



PIMA COUNTY

PIMA COUNTY ANIMAL CARE CENTER ADVISORY COMMITTEE

November 10, 2016 – 4:00 P.M.

Herbert K. Abrams Public Health Center

3950 S. Country Club Road

Tucson, Arizona 85714

Room 1108

(520) 724-7987

| | Agenda Item | Type |
|----|--|--------------------|
| 1. | Call to Order A. Roll Call Kristin Almquist Tamara Barrick Suzanne Droubie Dan Eckstrom Barry Gillaspie Christy Holliger Pat Hubbard Jose Ocano (Non-Voting) Erin O'Donnell Rhonda Pina Gail Smith Andrew Squire B. Pledge of Allegiance | Action |
| 2. | Adoption of October 13, 2016 Meeting Minutes (All Members) | Discuss/ Action |
| 3. | Call to Audience – 3 minutes or less. Please refrain from repeating comments of another speaker. | Public Call |
| 4. | Old Business – A. Correction to By-Laws B. Dashboard iteration (2) | Discuss/ Action |
| 5. | New Business – A. Best Friends Community Cat Program a. Overview b. Partners c. Stainability B. Formalization of Operational Reports to PACCAC a. Volunteer Program b. Enforcement c. Adoption & Rescue Programs d. Shelter Operations e. Clinical Program f. Outreach g. Development h. Budget i. IT | Discuss/ Action |
| 6. | Announcements – A. Chair (Gillaspie) B. Committee C. Volunteer Representative (Holliger) D. Management Report (Ocano) | Discuss/ Action |
| 7. | Future Agenda Items (All Members) | Discuss/ Action |
| 8. | Call to Audience | Public Call |
| 9. | Adjournment | Action |

One or more members of the public body may participate by telephonic or video communications.

Should you require ADA accommodations, please contact the Pima County Health Department

five (5) days prior to the meeting at (520) 724-7987

A copy of the Agenda is available from the Pima County Health Department, 3950 S. Country Club Rd.,

Tucson, Arizona 85714 or at www.pimahealth.org

Pima County Animal Care Advisory Committee
Minutes
October 13, 2016
3950 S. Country Club Road
Tucson, Arizona 85714

Draft

1. Call to Order

Mr. Gillaspie called the meeting to order at 4:05 pm.

A. Roll Call

Present:

Kristin Almquist
Tamara Barrick
Suzanne Droubie
Barry Gillaspie
Christy Holliger
Pat Hubbard
Rhonda Pina
Gail Smith
Andrew Squire

Absent:

Dan Eckstrom
Jose Ocano (Non-Voting)
Erin O'Donnell

B. Pledge of Allegiance

Mr. Gillaspie led the Pledge of Allegiance.

2. Adoption of September 15, 2016 Meeting Minutes

The motion was made and seconded (Barrick/Smith) that the September 15, 2016 meeting minutes be adopted as written. The motion carried (8-0). (Mr. Squire had not arrived yet.)

3. Call to Audience

There were no speakers at this call to the audience.

4. Announcements

A. Chair

Mr. Gillaspie said announcements will be a regular agenda item.

B. Committee

Ms. Almquist provided positive comments regarding the PACC groundbreaking event and the volunteers and staff participating in the event. Ms. Hubbard thanked Health Department Director Dr.

Francisco García, staff and volunteers for their efforts for the recent MASH event. Ms. Pina commented that a colleague of hers adopted three animals from PACC, including a bonded mother and daughter duo. The colleague said the experience was very positive and the volunteers involved were wonderful. Dr. Smith announced a Friends of PACC fund raising event on November 5th. Dr. García thanked the current and former Committee members for their participation in the PACC ground breaking event.

