, envelopes, and postage. Animal Control Officers will complete the required training in accordance with Penal Code 832 or its equivalent, and such other training as may be required by law, before being issued a badge and given the authority to perform Animal Control duties. Humane Officers will complete the required training in accordance with Corporations Code 14502.
- v. Attendance At Meetings: Provide input and coordination on amendment of City animal control fees and ordinances and shall attend City Council and other City meetings as required or requested to do so.
 - 1. Contractor's Executive Director and the City Manager and/or his designee shall meet not less than quarterly to discuss Agreement performance.
- w. Reporting: Contractor shall provide and maintain on file or within records all reporting regarding statistics and services related to services provided per this Agreement and provide any reports requested by the City as outlined below, but not limited to:
 - 1. Contractor shall furnish the City monthly reports detailing shelter, field, licensing, and identification activities, including a summary of the utilization of field service employees' hours as required and outlined in the Scope of Services and any legal notifications and requirements as outlined in Section (q).
 - 2. Contractor shall maintain and keep records of all expenditures and obligations incurred pursuant to this Agreement and all income and fees received according to generally recognized accounting principles. Such records shall be maintained by Contractor for a minimum of four (4) years following the termination of this Agreement unless a lesser period is approved, in writing, by the City Manager. The records and/or animal control operations of Contractor shall be open to inspection and audit by the City or its authorized representative as is deemed necessary by the City upon reasonable notice to Contractor. Contractor shall provide the City a copy of Contractor's full Annual Financial Statement immediately upon completion thereof, but in no case later than six (6) months after the close of each fiscal year.
- x. Continuing Programs: Contractor shall implement and maintain the following programs on a continual basis during the term of this Agreement:
 - 1. Public School presentations
 - 2. Spay/Neuter/Microchip subsidy programs for low-income City of Lake Elsinore citizens when funds are available.
 - 3. Cable television, website and social media announcements, information, and educational messages.
 - 4. Ordinance review and changes aimed at ending pet overpopulation.
 - 5. Animal Rescue Plan for domestic animals during a disaster.

6. Animal Control Officer services.
 7. A future microchipping program, once adopted by the Lake Elsinore City Council.
- y. Policy & Procedure Consultation: Contractor shall consult with the City and on any policy/procedure that affects Lake Elsinore animals, which shall be approved by the City Manager prior to implementation.
- z. License Fees: Contractor shall charge License Fees for dogs within the City as follows:
1. Altered dogs \$15.00 for 1 year.
 2. Altered dogs \$20.00 for 2 years.
 3. Altered dogs \$25.00 for 3 years.
 4. Unaltered dogs \$200.00 for 1 year.
 5. Unaltered dogs \$400.00 for 2 years.
 6. Unaltered dogs \$600.00 for 3 years

Late Payment Penalty Fee: \$20.00 per license

Special rates for Senior citizens of Lake Elsinore:

1. Altered dogs \$8.00 for 1 year.
2. Altered dogs \$10.00 for 2 years.
3. Altered dogs \$12.00 for 3 years.

Late Payment Penalty Fee:

Altered D

Payment Rates and Schedule

FISCAL YEAR	CPI ADJUSTMENT (NOT TO EXCEED 2.5%) ¹	MONTHLY AMOUNT (NOT TO EXCEED)	ANNUAL AMOUNT NOT TO EXCEED
2025-2026	NOT APPLICABLE	\$22,614.71	\$271,376.52
2026-2027	NOT TO EXCEED 2.5%.	CALCULATED WITH CPI ADJUSTMENT NOT TO EXCEED \$23,180.08	\$278,160.96
2027-2028	NOT TO EXCEED 2.5%.	CALCULATED WITH CPI ADJUSTMENT, NOT TO EXCEED \$23,759.58	\$285,114.96
TOTAL AGREEMENT AMOUNT SHALL NOT EXCEED \$834,652.44			

¹ The CPI adjustment shall be calculated as the percentage change in the Annual Consumer Price Index for Urban and Clerical Workers (CPI-W) for all items in Riverside-San Bernardino- Ontario, CA for the prior calendar year as compared to the Annual CPI-W of two calendar years prior not exceed 2.5%. If the CPI adjustment is negative, the monthly/annual amount shall not be reduced from the previous Fiscal Year.