

Pima County Animal Care Advisory Committee Minutes
March 9, 2016
3950 S. Country Club Road
Tucson, Arizona 85714

Draft

1. Call to Order

Mr. Gillaspie called the meeting to order at 4:10 pm.

A. Roll Call

Present:

Kristin Almquist
Tamara Barrick
Barry Gillaspie
Christy Holliger
Jose Ocano (Non-Voting)
Gail Smith
Andrew Squire
Erin O'Donnell (late)
Rhonda Pina (late)

Absent:

Suzanne Droubie
Dan Eckstrom
Pat Hubbard

B. Pledge of Allegiance

Mr. Gillaspie led the Pledge of Allegiance.

2. Adoption of February 9, 2017 Meeting Minutes

Chairman Gillaspie informed the Committee that he asked to have a couple of corrections to the minutes. Ms. Yandow made the changes and handed out a revised copy of the minutes to the committee. Mr. Gillaspie's edits were to add to item 4, B – SOP that the Committee motioned to have PACC make the changes to the 6 SOPs the committee identified and have the finalized SOPs presented at the June meeting. The second change Mr. Gillaspie requested was to item 5, B to include the committee's concern over unused funds from donations and bequests reverting to the PACC revenue fund.

Mr. Gillaspie asked the Committee if anyone else had an edit. Ms. Holliger asked a for a change in the wording of item 4, B paragraph 2 to read Ms. Hubbard stated that utilizing bedding in animal kennels is not in line with best practices and that no animals should leave the shelter without being spay or neutered.

Chairman Gillaspie motioned to accept the minutes as revised. The Motion was seconded and carried unanimously.

3. Old Business

A. Data Summary – Questions/Comments

Chairman Gillaspie asked the committee if they looked at the Data Summary and if there were any questions or comments about it. Mr. Gillaspie had a few questions. He asked if the category *Total Pets at Shelter at the End of the Month* was the number on the last day or if it is the number at the highest point of the month. Mr. Ocano answered that it is the number on the last day of the month. Mr. Gillaspie's second question concerned the category *Owner Surrender* as the number is down considerably from 2016 and wanted to know what the reasons for that might be. Mr. Ocano thought that it is due in part to the Pet Support Center, the Help Desk and Field Services doing a great job. Mr. Gillaspie wanted to know if there anything concrete to determine that this is the reason for the drop in numbers. Mr. Ocano said that he reached out to other pet support centers to determine if they also saw a drop in numbers; which they did. He also added that to have a more granularity at this time would be a labor-intensive task and not a good use of time. Thirdly, Mr. Gillaspie asked if the category *Law Enforcement Responses* referred to all law enforcement officers including Sherriff's Department and TPD; if so, is it a law enforcement call? Mr. Ocano explained that the category refers to whenever a call is generated by law enforcement that requires PACC assistance to resolve. Dr. Garcia suggested that for the purposes of clarity the category should be called *Law Enforcement Assist Response*. Mr. Ocano said that he would change the name on the category.

Dr. Smith asked why the category *New Licenses* were so low. Mr. Ocano explained that they are several months behind processing the clinics due to volume and staffing shortage. Dr. Smith also asked to know the reason (s) that the euthanasia numbers are down from last year. Mr. Ocano said that most euthanasia's are behavioral and not medical. PACC hopes that once the dog trainer is on board, these numbers will decrease further.

Ms. Holliger asked about the category *Animals Returned*, specifically dogs, still trending higher than previous years and if PACC knew the reason why that was still occurring. Mr. Ocano said that they are placing more animals with behavior problems than before and the numbers might be reflective of those animals being returned because the new owner is not able to handle the dog. Ms. Holliger asked to have a category for animals going out to Foster. Mr. Ocano said that it would be a good idea to add that category so the committee can see that number. Chairman Gillaspie asked to have it by June.

Chairman Gillaspie said that in May or June it would appropriate to have a quarterly summary to look at trends in the numbers.