C. Management Report

Dr. García introduced Justin Gallick. Jose Ocano and Mr. Gallick are Co-Directors of PACC with Mr. Ocano handling Internal Operations and Mr. Gallick being the Director of Community Engagement. Mr. Gallick oversees live release: adoption, foster, rescue, outreach and volunteer programs, as well as licensing; Mr. Ocano oversees the shelter, clinic and enforcement operations.

i. Pet Support Center Overview

Mr. Gallick reported on this item. Three and a half weeks ago PACC launched its pet support center with funding from PetSmart Charities. The center is essential a community resource phone bank focused on prevention, and retention versus sheltering. The center is also handling all adoption calls which increases customer service. Eventually they want the center to take all calls and forward enforcement calls to dispatch. The PetSmart funding is for one year and bequest money has been set aside for an additional year of funding, which gives staff up to two years to work on sustainability. The center is handling 1,500 to 1,600 calls a week and the staffing is currently three people.

ii. PACC Building Update

Mr. Gallick shared a brief slide show of the new facility. (Included in the record.) Phase one is the new construction scheduled for completion by the end of 2017, then phase two will be remodeling existing areas. The new PACC will have a higher percentage of indoor / outdoor kennels. The entry splits adoptions and admissions; and admissions are split for dogs and cats. Currently there is just one lobby which causes stress for both people and pets. The new facility will feature open adoption areas away from the kennel areas. Currently the adoption discussions take place at the end of a kennel row. The County has added the installation of solar panels to the project, without adding any costs. The panels will shade the enforcement vehicle parking.

iii. Dashboard Review (see New Business Item 6.A)

D. Volunteer Representative

i. PACC Staffing and Impact on Volunteer Workforce

Ms. Holliger said there are 1,200 active volunteers and 297 fosters. However, the core group of volunteers who serve on a regular basis is a much smaller number. Last fiscal year volunteers provided over 89,000 hours of service, which she valued at over \$2 million. Dog walking is the

activity consuming the most volunteer time. Serving as adoption counselors is a very important volunteer activity. Volunteering is stressful and there is burnout.

Staff vacancies adversely impact volunteers. Staff are hard to find and this lack of availability wastes significant volunteer time and leaves them with very limited access to information. Ms. Holliger suggested a limited access to Chameleon data as one way to help volunteers.

ii. Adoption Practices – Challenges and Development

Ms. Holliger said it is a challenge to balance managing overcrowding with safe quality adoptions especially when adoption staffing is extremely inadequate. The shelter routinely has free adoption events to ease overcrowding, but some question the quality of these adoptions. PACC has embraced a conversation based adoption model, but Ms. Holliger contends that lack of staff and volunteers, training gaps and free adoption events have led to some poor outcomes. Some cases involve adopters some feel should be ineligible due to criminal history or pet ownership history, but volunteers are told they cannot deny the adoptions due to legal restrictions. Ms. Holliger said improvements have been made and possible solutions have been discussed, but called for more efforts in improving adoption practices. Dr. García acknowledged the need for improvement especially in communication. This topic is to be a future agenda item.

5. Old Business

A. By-Laws Review and Ratification

The motion was made and seconded (Hubbard/Smith) that the by-laws be approved as written. Mr. Gillaspie said he thought in the first line the word “center” needed to be added after the word ‘care’ to make the Committee title the Pima Animal Care Center Advisory Committee. He also pointed out an extra period at the end of Article III, A.3. and the need to change Article IV, A.1. to the second Thursday of the month as the Committee decided at its last meeting. Finally, under Article IV D. he suggested the quorum be a majority of the voting members. A second motion was made and seconded (Gillaspie/Hubbard) that the by-laws be approved with the aforementioned edits. The second motion carried (9-0).

6. New Business

A. Proposed PACC Operational Dashboard Elements

There were three handouts for this item. One titled Basic Animal Data Matrix, one titled PACC Dashboard 9/1/2016 to 9/30/2016 and one untitled list of suggested bullets. (All included in the record.) The untitled bullets were items Dr. O’Donnell suggested. The discussion was focused on determining what data the Committee wants on a regular basis tempered with what staff tracks and can provide without excessive effort.

i. Best Practices from Other Animal Welfare Entities

The Animal Data Matrix handout is an outside entity suggestion for basic animal data collection based on data points agreed upon by several animal welfare agencies.

ii. Shelter Animals Count – Basic Data Matrix

Dr. García went over the PACC Dashboard handout logic. Items were chosen to represent different functions, and data was pulled from Chameleon (PACC's electronic animal management system). Dr. García said clinic and volunteer data still needs to be worked out as far as what the Committee wants. He continued that a dashboard is not meant to be a deep dive and more detailed statistics would be shared annually. Mr. Gallick went over the PACC Dashboard statistics.

