



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES

MEETING AGENDA
Tuesday, December 9, 2014
7:00 PM

**RAMONA HALL COMMUNITY CENTER
4580 NORTH FIGUEROA STREET
LOS ANGELES, CALIFORNIA 90065**

DAVID ZAFT
President

ALANA YAÑEZ
Vice-President

JENNIFER BRENT
LARRY GROSS
ROGER WOLFSON

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. For information please call (213) 482-9597.

Si requiere servicios de traducción, favor de notificar a la oficina con 24 horas de anticipo.

I. ADMINISTRATIVE APPEAL HEARINGS

1. Dangerous Animal Case: DR 141016 NC
Respondent: Martin Rincon, Yvette Rincon, and Evelyn Barrios and Santos Baltierra
Complaining Witness: Melissa Valenzuela
West Valley Animal Care and Control: Lieutenant Troy Boswell
2. Dangerous Animal Case: DA 135119 EV
Respondent: Sharona and Tournon Farhadian
Complaining Witness: Harriet Ephraim
East Valley Animal Care and Control: Captain Wendell Bowers

II. REGULAR COMMISSION MEETING

1. PUBLIC COMMENT PERIOD - (Comments from the public on items of public interest within the Board's subject matter jurisdiction that are not on the Agenda; two minutes per speaker.)

Public Comments: The Brown Act prohibits the Board and staff from responding to the speakers' comments. Some of the matters raised in public comment may appear on a future agenda.

2. COMMISSION BUSINESS

Approval of the Minutes for the Meeting of November 25, 2014 (Action Item; public comment limited to one minute per speaker).

3. ORAL REPORT OF THE GENERAL MANAGER (Public comment limited to one minute per speaker.)

4. COMMISSIONERS' ORAL REPORTS AND FUTURE AGENDA ITEMS (Public comment limited to one minute per speaker.)

5. DISCUSSION ITEMS

A. Proposed Board Recognition/Commendation Program for LAAS Employees and Volunteers, Outside Organizations, and Independent Individuals (Action Item; public comment limited to one minute per speaker.)

B. Proposal to Use Animal Welfare Trust Fund to Pay for Health Certificates for New Hope Partner Animal Relocations to Partner Agencies (Public comment limited to two minutes per speaker.)

6. BOARD REPORTS

A. Volunteer Program Overview and Discussion on Making Greater and More Effective Use of Volunteer Time and Abilities (Action Item; Public comment limited to two minutes per speaker.)

B. Calendar Year 2015 Board Meeting Schedule (Action Item; public comment limited to one minute per speaker.)

7. ADJOURNMENT

Next Commission Meeting is scheduled for 10:00 A.M., January 14, 2015, at City Hall, 200 North Main Street, Room 1060, Los Angeles, California 90012.

AGENDAS - The Board of Animal Services Commissioners (Board) meets regularly every second (2nd) and fourth (4th) Tuesday of each month at 10:00 A.M. Regular Meetings are held at City Hall, 200 North Spring Street, Room 1060, in Los Angeles, CA 90012. Evening Meetings are held in various locations throughout the City, from 7:00 to approximately 9:30 P.M. The agendas for Board meetings contain a brief general

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description of those items to be considered at the meetings. Board Agendas are available at the Department of Animal Services (Department), Administrative Division, 221 North Figueroa Street, 5th Floor, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2nd floor Public Bulletin Board in City Hall East, 200 North Main Street, Los Angeles, CA 90012. Internet users may also access copies of present and prior agenda items, copies of the Board Calendar, MP-3 audio files of meetings as well as electronic copies of approved minutes on the Department's World Wide Web Home Page site at <http://www.laanimalservices.com/CommissionAgendas.htm>

Three (3) members of the Board constitute a quorum for the transaction of business. Some items on the Agenda may be approved without any discussion.