B. PACC – Proposed budget 2017-2018

a. Contingency Funds

Chairman Gillaspie asked the Committee their thoughts on a contingency fund added to this year's budget in order to deal with an outbreak such as the one PACC experienced over the last year. He asked the Committee the merits of having a contingency fund added to the FY17-18 budget and what direction the Committee should take to achieve this goal. A lengthy discussion ensued on the merits of having a separate contingency fund in PACCs budget as opposed to using the County's contingency fund which requires approval by the County Administrator and the BOS to increase PACCs budget authority. The benefit of using the County's contingency fund is the Jurisdictions will only be charged for the money expended as opposed to having a contingency fund within the PACC's budget which would be billed to the Jurisdictions. The Committee felt that this discussion belonged with the Jurisdictions on how they wished to fund a contingency.

Chairman Gillaspie asked that any discussions between Pima County, City of Tucson and the Jurisdictions regarding contingency funds be reported back to the Committee.

b. Start-up Funding for Community Outreach

Chairman Gillaspie informed the Committee that since the last meeting he spoke with Dr. Garcia and Mr. Gallick about funding to assist the volunteer coordinator's office with outreach. Mr. Gillaspie would like to add an administrative position to the Volunteer Coordinator's Office. He asked the Committee for their thoughts on adding the position and if there is time to add it to the budget before is finalized. In addition, to be mindful that adding a position to the budget would increase what the Jurisdictions owe Pima County so they will want to have a say in the discussion as it will affect them.

Justin Gallick informed the Committee that the outreach program's structure is to have a volunteer driven outreach program. Currently the volunteer coordinator's position is the only position funded. The Volunteer Coordinator finds it challenging to manage the level of volunteers, create programs and training necessary for education. The solution would be to create a Volunteer Outreach Support Specialist position to help with the administrative workload and coordinating events for our volunteer outreach team to attend. This would free up time for the Volunteer Coordinator to work with enforcement to develop the criteria needed for responsible pet ownership and begin to grow the program. The base salary is for the proposed position is just under \$37,000 and is not in the current budget proposal.

After a lengthy discussion by the Committee and Staff, Chairman Gillaspie suggested that the issue be tabled for now and spend the time focusing on delineating the Committee's objectives and goals on Community Outreach. He motioned to have the Committee spend time developing a Community Outreach Program and report back the committee by August. Mr. Squire seconded the motion.

Chairman Gillaspie proposed a second motion to move forward with identifying the need for additional support for volunteers by outlining the scope of work and the justification for the position to be presented to the BOS this budget cycle. Christy Holliger seconded the motion.

Both motions were approved unanimously.

C. Infectious Disease Update

Dr. Wilcox updated the Committee on the disease outbreak that began in October 2016. There have been three outbreaks since the first and additional losses with latest pop. The third outbreak began in January with a reported 12 new cases of Strep zoo. The first occurred in Harry's Haven, which is a standalone building that houses dogs that are sick but not with distemper and/or strep zoo. Unfortunately, a breakdown of protocol occurred here and other cases began to pop up. The problem stemmed from the inmates reversal of the cleaning order by cleaning cages of the sickest animal and ending with the healthiest. Inmates no longer work in the Dz isolations and only staff and contracted cleaners are allowed. Dr. Wilcox said the cleaning protocols corrections have been made to the cleaning protocols and staff and inmate labor have been retrained.

Dr. Wilcox has consulted with an expert at the University of Wisconsin to look at the strain of strep zoo found at the Shelter but the results were not consistent with ones previously obtained, which suggest new bugs coming into the shelter. There was 100% survivorship of the dogs treated in time with more expensive antibiotics in this last round and antibiotics now a protocol on any dog that exhibits a symptom. Currently there are no distemper or strep zoo cases.

The long-term goal is to limit sampling dogs from high-risk areas to ID sources, moving into the new facility, continue strict separation of new intake animals from longer-term resident, intensive inmate monitoring during cleaning, schedule intake animal's days before actual intake for vaccination and target community vaccination and S/N.