Various comments and suggestions followed; they included:

- Current numbers don't mean much without other numbers, such as previous year's numbers and month to month numbers, to compare to;
- Not all Chameleon information is currently uniformly recorded in query-able fields;
- Detailed information would consume considerable Committee time to go over;
- Jurisdictional breakdowns could be helpful at times;
- PACC has a number of lines of business such as sheltering, enforcement, licensing, budget, volunteers and clinical services;
- Interest in quarterly / periodic, possibly rotating, deeper looks into the various lines of business was expressed;
- There needs to be balance as far as the time spent generating data compared to the use or usefulness of the data;
- Once the dashboard is fully defined it could be public on the web.

Dr. García suggested letting staff produce the next iteration of the dashboard, having heard the Committee's comments and suggestions, and then bring it to the next meeting for further discussion and refinement. The Chair agreed and this is to be an agenda item going forward.

iii. Enforcement Action Summaries

Dr. García requested the Committee hear the presentation for the next agenda item to inform them about the enforcement program, so that the Committee can then, with more understanding, request what type of regular information they will want regarding enforcement going forward. The Chair agreed.

B. Enforcement Program Assessment and Overview

Enforcement Manager Adam Ricci utilized two PowerPoint presentations (included in the record) to brief the Committee on the enforcement program. There was a difference between the Dashboard's calls number and Mr. Ricci's reported calls for the same month, so staff will have to look at how the calls are tracked and how the data is produced to standardize the data. Sixty percent of the calls were from the City of Tucson. There were 151 citations issued for the September calls. There were 255

reported bites in September; 172 of them were dog bites. Brochures are being updated to make them more appealing and current.

The second PowerPoint presentation include the philosophical shift from simply enforcement to “field services.” Mr. Ricci was voted to the Board of Directors for the National Animal Care and Control Association, which he called one of the premiere animal control organizations in the country. Mr. Ricci’s second presentation went over a number of training, resource and grant opportunities. The “field services” mindset includes using the field officers for outreach and services beyond enforcement.

7. Future Agenda Items

Jurisdictional support for the trap neuter release program (TNR), currently through Best Friends, going forward was a suggested topic, as well as numbers and information associated with the current TNR program and its partners. The dashboard information, and staffing and communications as it relates to the volunteer program were items mentioned during the meeting.

8. Call to Audience

There were three speakers at this call to the audience: Brenda Soeme, Jane Schwerin and Marcie Velen.

Ms. Soeme said she recently became aware of an article about PACC officers leaving two different dogs in trucks, one for three days and one for five days. She commented that if the officers cannot be counted on to uphold the laws and care for the animals, it makes a bad statement to the community. At least one officer is back to work after what she referred to as a slap on the wrist.

Ms. Schwerin, President of People for Animals in the Prevention of Cruelty and Neglect, referred to the same article and incidents as Ms. Soeme and said neither of the officers has been fired or charged with cruelty. She suggested the Committee put the topic on their agenda for discussion and asserted that if another person had done as these officers did, they would have been charged with cruelty. She wanted to engage the Committee in discussion on this topic; the Committee declined her invitation. Ms. Schwerin also directed a comment to Ms. Holliger regarding her comments about adoptions under item 4.D.i. Ms. Schwerin referred to Pima County Code 6.04.180, which states in part, animals shall be “placed by adoption in a suitable home.”

Ms. Velen suggested that there be follow up by the pet support center to learn what happened after the original contact. Regarding the dashboard information, she said the category of return to owner is significant and should be added. She also referred to non-live outcomes and said she would like to see the numbers on euthanized animals that could have been saved if resources were available to save them.

9. Adjournment

The meeting adjourned at 6:52 pm.



Pima Animal Care Center Advisory Committee
BYLAWS

ARTICLE I-NAME

The name of this Committee is the **Pima County Animal Care Center Advisory Committee (PACAC)**, hereinafter referred to as “the Committee”.