The Board Secretary will announce the items to be considered by the Board. The Board will hear the presentation on the topic and gather additional information from Department Staff. Once presentations have finished, the Board President will ask if any Board Member or member of the public wishes to speak on one or more of these items. Each speaker called before the Commission will have one (1) minute to express their comments and concerns on matters placed on the agenda. (For certain agenda items, speakers will have two (2) minutes.)

PUBLIC INPUT AT BOARD MEETINGS – **Public Participation on Agenda Items.** Members of the public will have an opportunity to address the Board on agenda items after the item is called and before the Board takes action on the item, unless the opportunity for public participation on the item was previously provided to all interested members of the public at a public meeting of a Committee of the Board and the item has not substantially changed since the Committee heard the item. When speaking to an agenda item other than during Public Comment (see Public Comment below), the speaker shall limit his or her comments to the specific item under consideration (California Government Code, Section 54954.3).

Public Comment. The Board will provide an opportunity for public comment at every regular meeting of the Board. Members of the public may address the Board on any items within the subject matter jurisdiction of the Board as part of Public Comment.

Speaker Cards. Members of the public wishing to speak are to fill out one speaker card for each agenda item on which they wish to speak and present it to the Board secretary **before** the item is called.

Time Limit for Speakers. Speakers addressing the Board will be limited to one (1) minute of speaking time for each agenda item except during general public comment period which is limited to two (2) minutes per speaker. (For certain agenda items, speakers will have two (2) minutes each.). The Chairperson, with the approval of a majority of the Board, may for good cause extend any speaker's time by increments of up to one (1) minute.

Brown Act. These rules shall be interpreted in a manner that is consistent with the Ralph M. Brown Act, California Government Code Section § 54950 et seq.

STANDARDS OF CONDUCT. Speakers are expected to behave in an orderly manner and to refrain from personal attacks or use of profanity or language that may incite violence.

All persons present at Board meetings are expected to behave in an orderly manner and to refrain from disrupting the meeting, interfering with the rights of others to address the Board and/or interfering with the conduct of business by the Board.

In the event that any speaker does not comply with the foregoing requirements, or if a speaker does not address the specific item under consideration, the speaker may be ruled out of order, their speaking time forfeited and the Chairperson may call upon the next speaker.

The Board, by majority vote, may order the removal from the meeting of any speaker or audience member

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continuing to behave in a disruptive manner after being warned by the Chairperson regarding their behavior. Section 403 of the California Penal Code states as follows: "Every person who, without authority of law, willfully disturbs or breaks up any assembly or meeting that is not unlawful in its character, other than an assembly or meeting referred to in Section 302 of the Penal Code or Section 18340 of the Elections Code, is guilty of a misdemeanor".

VOTING AND DISPOSITION OF ITEMS – Most items require a majority vote of the entire membership of the Board (3 members). When debate on an item is completed, the Board President will instruct the Secretary to "call the roll". Every member present must vote for or against each item; abstentions are not permitted unless there is a Conflict of Interest for which the Board member is obliged to abstain from voting. The Secretary will announce the votes on each item. Any member of the Board may move to "reconsider" any vote on any item on the agenda, except to adjourn, suspend the Rules, or where an intervening event has deprived the Board of jurisdiction, providing that said member originally voted on the prevailing side of the item. The motion to "reconsider" shall only be in order once during the meeting, and once during the next regular meeting. The member requesting reconsideration shall identify for all members present the Agenda number and subject matter previously voted upon. A motion to reconsider is not debatable and shall require an affirmative vote of three members of the Board.

When the Board has failed by sufficient votes to approve or reject an item, and has not lost jurisdiction over the matter, or has not caused it to be continued beyond the next regular meeting, the issue is again placed on the next agenda for the following meeting for the purpose of allowing the Board to again vote on the matter.

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BRENDA F. BARNETTE
GENERAL MANAGER

Report to the Board of Animal Services Commissioners

Brenda F. Barnette, General Manager

COMMISSION MEETING DATE: December 9, 2014

PREPARED BY: Rita Moreno, Management Analyst

SUBJECT: CALENDAR YEAR 2015 BOARD MEETING SCHEDULE

RECOMMENDATION

APPROVE the attached meeting schedule for calendar year 2015 along with the procedure for moving or canceling meetings.

