

**APPROVED**  
**5-18-17**

1. Call to Order

Dr. Garcia called the meeting to order at 4:00 pm.

A. Roll Call

Present:

Tamara Barrick

Christy Holliger

Suzanne Droubie

Jose Ocano (Non-Voting)

Andrew Squire

Rhonda Pina (late)

Pat Hubbard (late)

Dan Eckstrom

Absent:

Barry Gillaspie

Gail Smith

Kristin Almquist

Erin O'Donnell

B. Pledge of Allegiance

Dan Eckstrom led the Pledge of Allegiance

2. Adoption of March 9, 2017 Meeting Minutes

Motion to approve minutes as written was made and seconded. Motion carried unanimously.

3. Standing Item

A. Data Summary – Questions/Comments

Mr. Ocano informed the committee that the reason for the low numbers under Licensing is that they are still behind in processing. Returns are currently being evaluated to determine best practices in calculating the return rate and capturing the data to determine the reasons for the returns.

Dr. Garcia pointed out that the Total Live Intakes this month are lower than the previous year. The hope is this trend will continue due to the practices in place to keep animals in their homes and work with families to be successful.

Mr. Ocano said that at the last meeting, the Committee asked for data on the Pet Support Center. He said that Owner Surrender Cats had 77% of clients proceed with their appointments; Owner Surrender Dogs had 66% of clients proceed with their appointments; Stray Surrenders had 30% of clients proceed with their appointments and Adoptions Returns had 55% of clients proceed with

their appointments. Mr. Ocano feels that the Pet Support Center offers pet owners solutions and goals to be able to keep their adopted animals if they take the advice and implement. The hope is that if this trend continues, in the future there will be decrease overall in pet returns at intake.

#### 4. Old Business

##### A. Update on actions related to SOP 100.021 and 210.002

Mr. Ocano informed the Committee that the yellow highlighted areas on the SOPs are the recommendations made by the Committee. The gray highlighted areas are expansions and clarifications that PACC deemed necessary.

Ms. Hollinger's question regarded areas of concern she has previously voiced and was told that these are goals PACC is striving to implement. She wondered what the timeline is to reach these goals. Mr. Ocano said that Mr. Davis and Ms. Hansen are going through the document and pulling out key issues to put into a one-page document to send to the volunteers. Mr. Ocano feels that the biggest issue continues to be the current vendor and switching to a new one will alleviate many issues. Dr. Garcia told the Committee PACC has been working with Procurement to work through the process for bringing in a new vendor and identify a funding source. Dr. Garcia said the reason for using Inmates was cost but he does not think that working with the Jail will produce the changes that need to occur and a new vendor needs to be brought on as soon as possible and hopes to have this resolved by the end of the fiscal year ending June 30th.

Ms. Hubbard added that the biggest job the Committee has is looking out for the welfare of the PACC animals to keep them healthy and sound. She is very happy that PACC is moving forward to getting a company on board to take on the responsibility instead of the Jail inmates.

Mr. Eckstrom asked to go on record as saying that even though the desired date to get through the Pima County Procurement Process and have someone on board by June; the actual start date might be much later. Ms. Hubbard asked to make sure the records capture Mr. Eckstrom's concern.

#### 5. New Business

##### A. Budget funding scope and justification for new position as Aid to the Volunteer Coordinator

Mr. Gallick handed out the Functional Job Description for the PACC Volunteer Program Support Specialist position, which will support Gina Hanson, Volunteer and Outreach Coordinator. Per SAWA, the average number of volunteer support staff is at a minimum of 1:500. Anything beyond this number lends to programmatic challenges such as decreased communication, lack of proper training and support, increased instances of burn out and decreased volunteer retention rate due to poor job satisfaction. PACC has over 1,100 registered volunteers with over 500 active volunteers each month helping in 25 different functions logging 68,000 hours. Without the support of the volunteers, PACC would have to decrease the level of care given our animals or increase

staffing levels by as many as 13 FTE's with an estimated annual cost of \$500,000. By filling this position, PACC will be able to:

- continue to grow the volunteer program to meet the increasing standards of animal care that our community expects,
- expedite the recruitment and training processes for new volunteers,
- support the needs and advancement opportunities of all volunteers,
- reduce the stress and emotional fatigue that many volunteers experience, and
- increase communication between staff and volunteers and increase the overall volunteer experience.