ARTICLE II-PURPOSE

The purpose of the Committee, pursuant to Pima County Code Title 6 Chapter 6.04.100, is to make recommendations to the Pima County Board of Supervisors and staff to help make the Pima County Animal Care Center a facility that continues to benefit the welfare of the animals and community it serves. In furtherance of this purpose, the Committee shall:

- A. Act in an advisory capacity to the Board of Supervisors in the review and development of animal ordinances and any other issues requested by the Board of Supervisors;
- B. Review and evaluate the general operations of the center in order to make recommendations to the board of supervisors for the purpose of assuring that:
 1. The center's operations promote the public health and safety; and
 2. The center safeguards the health and well-being of dogs and cats and strives to implement best practices and procedures of animal control and welfare.
- C. Study and make recommendations regarding the provision of services and facilities for the care and control of animals by the County;
- D. Study and make recommendations regarding cooperation between the County, other government entities, veterinarians, professional animal handlers, animal owners, community safety groups, and humane groups in the care and control of animals;
- E. Study and make recommendations regarding the County's animal population relative to animal care and control in the County;

- F. Study and provide research, guidance, advice, and contribute information relevant to PACC programs, policies, and procedures;
- G. Serve as liaisons to the community, increasing support and awareness of Pima County Animal Care Center;
- H. Perform such additional duties involving care and control of animals as may be assigned by the Board of Supervisors.

ARTICLE III- MEMBERSHIP

A. Membership of the Committee consists of twelve (12) members (11 voting, 1 non-voting), appointed as specified in 6.04.100 of the Pima County Code.

VACANCIES: REMOVAL AND APPOINTMENTS:

1. All members serve at the pleasure of the Board of Supervisors. The Board of Supervisors may remove members for any reason without cause.
2. Absence from three (3) consecutive regular meetings without consent from the Chair may be grounds for the Committee to recommend that the Board of Supervisors, at its discretion, remove a member.
3. Any member may resign his/her appointment by submitting a letter of resignation to the Health Department Director.
4. In the event of a vacancy, the entity or individual who appointed the member whose removal or resignation caused the vacancy shall appoint a replacement to complete that member's term.
5. The term of office for members of the Committee is Pursuant to Pima County Code Title 6 Chapter 6.04.100.
6. All Advisory Committee members must observe the standards of conduct outlined in the Arizona Open Meeting Law.

ARTICLE IV- ORGANIZATION

A. MEETINGS

1. Regular meetings are held on the second (2nd) Thursday of each month. Meetings start at 4:00pm and conclude on or after 6:00pm, at the discretion of the Committee.
2. The meeting shall include two (2) calls to the audience, one (1) at the beginning of the meeting and one (1) at the end of the meeting. Each speaker shall have a three (3) minutes speaking limit.
3. On a quarterly basis, meetings may be held in partner jurisdictions as agreed to and approved by the jurisdictional partners and Pima County Health Department administrative staff.

B. OFFICERS

1. The Committee shall elect a Chair and Vice Chair to serve a two (2) year term. Bi-annual elections for these two positions are held at the first regular scheduled meeting in July. Vacancies for these positions shall be filled by a majority vote of the Committee at which a quorum is present.
2. The Pima County Health Department Director or Designee shall assign a staff person to act as Administrative Staff.

C. DUTIES

1. Chair
 - a. The Chair presides at all meetings of the Committee, calls special meetings, drafts and sends correspondence and otherwise performs all duties incident to the office and any other duties which may be prescribed by the Board of Supervisors.
 - b. It is the Chair's responsibility to ensure compliance with the by-laws and direction from the Pima County Board of Supervisors.
 - c. The Chair ensures proper order of the Committee and the public in all proceedings, following Robert's Rules of Order.
 - d. The Chair establishes, coordinates, and manages the agenda with staff. Committee members may request agenda items in the meeting or in writing through the Chair. On-going agenda items will be provided to the committee at monthly meetings.
 - e. The Chair represents the Committee before legislative and administrative bodies.

2. Vice Chair

- a. The Vice Chair shall perform the duties of the Chair in his or her absence. In the case where the Chair becomes ineligible to serve or otherwise vacates the office, the Vice Chair shall, upon the date of ineligibility assume the position and responsibilities of Chair for the term, and in such case a new Vice Chair shall be immediately nominated and elected.