BACKGROUND

Past practice has required the Commission to approve the meeting schedule for the coming year. Additionally, Commissioners must approve the dates and meeting times for the bi-monthly meetings.

A meeting schedule has been prepared for the second and fourth Tuesday of each month. The time of the meetings remains at 10:00 a.m. for day meetings held at City Hall. In addition, six evening meetings are scheduled for various parts of the City and begin at 7:00 p.m., concluding at approximately 9:30 p.m.

In order to avoid or reduce the issuance of meeting cancelations, an agenda item is included to determine the number of Board members available for the next scheduled meeting. In addition, Board members shall submit a quarterly calendar of days they may be unavailable for scheduled meetings. If it is apparent that there will be insufficient Board members for a quorum of a future scheduled meeting, the Board President or designee, shall inform the Board, General Manager and the Board Secretary of the meeting cancelation.

If a quorum will not be present for a scheduled meeting, the following procedure shall be followed:

Subject: Meeting Schedule

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1. The Commission President or designee is the only official authorized to cancel or reschedule a Commission meeting.
2. In the event a meeting must be canceled or rescheduled, the Commission President, or designee, shall inform the Department's General Manager and the Board Secretary of the cancelation or change in the meeting schedule.
3. The Board Secretary will then post a cancelation or change notice regarding the subject meeting on the Commission website and the door of the meeting room. In addition the Department of General Services shall be notified of the change so the room may be used by other City departments.

Attached is the proposed schedule for the 2015 Commission meetings.

Approved:

Brenda F. Barnette, General Manager

Subject: Meeting Schedule

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Date: December 9, 2014

To: Board of Animal Services Commissioners

From: Rita Moreno, Commission Secretary

Subject: CALENDAR YEAR 2015 BOARD MEETING SCHEDULE

In order to effectively plan for forthcoming Board of Animal Services Commission events, a schedule of meeting dates is submitted for your approval. Please review the list of prospective meeting dates and indicate any changes that may be required.

The 2015 Animal Services Commission meeting dates are as follows:

MONTH	SCHEDULED MEETING DATE	MEETING LOCATION
January	13	City Hall
	27	City Hall
February	10	City Hall
	24	<i>West Valley</i>
March	10	City Hall
	24	City Hall
April	14	City Hall
	28	<i>East Valley</i>
May	12	City Hall
	26	City Hall
June	9	City Hall
	23	<i>South LA</i>
July	14	City Hall
	28	City Hall
August	11	City Hall
	25	<i>Harbor</i>
September	8	City Hall
	22	City Hall
October	13	City Hall
	27	<i>West LA</i>
November	10	City Hall
	24	City Hall
December	8	<i>North Central</i>
	22	No Meeting

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BRENDA F. BARNETTE
GENERAL MANAGER

JOHN D. CHAVEZ
ASSISTANT GENERAL MANAGER

DR. JEREMY PRUPAS
CHIEF VETERINARIAN

**CITY OF LOS ANGELES
DEPARTMENT OF ANIMAL SERVICES
BOARD OF ANIMAL SERVICES COMMISSIONERS
NOTIFICATION OF ADMINISTRATIVE APPEAL HEARINGS**

**To Be Held:
Tuesday, December 9, 2014
7:00 P.M.**

**Ramona Hall Community Center
4580 N. Figueroa Street
Los Angeles, CA 90065**

This serves as formal notice pursuant to Section § 53.18(q) 4 of the Los Angeles Municipal Code (LAMC) to the following parties and witnesses in the appeal(s) listed below:

1. **Dangerous Animal Case: DR 141016 NC**
Respondent: Martin Rincon, Yvette Rincon, and Evelyn Barrios and Santos Baltierra
West Valley Animal Care and Control: Lieutenant Troy Boswell
Complaining Witness: Melissa Valenzuela
2. **Dangerous Animal Case: DA 135119 EV**
Respondent: Sharona and Touron Farhadian
East Valley Animal Care and Control: Captain Wendell Bowers
Complaining Witness: Harriet Ephraim

This hearing will not be rescheduled, except for good cause.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Sign Language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend.

