

Approved
8-10-17

1. Call to Order

Mr. Gillaspie called the meeting to order at 4:00 pm.

A. Roll Call

Present:

Kristin Almquist
Suzanne Droubie
Dan Eckstrom
Barry Gillaspie
Christy Holliger
Pat Hubbard
Rhonda Pina
Gail Smith

Absent:

Tamara Barrick
Jose Ocano (Non-Voting)
Erin O'Donnell
Andrew Squire

B. Pledge of Allegiance

Mr. Gillaspie led the Pledge of Allegiance

2. Adoption of May 18, 2017 Meeting Minutes

The minutes were unanimously adopted as written.

3. Standing Item

A. Data Summary – Questions/Comments

Mr. Gillaspie said that even though the data summary is on the agenda as informational, at the last meeting it was determined not to have a lot of discussion on it until the quarterly. He said the committee could still comment on it if they chose to but not to ask about trends as there is not enough information to do that and those type of questions should be saved for the quarterly report presentation. Ms. Almquist asked when the quarterly report would be presented. Mr. Gillaspie said it probably be September. Mr. Gillaspie pointed out that one of the volunteers made a comment to him about the return rate still being high and he wanted to include that in the minutes.

4. Old Business

A. PACC Animal return rate, preliminary analysis

Mr. Gallick passed a preliminary analysis of the PACC return rate, which shows a 23% decrease in admissions and an increase in the number of pets with live outcomes over the last seven years. The number of animal's returns versus adoptions graph CY 2011-2017 shows a yearly increase in adoptions and a consistent level of returns (lowest 4.5% to highest 5.8%) over the same period and below the ASPCA national average of 6%. The percent of returned pets compared to live intake for 2017 is 3.8%. Included in the return rate are pets returned more than one time. He said that PACC is in the early stages of monitoring returned pets and gathering the reasons for the multiple visits. The increased level of tracking detail will provide PACC with the data necessary to understand the challenges and help form specific and improved solutions that reduce pet returns. These steps reinforce PACC's commitment to save more lives than ever before.

Mr. Gillaspie asked what kinds of data they would be capturing. Justin said for the past two months they began capturing the reasons why the animal was returned and said that this information will help PACC identify the causes of returns.

Dr. Smith asked if there was money set aside for behavioral issues to help an animal become more adoptable. Justin said the "keep family together funds" can be used for this purpose but have guidelines as to how they can be used. She also asked if more animals are returned after a big adoption event. Justin said there are more but they are looking at better adoptable promotions that can be spread around the community. Dr. Smith inquired if the Adoption Package could be put on line before an adoption event so that adopters can view it before they come. Justin said that IT will be redoing the website and there will be a button to lead adopters to all 88 handouts.

Ms. Holliger said that there are larger returns from an Adoption Event. She feels that it is due to the amount of people that come in compared to the number of staff available to help them. The adopters are not given the time to decide and think it through. Therefore, there are a lot of returns for minor reasons and not major ones. She asked what happens to the owner surrender reports. Justin said they are filed with the original kennel card and offered to the adopter. Ms. Holliger asked if a copy is kept in case the dog is returned. Justin said that currently they are not being scanned but can be looked up in Chameleon.

Ms. Pina asked if the pets go home with the adopter at the offsite adoption event. Mr. Gillaspie told her that they are taking home that day. Justin said that is a PetSmart requirement that the dogs PACC sends are ready to go home.

Mr. Gillaspie informed the Committee that he would like to continue delving into the causes of the return rates and how all the pieces fit together. He would like to have further discussions with the new Director and Justin in the coming months. Ms. Hubbard suggested that perhaps it is time to get a committee together to begin interpreting the laws such as "suitable home".

B. SOP 900.017 Emergency Procedures for the Tent (Questions/Comments)

Kino apologized for not having an updated copy of SOP 900.017 available to hand out but the changes to it have been minimal. The biggest change was regarding the emergency generator for the tent as previously it mentioned there was a spot to hook one up if needed but the generator has now been pre-staged during the power swap for the new building. The generator worked very well during the power swap keeping the tent cool and it was decided to leave it in place for the life of the tent and when needed to call Facilities to come up and hook it up.

Facilities has done other proactive modification outside of the SOP. These changes include the perimeter cable replaced with a heavier cable to keep the tent from blowing up. This new heavier cable should last the remaining life of the tent. Four additional industrial fans were moved from the middle of the walkways and strategically placed in the ceiling. The outside cooling units were painted with a white cooling paint that has been instrumental in keeping the tent cool. Unfortunately, we are approaching monsoon season which will increase the humidity and diminish the effect of the units a lot. He feels that every option to keep the tent cool has been employed during this last year of operation.

Christy Holliger asked about repairs to the small air conditioner units. Facilities said that the cost of the repair is not worth it so Kino is working with them to replace.

Kristin Almquist said that she wanted to say thank you for all the updates the Committee received during the past month. The information is helpful to know when talking to their constituents.

C. SOP 100.021 Commitment to animal Wellbeing Review, accountability refinement

Mr. Gillaspie said that the concern of the Committee when they first reviewed this SOP is that there was not any accountability attached to individual staff members.

Michele said she was not aware of that request. She said that the SOP is aspirational and their goals outlined are best practices. PACC is working towards achieving these goals.