Mr. Gallick asked the Committee for their recommendation that PACC can move forward and hire this position. Ms. Hubbard asked about the cost of the position and the ability to absorb it into the budget. Mr. Gallick told the Committee that the cost of hiring this position is \$39,235 per year including benefits. The person hired will have solid communications skills to perform the trainings and support the unit and the volunteers. Mr. Squire said that he would not be able to vote on this at the meeting, as he did not have the necessary information to take to his managers and get their buy-in. Ms. Hubbard said that this is an action item and a motion can be made tonight. She asked for a motion for a motion. A motion was made, seconded and carried unanimously.

Dr. Garcia informed the Committee that it is possible a philanthropic donation might be available to underwrite the position and that avenue is being evaluated.

#### B. Summer Tent planning and preparation

Dr. Garcia informed the Committee that PACC and Pima County Facilities Management has been meeting to make this the last summer in the tent. Mr. Kino Davis and Ms. Lisa Josker, Facilities Management Director will talk about the plans that have come out of those discussions.

Mr. Davis said that this will be the fourth summer in the tent and during the last three summers, PACC has learned what does and does not work. To minimize issues experienced during the summer months, Facilities has already come out to go through the equipment to ensure they are in proper working order. Now PACC is looking at other things to do in addition to make the tent more comfortable. The HVAC has been located and will be relocated to PACC and hooked up. This will act as an emergency cooling system in the event power is lost as a generator can power it. PACC wants to replace the three evaporative coolers with air conditioner units and looking at ways to vent hot air out. In the event of storm damage to the tent this summer, PACC is putting together emergency evacuation plans and places to take the dogs quickly.

Lisa Josker said that months of planning and discussion have occurred regarding the use of the tent this summer. The plan is to use evaporative coolers during the months that make sense and adding additional air conditioners but even with these measures, the tent will never feel the way everyone wants. Facilities main concern is what is going to happen if there is a weather event during the monsoon season that causes the tent to be unusable. Facilities management has staff on call 24/7

who will be able to respond immediately and work closely with PACC staff to figure out the best course of action. Ms. Josker feels that enough planning has occurred between PACC and Facilities to handle an event that occurs to make the tent unusable. She said and PACC are working towards with the contractor to try to ensure is the last summer that the tent is used.

Ms. Hubbard asked if in the event of a disaster, they have considered looking at the using Pima Domestic Annual Response Team (PDART). Mr. Davis said that he has taken out the document and working to fulfill the promises that document makes. He has identified that the Humane Society has a shelter trailer that is pre-stocked with kennels and supplies that can quickly be set up as an emergency shelter and PACC has gone through some training with them and did a mock-up. PACC is getting a trailer of the same size and will be putting together a similar setup for an emergency shelter. He has also identified other locations that can be used for emergency shelters such as the fairgrounds, the stadium grounds, the military base, the Marana airfield, the greyhound park and several of the local rescues and shelters. Mr. Ocano added that an additional option is a call-out for emergency fosters which would include individuals that are not currently fosters. PACC is working toward what steps need to occur to make this happen. Currently there are about 50 names on the emergency foster list that PACC staff can call to clear out the majority of the tent animals. If further help is need, PACC will call the media to ask for help getting the word out.

Mr. Squire asked if any consideration has been given to the many vacant warehouses along Grant that could be used in the event of the tent failing. Mr. Davis said that he has begun that discussion this past week. Mr. Squire said that the City of Tucson would be happy to help and suggested that he and Mr. Davis sit down and discuss the issue. Ms. Josker said that she would like to be involved in the discussion.

Ms. Holliger asked if the large HVAC unit would be used all the time during the peak season. Ms. Josker said that it is only used for emergencies. Ms. Holliger said there are insufficient electrical drops in the tent and asked if there was a way to get more, so fans or coolers can be plugged in when needed.