For additional information, please refer to the Board's "Rules and Procedures for Appeals", or contact the Department of Animal Services at (213) 482-9558, or visit the Department's website: <http://www.laanimalservices.com/>.

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ARTICLE 4

ANIMAL WELFARE TRUST FUND

Section

5.200 Creation and Administration of the Fund.

Sec. 5.200. Creation and Administration of the Fund.

(a) There is hereby created and established within the Treasury of the City of Los Angeles a special fund to be known as the “**Animal Welfare Trust Fund**,” hereinafter referred to in this article as the “**Fund**.”

(b) The Fund shall be used to augment established programs and activities of the Department of Animal Services, other than those involving pet sterilization, and may be used for the acquisition, construction and maintenance of land and capital improvements and the purchase of equipment, services or furnishings in support of such programs and activities, subject to any special terms or conditions attached to individual gifts, contributions or bequests to the City.

(c) Monetary gifts, contributions or bequests to the City, to the Department of Animal Services, to a division or operation thereof or to the General Manager thereof for the acquisition, construction and maintenance of land and capital improvements or for the purchase of equipment, services or furnishings in support of the programs and activities of the Department of Animal Services, other than those involving pet sterilization, which exceed in value the sum of \$25,000, shall be submitted to the City Council for acceptance or rejection. Such monetary gifts, contributions or bequests, the value of which is \$25,000 or less, may be accepted or rejected for the City by the General Manager of the Department of Animal Services.

(d) All monetary gifts, contributions or bequests accepted by the City Council or by the General Manager of the Department of Animal Services for the purposes set forth in this article shall be placed in the Fund.

(e) The General Manager of the Department of Animal Services shall inform the Controller of any special terms or conditions placed upon the use of all moneys accepted for deposit in the Fund. The Controller shall establish a separate account within the Fund for each accepted monetary gift, contribution or bequest which includes any such special term or condition. No money shall be expended from the Fund except in compliance with each special term or condition under which such money was accepted. Any request by the General Manager of the Department of Animal Services for an expenditure of money accepted with any special term or condition placed upon its use shall be accompanied by sufficient information for the Controller to determine that the proposed expenditure of said money does not violate such special term or condition.

(f) All other monetary gifts, contributions or bequests which are accepted without special terms or conditions upon their use shall be placed in a general account in the Fund established by the Controller for such purpose.

(g) The Fund shall be administered and expenditures therefrom may be authorized by the General Manager of the Department of Animal Services in accordance with established City practice, provided, however, that no expenditure shall be made from the Fund for any purpose which is contrary to the budget policy of the Department of Animal Services as established by the Mayor and City Council.

(h) The General Manager of the Department of Animal Services shall report to the City Council regarding and identifying all receipts into, and all expenditures out of, the Fund, as well as the purposes for which the expenditures were made. Each report shall cover the most recent six-month period of time which commenced on April 1 or October 1 and shall be submitted within 15 days after the close of said period.

(i) All interest and other earnings from moneys placed in the Fund shall be credited to each account in the Fund to which they are attributable and shall be devoted to the purposes thereof.

SECTION HISTORY

Added by Ord. No. 162,039, Eff. 4-5-87.

Amended by: Subsec. (i) added, Ord. No. 164,471, Eff. 3-26-89; "Department of Animal Regulation" renamed "Department of Animal Services," Ord. No. 174,661, Eff. 8-9-02; Subsec. (c), Ord. No. 176,520, Eff. 4-19-05.

MOTION

Being that it's in the best interest of the companion, domesticated, and wild animals of the City of Los Angeles that those who have dedicated their time and energy to their protection receive public recognition by this Commission,

And that said individual, or group, can be, for example, an employee of the Department of Animal Services; a volunteer at a shelter, a rescue organization; an animal rights activist; a group project undertaken by the Department; an elected official; an individual involved in animal health care, or anyone who has taken an active role in the services under the purview of this Commission.