4. New Business

A. Volunteer Survey Results - review

Ms. Hansen presented to the Committee the results of the Enterprise survey. Only 155 volunteers completed the survey. Volunteers range in age from 14 to "timeless", with an average age of 54. Eighty-nine percent of the respondents were active volunteers, 63% have been volunteers for at least 1 year and 80% of the respondents volunteer at least weekly. Survey topics were commitment, recognition, communication, perception of voice, competence, role ambiguity, job engagement, ability to contribute, constraints, satisfaction with work, paid staff and colleagues and burnout. The topics were evaluated by average ratings taken from all available data, scales from 1 to 5 ranging from strongly disagree to strongly agree, difference between PACC volunteer survey response and VPS average responses, VPA norms were aggregated from over 113 different previous VPA clients with a total of over 11,591 respondents.

Volunteer recognition opportunities include monthly volunteer spotlight, volunteer of the month, token of appreciation program; individual recognition based on hours of service, scheduled group activities and outing, volunteer appreciation week, and associated party.

Gina completed a course on Compassion Fatigue, Burn out and Compassion resilience through the University of Florida. Workshop will help staff and volunteers combat the emotional stresses brought on by shelter work and will focus on ways to better care for ourselves and one another while continuing to save lives. It will include a lecture, handouts and activities. The workshop target date is the summer of 2017.

The goal is to build relationships between staff and volunteers by having quarterly events and outings held offsite, staff and volunteers highlight in a weekly spotlight and events that include a Halloween party, kickball and cookout. The hope is that the quarterly meetings will improve communication between staff and volunteers, allow volunteers the opportunity to get to know other volunteers from other areas and shifts, gives volunteers an opportunity to discuss successes and concerns. At the last meeting in January, 60 volunteers attended.

The mentoring system is aimed at improving the overall experience of volunteering at PACC, approved and willing mentors will play an important role in supporting, guiding and training both new and seasoned volunteers on guidelines, procedures and best practices as they progress through the many volunteer opportunities.

- B. Presentation on Hygiene & Cleaning standards and protocols for minimizing infectious disease transmission throughout the facility – SOP or other standards to be followed

Mr. Ocano presented to the Committee the most current SOP on the PACC – *Biosecurity and Cleaning Procedures* updated February 2017. Jose said that PACCs biggest challenge is getting the SOP followed by the Inmates and they have been working on it since October. The plan is to move to a 10-hour shift with two strong inmate custodial leads (employed by the Sherriff's Department) during every shift, which will be launched on March 19. PACC is also looking at alternatives to using inmates but the biggest challenge is cost.

Chairman Gillaspie's concern with the SOP is that it does not specifically call out who is in charge to insure these protocols followed, as this is the highest priority item now, following them correctly is very important in light what caused of the continued disease outbreak at PACC.

Chairman Gillaspie asked that the record show that the Committee asked to be informed on what PACC management decide to do about custodial supervision in the clinics.

- C. Marana RFP for Animal Care Services – general explanation

Chairman Gillaspie informed the Committee that Marana put out a RFP for Animal Care. The Humane Society is the only response to the RFP, and will probably be taking over animal care for

Marana. This will be a significant change for PACC and the relationship they currently have with Marana.

If the Committee has any questions, he asked them to direct them to PACC Management or Dr. Garcia.

- D. Discussion and Action regarding the possible move of the May PCACAC meeting to May 18, 2017 from May 11, 2017

Chairman Gillaspie asked that the May 11 meeting moved to May 18, 2017.

The Committee voted unanimously to move the meeting to May 18th.

5. Announcements

A. Management Report

None

B. Committee

None

C. Chair (Gillaspie)

Chairman Gillaspie informed the Committee that he has met with all the jurisdictions to introduce himself and let them know that there is a new committee and want to have an open dialogue with them. If they have issues and concerns to let him know, so the Committee can discuss and address them. He also asked them want concerns they have concerning Marana's RFP for Animal Care. Mr. Gillaspie has taken those concerns and has been discussing them with PACC Management.