C. Discussion possible action relating to nonparticipating jurisdictions with PACC

a. Draft Ordinance Relating to Animals; Amending Pima County Code Chapter 6.04

Mr. Ocano informed the Committee that Marana is moving forward to not partnering with PACC. PACC will be available to help them transition as much as possible so the animals are taken care of; but the language in the current ordinance needs revisions to contain language pertaining to non-IGA holding partners. PACC took the opportunity to thoroughly go through the ordinance and make substantive changes to the wording and the fee schedule.

Dr. Garcia asked the Committee to provide a statement of support on the revised fee schedule. The Committee made a motion to provide a statement of support to the BOS. The motion was seconded and passed unanimously.

D. Methods for recognizing volunteer of the month

Ms. Hubbard stated that during her time with the Humane Society, there was a program for recognizing volunteers monthly and it was very difficult to be unbiased. The Humane Society decided to do instead was have one or two functions per year for the volunteers and provide certificates for hours worked.

Ms. Gina Hansen inform the Committee about how she envisions recognizing the volunteers. Ms. Hansen said there are different ways that volunteers are recognized. Each month, volunteers vote and select two volunteers who receive a \$25 gift card. Incentives from Loyal Pet and Central Pet are given to volunteers for numbers of hours worked. Volunteer can also thank each other for doing a good job and provide them with a token of appreciation by picking a prize from the goodie bag.

Mr. Ocano said that in terms of the agenda item it was Ms. Pina's suggestion that the PCACAC provide a certificate to the volunteers of the month. Ms. Pina said that her intent was to provide those volunteers who were chosen by their peers a certificate from the Committee to thank them for their service. Dr. Garcia said that it is easily accomplished by having Ms. Hansen communicate the name to Ms. Yandow who will generate the certificates and give them to those volunteers at the meeting. Ms. Hubbard asked Gina to supply a bio on the individuals when they present the certificate.

6. Announcements

A. Management Report

Mr. Ocano announced that he has taken a new position with Best Friends Animal Care Society and will be leaving PACC on April 28. The interim organization chart he provided shows the division of leadership until a new Director is appointed following a national search. Dr. Garcia is looking for a national recognized Director to run PACC as its own independent department beginning the new Fiscal Year. In the interim, there will be four senior managers overseeing the operation. Kino Davis will oversee field services/dispatch and licensing, Michele Figueroa will oversee the clinic and shelter, Justin Gallick will oversee live release program, volunteer/education and pet support center and Karen Hollish will oversee development, marketing/communications and PIO.

B. Committee

None

C. Vice Chair (Hubbard)

Ms. Hubbard announced her involvement with Santa Cruz and the MASH program. This year will not be as large as it has been but rather a mini MASH will be held at the same location on the 3<sup>rd</sup> weekend in October.

D. Volunteer Representative (Holliger)

Ms. Holliger thanked Mr. Ocano for all he has done for the volunteers over the years. She feels that the epidemic in the shelter has stabilized and there is not a lot of disruption. Ms. Holliger also mentioned that the materials are not posted on the site as they have in the past. Ms. Hubbard asked Ms. Yandow if only the agenda and minutes are posted and Ms. Yandow confirmed that is all that goes on the site. Ms. Holliger said that she would post the materials on the Volunteer website.

## 7. Call to Audience

### Jo Wishnie – Adoption Returns

Ms. Wishnie expressed concern over the adoption return percentage increase over the past year and wondered what the reason(s) are for the increase in returns.

### Sandy Holland – Declaw Policy

Ms. Holland asked PACC to reconsider its current policy on declawing cats. Currently cats under one year can be declawed if the adopter wishes it. She asked that PACC not adopt cats to owners that want them declawed.

### Marcie Velen – Data Summary

Ms. Velen asked if a couple of items could be added to make the data report more user friendly. She said the Save Rate percentage do not show the breakout of the euthanasia number that goes into that formula so the number cannot be calculated.

### Jane Schwerin – Adoption Returns

Ms. Schwerin pointed out that the number of adopted animals returned is not the only number that should be considered, as it is possible that many of these animals are not being returned but abandoned. According to the law, you do not have to adopt animals out to everyone who wishes to adopt.

## 8. Future Agenda Items

Clearer data on Adoption Return  
Discuss declaw policy  
Update on Summer Tent Planning

## 9. Adjournment

The meeting adjourned at 5:45 p.m.