I THEREFORE MOVE that at the beginning of each quarter of the year, each member of this Commission shall present to the Department of Animal Services and City Council one name of any individual or group of individuals that has exemplified the kind of service and dedication for the wellbeing of animals within the Los Angeles community to which we all aspire, for a total of not more than five (5) names per quarter.

I FURTHER MOVE that the name of this commendation be the *Los Angeles Animal Services Expression of Esteem* (LAASEE).

I FURTHER MOVE that the City Council and the Department properly vet these individuals or organizations promptly, allowing the Commissioner(s) to select a different individual or organization if need be.

I FURTHER MOVE that upon proper vetting by the Department and City Council, at the end of each quarter, the Commissioner shall recommend said individual or organization to the entire Board of Animal Services Commissioners. The Commission shall then vote on whether to commend the nominee.

I FURTHER MOVE that upon a majority vote, the Commission shall publicly present this individual or organization with a LAASEE bearing the seal of the City of Los Angeles and Department of Animal Services logo, at the next available meeting in the field.

I FURTHER MOVE that at these same field meetings, that all LAAS Shelter volunteers who have worked 100 hours, and after that, any set number of years, receive *Certificates of Appreciation* (CAPs) from the Commission.

PRESENTED BY _____
Roger Wolfson
Commissioner

SECONDED BY _____

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BRENDA F. BARNETTE
General Manager

JOHN CHAVEZ
Assistant General Manager

Report to the Board of Animal Services Commissioners
Brenda Barnette, General Manager

COMMISSION MEETING DATE: December 9, 2014

PREPARED BY: Jan Selder

REPORT DATE: December 2, 2014

TITLE: Director of Field Operations

**SUBJECT: VOLUNTEER PROGRAM OVERVIEW AND DISCUSSION ON MAKING GREATER
AND MORE EFFECTIVE USE OF VOLUNTEER TIME AND ABILITIES**

BOARD ACTIONS RECOMMENDED

- NOTE and FILE this report.

PROGRAM SPECIFICS

There are 4,137 volunteers currently in our database. Last year there were 3,264 and in 2012 the total was 1,808 so we are seeing definite growth in the volunteer program.

Volunteers complete an average of 4,300 hours per month not including foster volunteer hours.

Volunteers are asked to complete at least six hours per month to remain active.

Each shelter has one orientation per month and more are added if needed, based on applications.

The average number of volunteer candidates attending per month is 84.

There are two full-time staff members devoted to the Volunteer Program.

There are two Volunteer Liaison positions devoted part-time to the Volunteer Program (one at West Los Angeles and one at South Los Angeles, Chesterfield Square).

There are 13 ACT Supervisors who oversee volunteers at their respective shelters.

The Volunteer Handbook is available on line at:

Laanimalservices.com/pdf/volunteer/volunteer_handbook.pdf

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Report to the Board of Animal Services Commissioners

Anyone interested in volunteering may fill out an application and send the completed application to the Volunteer Office for review. The volunteer office is located at the North Central Shelter.

The applicant may also scan and email the completed application to the volunteer program at ani.volunteers@lacity.org. Applicants may also submit their application to their nearest shelter and the applications will be delivered to the volunteer office via City mail. This option may delay the process, as City mail is not delivered daily.

Once an application is received by the Volunteer Office, the supervisor reviews the applications and any that do not meet Department criteria are denied, including those who have committed a felony, those that have been charged with animal abuse or crimes, and those who are in our database and have been placed on "Do Not Adopt" or have other violations. Once approved, the applicant will be scheduled for an orientation. How long it takes for an applicant to move through the system depends greatly on when the application is received, if the application is complete and when the next orientation is scheduled. The fastest way to begin volunteering is to complete the application in full and e-mail it to the Volunteer Office, and be ready to attend the next orientation. Volunteers can attend an orientation at any City shelter.