Kino said that when he wrote the SOP to be lofty and broad reaching vision statement as the standard that all of PACC follows. However, within each division the first SOP is a daily routine. This allows the division to control their operations more efficiently. Mr. Gillaspie said that he feels that there still needs to be a person identified in the SOP who will in turn be able to delegate authority to the individual divisions.

Ms. Hubbard asked about the language in the SOP regarding feeding and wants to ensure that the wording "**age appropriate**" appears. Kino said there is a separate SOP that specifically spells out feedings by breed, weight and age.

Ms. Holliger said that she appreciates the steps taken to raise the standards at PACC.

5. New Business

A. Recap of Microchip Marathon

Michele Figueroa said that the Microchip Marathon on June 8 had 192 animals seen in a 2 ½ to 3 hour period during which time they implanted microchips and/or gave vaccines to both dogs and cats. The main take away from the event is the community need for this kind of event to supply these resources. There is another one planned on Saturday, July 15 at the South Tucson Fire Department.

Mr. Gillaspie asked Michele what she learned from the experience. She said that it should not be outside in the middle of the summer and she felt the sign in area should be positioned further back so it is the first thing that people see. Water stations need to be spread out along the line instead of only in one area. Separating the micro chipping from vaccines in order to streamline the process.

B. Update of breed labels assessment

Mr. Gillaspie said that the reason this item was pulled from the agenda is so Kristen Auerbach can present, as she is a subject matter expert and asked to be the person to present this at the next meeting.

6. Announcements

A. Management Report

- a) Mr. Davis said that Dr. Garcia had planned on presenting the new Director to the Committee and asked Kino to cover for him. Kino explained to the Committee that Ms. Auerbach is now officially at PACC but is currently at a Best Friends Conference. She will be in the office on Monday, July 17 and everyone at PACC is very excited to have her on board.
- b) Mr. Davis introduced the new veterinarian at PACC, Dr. Karyn Wesley. Dr. Wesley told the Committee that she is a newly graduated from Colorado State University but prior to that she lived in Tucson and is an alumni of the University of Arizona. She started at PACC on June 12 but had been in contact with Dr. Wilcox for the last few months in preparation for working at PACC.
- c) Justin said that on Saturday, July 15, PACC will be at the South Tucson Fire station offering a microchip and vaccination clinic. They will be using the leftover microchips from the Microchip Marathon. They will also be offering free Rabies, Parvo and the 300 donated Lepto vaccinations as well as collars and leads to individuals that need them. The Lepto vaccines are only offered to individuals who say that are able to pay for the second one, as the first vaccination is useless without the second.

B. Chair (Gillaspie)

Mr. Gillaspie announced the two volunteers during the month of June. They were Diana Kring and Linda Myatt. Diana has been at PACC for over 3 ½ years and has given over 1300 hours of her time walking dogs at least 2 times per week. Linda Myatt has been at PACC for almost 4 ½ years and has given about 1000 hours of her time walking dogs at least 3 times per week. He said the signed certificates and Gina Hansen would hand them out to the volunteers.

Mr. Gillaspie said he has have conversations with the new Director and they spoke about having the Committee pursue a new direction. She asked that while she addresses operation issues at PACC, the Committee would focus on the enabling legislation that makes PACC what it is and look at the gaps and archaic laws that need to be updated. This is exactly what the Committee should be doing, as it is an advisory committee to the BOS. Ms. Hubbard said that supporting the new Director will help make her successful as well.

C. Committee

None

D. Volunteer Representative (Holliger)

Ms. Holliger said that Gina Hansen provided her with the volunteer hours from last year, which totaled 72,961 hours or 35 FTEs. Justin said that the overall value of a volunteer is \$23/hour, which provides PACC with a significant resource. Ms. Holliger said that she gives all the credit to Gina who does all the recruiting and the training.

Ms. Holliger told the Committee about the big adoption weekend in an attempt to clear the tents because of tent closure due to the extreme temperatures. Tent closures make it difficult to not only walk dogs but the dogs also misses adoption opportunities.

Ms. Holliger mention all the enrichment programs that new behaviorist has instituted and she is currently in the planning stages of many others such as playgroups, behavioral evaluations and cat enrichment programs as well. She said that you could see the difference it makes in all the animals.

7. Call to Audience

Mary Carpenter Pandhi – Adoption Rate of Returned Animals

She told the Committee that Jane Schwerin asked her to come to speak as she is a huge animal advocate and wanted to say thank you to PACC for they do for them. She asked if animals are tracked if they go to another state. Mr. Gillaspie told her that the rules governing the committee does not allow them to respond to questions from the audience. She can ask questions and the Committee can put them on a future agenda. She said that she would like to see more social media advertising dogs in an attempt to help reduce the numbers in the shelter and see more fostering. She said that if all pet owners would spay/neuter their pets it would significantly reduce the population.

Jane Schwerin – Suitable Home

Ms. Schwerin asked that a definition for ***suitable home*** be developed even though the law is clear that an animal should only go to a suitable home.

8. Future Agenda Items

Dr. Smith asked if the new behaviorist could come and speak to the Committee

9. Adjournment

The meeting adjourned at 5:45 p.m.

DRAFT