3. Administrative Staff

The Administrative Staff shall ensure that each meeting is legally noticed and posted pursuant to the Arizona Open Meeting Law.

D. QUORUM

A majority of the voting Committee members constitutes a quorum to hold a meeting or take any action, including election of officers.

E. VOTING RIGHTS

- a. Each voting member is entitled to one (1) vote and may cast that vote on each item submitted. Proxy votes and absentee ballots shall not be permitted. Remote attendance and electronic voting may be permitted with the consent of the Chair.
- b. Committee members must avoid conflicts of interest while serving on the Committee. Conflicts of Interest shall include:
 - i. Actual Conflict of Interest: Committee members must comply with federal, state, and county regulations related to Conflict of Interest. No Committee member may participate in, take action, cast a vote, or lobby any other Committee member in relation to any project or proposal before the Committee that relates to business that the Committee member has a vested interest in.

6.04.100 - Advisory committee—Established—Powers and duties.

A.

An advisory committee known as the Pima County animal care advisory committee is established by the board of supervisors. The purpose of this committee is to:

1. Serve in an advisory capacity to the board of supervisors and to the manager of the Pima Animal Care Center;
2. Review and evaluate the general operations of the center in order to make recommendations to the board of supervisors for the purpose of assuring that:
 - a. The center's operations promote the public health and safety; and
 - b. The center safeguards the health and well-being of dogs and cats and is consistent with best practices and procedures of animal control and welfare; and
 - c. Establish by-laws that govern procedures for meetings and official correspondence.

B.

Membership of this committee consists of the following:

1. Community Organizations and Partners:
 - a. Each of the following organizations or associations appoints one committee member: The Pima County board of Health; the Southern Arizona Veterinary Medical Association appoint a practicing community veterinarian; Pima Animal Care Center Partners, which is comprised of one representative of each of the jurisdictions that have an intergovernmental agreement with Pima County; Friends of Pima Animal Care Center, the nonprofit fundraising arm of PACC; and the registered volunteers with Pima Animal Care Center.
 - b. The term of appointment for committee members appointed pursuant to subsection (B)(1)(a) begins July 1, 2016.
 - c. At the first advisory committee meeting following July 1, 2016, the committee members appointed by organizational partners as delineated in subsection (B)(1)(a) shall, through random selection, identify two members to serve four year terms through June 30, 2020 and three members to serve two year terms through June 30, 2018.
2. Board of Supervisors Appointees:
 - a. Each member of the board of supervisors of Pima County appoints one individual to serve as a member of the advisory committee.
 - b. The term of appointment for committee members appointed pursuant to subsection (B)(2)(a) begins July 1, 2016.

i. At the first advisory committee meeting following July 1, 2016, the committee members appointed by members of the board of supervisors shall, through random selection, identify three members to serve four year terms through June 30, 2020 and two members to serve two year terms through June 30, 2018.

ii. Each subsequent appointment, other than for the purposes of filling the remainder of an unexpired term, is for four years.

3.

County Administrator Appointees: The county administrator appoints one staff member and one community member to serve as members of the advisory committee.

a.

The staff member appointed by the county administrator pursuant to subsection (B)(3) serves a four year term and will serve as a non-voting member.

b.

The initial community committee member appointed by the county administrator pursuant to subsection (B)(3) serves a two year term beginning July 1, 2016.

c.

Each subsequent appointment, other than for the purposes of filling the remainder of an unexpired term, is for four years.

C.

Existing Members. The terms of any committee members serving at the time this section is adopted expire June 30, 2016.

D.

Responsibilities of Each Committee Member:

1.