D. Volunteer Representative (Holliger)

None

6. Future Agenda Items

Ms. Pina asked if they could discuss a way to provide a certification on behalf of the Committee presented a Volunteer each month to promote good will and good partnership. Mr. Ocano said that could definitely happen.

Ms. Almquist asked for an update on the Jurisdictions; specifically Marana.

7. Call to Audience

Marcie Velen – data reports

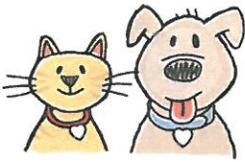
Commented on the quality of the data that PACC is now presenting to the Committee and hopes it continues. Her request is that those reports be more accessible to the public.

Jo Wistnie – PACC issues

Voiced her concern regarding the abuse by an inmate to a barking dog sprayed by a high velocity hose. When a volunteer approached them and asked them to stop doing that to the dog, they disregarded her. She feels that the inmates need better supervision in not only cleaning but also the way they interact with the animals.

8. Adjournment

The meeting adjourned at 6:45 p.m.



PACC Data Summary

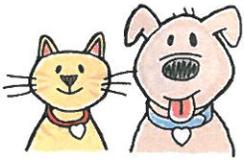


02/01/2017 to 02/28/2017

02/01/2016 to 02/29/2016

Shelter	Dog	Cat	Total <small>**Includes all animals brought PACC</small>	Dog	Cat	Total <small>**Includes all animals brought PACC</small>
Total Pets at Shelter at the Beginning of Month	243	134	377	213	115	328
Total Pets at Shelter at the End of the Month	261	135	396	278	109	387
Strays	450	95	547	501	107	615
Owner Surrender	165	98	264	290	127	436
Confiscate	59	93	153	69	14	93
Animals Returned	37	9	46	29	9	38
Animals Returned from Foster	24	16	36	24	54	77
Owner Requested Euthanasia	63	12	77	147	25	174
Quarantine	37	3	43	33	4	38
Transfer	1	0	1	2	1	3
Wildlife			16			17
Non-Live Intakes	91	67	165	103	50	173
Total Intakes	926	392	1,349	1,197	392	1,664
Total Live Intakes <small>** (Dogs & Cats)</small>	810	294	1,104	1,068	284	1,352
Outcomes						
Adoptions at PACC	432	132	565	457	141	615
Adoption Offsite	36	16	47	82	82	135
Adoption to Rescue	54	26	80	94	11	105
Transfers to Other Agency	3	41	44	10	29	41
RTO	223	23	247	189	12	211
Euthanasia	132	34	173	199	42	251
Non-Live Outcome	3	11	14	9	10	19
Save Rate	89.31%	91.20%	89.24%	90.40%	90.60%	89.70%

**save rate: Live Intakes – Non Live Outcome / Live Intakes – Owner Requested Euthanasia



PACC Data Summary



02/01/2017 to 02/28/2017

02/01/2016 to 02/29/2016

Enforcement	Dog	Cat	Total	Dog	Cat	Total
Number of Calls Taken	1,320	182	1,543	1,590	138	1,793
Number of Responses	1,059	198	1,354	1,327	159	1,547
Law Enforcement Responses	89	10	99	150	3	156
Cruelty/Neglect Calls	97	2	101	115	4	119
Bites	109	8	113	105	4	109
Strays	506	30	536	569	30	603
Calls Cancelled	213	8	222	462	8	472
Licensing						
New Licenses	717			2,740		
Renewals	5,209			6,912		
Development *Not Including Friends of PACC						
Total Donations	\$67,508.66			\$24,561.02		
Licensing Add-ons	\$19,335.00			\$16,804.04		
Grants/Contracts						
Clinic						
S/N Procedure Performed	368	133	502	506	122	632
Special Procedures Performed	119	28	147	0	0	0
Total Number of Treatments	5,038	1,335	6,378	6,941	1,520	8,461
Medication Administered	11,601	1,347	12,966	10,857	2,470	13,337
Volunteering Program						
Active Volunteers			347			277
Total Hours of Service			5080			4600
Community Cat						
S/n Via PACC						
S/N Public						