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DENTON ANIMAL SHELTER ADVISORY COMMITTEE MEETING

Minutes from February 19, 2020

I. **Present:** Diana Leggett, Anne Sullivan, Randi Weinberg, Charles Hunter, Jonathan Birden,
Guests: Julien Peralta, Nicole Heyer, Ethel Strother, Stacy Romo, TWU students

Absent: Angela Paben, Sara Hensley

II. **Called to Order**
The meeting was called to order at 6:03 PM by Randi Weinberg

III. **Approval of Oct 16, 2019 minutes**
A motion was made by Randi Weinberg, seconded by Anne Sullivan to approve the minutes as reviewed.

IV. **Introduction of new member:**
Randi introduced new committee member Jonathan Birden

V. **Shelter Statistics**
Totals FY 19/20
Adoption 1,168, Return to Owner 281, Transfers 37, Euthanized 109, Intakes 1,581, Live Release Rate 94%.

A. Lobby Updates: Volunteer hours have jumped the most from December to January due to Gayla Nelson's move to Volunteer Coordinator. She has partnered with 29 acres (3x a week, 1 HR per person). Also partnered up with Robson Ranch and set up a group of volunteers out of their division.

The front desk runs with 2.5 FTE with about 2500 calls a month. Phone tree was updated. As of Jan 3, 2020, the Animal Shelter has partnered up with emergency dispatch and any emergencies will go directly to dispatch and not thru the office. The voicemail percentage has gone down which means more people are getting through and not sent to voicemail.

There have been 23,000 people who have who have come in the office based of the people counter at the front door. Saturday is the busiest day.

B. Field Updates: October 2019 is blank because a new cad system was set up and the information is pending. The police will be providing that information. Stray dog is the highest field calls received. There was clarification that "Quarantined"

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applies to home quarantines and "Service Calls" applies to miscellaneous calls such as donations.

VI. Shelter Project Updates

A. Website Update: Animal Services is working with the Public Affairs Department. There was a soft launch last Friday, 2/14/20 and the main kick off this Monday 2/17/20 with a new website. There is an internal link on the city website for Animal Services. We have updated the resources for surrendering animals, wild life and defined the daily operations of the shelter.

B. Emergency Response Plant – UNT: We are working on an emergency response plan specifically for Animal Services. We are teaming up with UNT and the Fire emergency teams to create this plan. The estimated roll out date is May 1, 2020. We have reached out to stake holders with the city regarding this plan. Other departments will help house animals if the shelter is evacuated.

C. TNR Shelter Colony- A safe place was picked and there is a house with bedding and another house with food and cedar bedding. Seven cats were released the first month. The colony is located back in the woods behind the shelter which is covered from the jogging trail. A few stray cats were reported in the soccer field. Other than that, the 7 cats seem to be doing well. The colony will continue to be maintained and monitored.

D. Denton Humane Society- The Animal Shelter has been working with Denton's Humane Society. They have been giving monthly donations of $500 along with other donations of supplies. In our newsletter, we post what the funds for used for. The Humane Society held a board meeting in the shelter and got a tour afterwards. They were surprised and pleased to see how far the shelter has come along.

E. Karen Deeds Training- On February 9, 2020, Karen Deeds, a dog behavioral trainer, came in and trained the staff. There were four hours of class time and four hours of hands on training. The staff learned how to do meet and greets with dog families. The Animal Shelter already incorporates a lot of Karen's assessments in their daily operations from day one of surrender, all the way to adoption and/or termination.

VII. Shelter Operation Updates

A. Reclassifications- After looking at different ways to help keep staff and lift moral, The Animal Shelter has created two lead positions. A Lead Kennel Tech (Roxy) and a Lead ACO. There were 4 ACOs reassigned to be strictly kennel techs, no field work. The Lead ACO position was just closed but a selection has not yet been made. The Lead ACO will be over the field work. The leads work as a new chain of command to help assist the management staff focus on other key areas.

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B. S.I.T. Program- Nicole Heyer is the first person to be a part of the S.I.T. program. (Supervisor in Training) This is a 6-month program that allows an associate to shadow supervisor and learn skills needed to assist the promotion down the road.

C. Assurance Program- The new leads will head an assurance program which will oversee and monitor the kennels and animal's caretaking. They will have certain KPIs (key performance indicators) that will give them zeros if not attended to. All calls at the front desk are recorded and the calls are listened to and graded. It helps to see if customers are getting the information needed and if the CSRs are being attentive.

D. Volunteer Updates- Gayla will be conducting two off site adoption events a month beginning in April.

E. Wildlife Seminars- Ethel will be doing onsite wildlife seminars available to the public.

F. Offsite T.C.A.P. Clinics-In April, we will be doing a TCAP vaccination in the community.

G. Tethering Ordinance- There is a meeting on Friday 2/20/20 with Sarah Hensley to see what the next step is in this tethering process. We also had a sit down with the Public Affairs Department to discuss communication with the community. There is a marketing plan in the works. We are looking to roll out the education part on June 1, 2020. This step will include an informational brochure to ensure the community is aware of what is coming up.

H. Dangerous Dog Ordinance- Several dangerous dog calls have come in recently. Ethel has put together a definitions page to help explain what is or is not considered dangerous. Ordinances do not typically spell out definitions. Some suggestions were made to cover dog bite scales, shelter requirements, nutrition and grooming. Also added were some specifics for dangerous dogs and possibilities for a dog to redeem itself after being labeled dangerous. The process to add these definitions to the ordinance will begin after the board reviews.

VIII. Q & A

Is online registration still in the works?

Yes. The application is online, and they are working with tech services on how payment can be received.

Any updates on the murals?

One is in the works now for the front cat room. The supplies have already been purchased and the work should begin shortly. The first mural should take about 2 weeks to complete.

What is the status of the portable pet carts?

The shelter has the supplies, we are just in need of the carts.

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Are there any continuing education classes for the ACOs?
Budget was increased this year specifically for training. So far, we have attended multiple conferences and there are many opportunities already lined up.

IX. Adjourned

The meeting was adjourned at 7:02 PM by Randi Weinberg

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Diana Leggett
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Diana Leggett

DocuSigned by:
Stacy Romo
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Stacy Romo