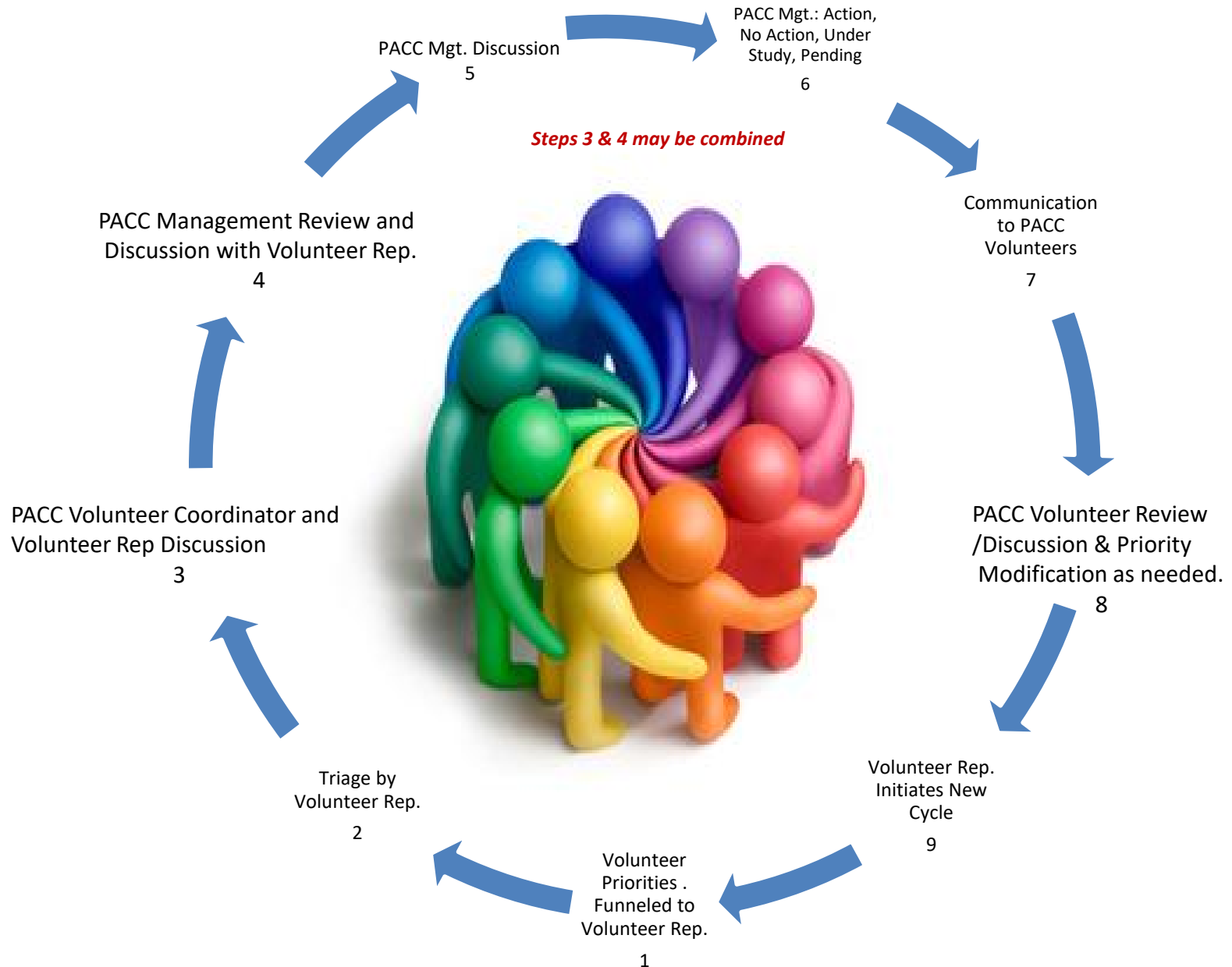
Attend all meetings; and

2.

Be informed about the Pima Animal Care Center's mission, services, policies and programs.

(Ord. 2016-15, § 1, 2016; Ord. 2015-18 § 1, 2015; Ord. 2012-33 § 1, 2012; Ord. 2011-74 § 1, 2011; Ord. 2004-17 § 1 (part), 2004; Ord. 2002-80 § 1 (part), 2002; Ord. 1998-55 § 1, 1998; Ord. 1998-15 § 1, 1998; Ord. 1988-12 § 1, 1988; prior code § 15.04.090)

Monthly Communication Flow PACC Mgt. and Volunteers



Process subject to modification