The Volunteer Office has two staff members -- one acting ACT Supervisor and one Clerk Typist -- who process all applications, schedule and hold all orientations, maintain all files and records, and enter all information into the database.

Once a volunteer candidate has completed an orientation, they report to the shelter for training. An ACT Supervisor will coordinate a staff member, Volunteer Liaison, if available, or experienced volunteer to train and shadow the new volunteer. The ACT Supervisor, or volunteer liaison, is also responsible for sending in volunteer time, counseling, application of the policies and procedures, and other related duties.

Volunteers have several options when volunteering, including but not limited to, assisting in care and cleaning, dog walking, socializing, mobile adoptions, grooming, greeting, special programs (Feline-ality and coming soon, playgroups) and public adoptions and/or New Hope adoptions.

The Volunteer program is under the Clerical and Community Services program and overseen by a Director of Field Operations who works with management on policies and procedures, budget concerns, staffing and other items related to the program.

BACKGROUND

In the mid-1990s, Animal Services, then called Animal Regulation, started an "in-house" volunteer program. Prior to that, the Department used a contractor to manage the volunteer program.

A Volunteer Coordinator position was created to manage the new program. The responsibilities included recruiting volunteers, training, planning events and volunteer recognition.

In 2005 the volunteer program had increased in size and additional help was needed. Funding for new positions was not available so the Department decided to appoint an Animal Care Technician, (ACT) at each shelter who would manage that shelter's volunteers, including application review, orientations, training, selection and appreciation and discipline when necessary. The position was called a "Volunteer liaison." Additionally, two ACTs were also given the duties of assisting the Volunteer Coordinator with maintenance of the database and data entry. The program went from

Report to the Board of Animal Services Commissioners

one volunteer coordinator position, to six Volunteer Liaisons (ACTS), two Volunteer Coordinator assistants (ACTs) and one Volunteer Coordinator.

In 2011, the Volunteer Coordinator position, which had recently been vacated, was deleted from the budget. Soon after, a shortage of ACTs to care for the animals required the Volunteer Liaisons positions to be dissolved and the ACTs were returned to performing their kennel duties. At this time, one ACT was retained and given “acting supervisor” status, to manage all volunteer applications, orientations and database entry and a Clerk Typist was added to the program to assist with these duties. The ACT Supervisors took on the role of volunteer liaison and were responsible for training the new volunteers, tracking their time, appreciation and discipline.

In 2013, with volunteer numbers increasing and requests to again have a volunteer liaison position, applications were solicited from the ACTs for the positions. The Department planned on one volunteer liaison for each shelter, but did not receive enough qualified applicants. Two applicants were accepted and placed at South Los Angeles (Chesterfield Square) and West Los Angeles shelters.

VOLUNTEER FOSTER PROGRAM

LAAS's Volunteer Foster Program enlists the help of foster volunteer to take in dogs and cats. Some have special needs such as medical recovery and some are great dogs who just need more time for us to find them a home and they are being overlooked in the shelters. A foster parent does not have to be a regular volunteer but can be a regular volunteer. To become a foster volunteer, you an application and turn it in to an ACT Supervisor for review. A brief background check for any animal-related violations is conducted by an Animal Control Officer. If no violations are found, the foster volunteer may visit the shelter to begin fostering. An ACT Supervisor or Animal Care Technician will conduct one-on-one training with the new foster volunteer and the foster pet goes home.

There are two types of fosters, “Available Animal” and “Bottle Baby:”

1. Available Animal Fosters: These are adult dogs and cats that have special needs that may prevent them from easily being adopted. Geriatric, shy and lack of training are examples. Fostering an adult animal helps the shelters by providing much needed space in the kennels and helps the foster animal by providing them with attention, individual care and the comforts of a home, making them a highly adoptable pet.
2. Bottle Baby Fosters: These are puppies and kittens that enter the shelter when they are under eight weeks and are without a mother to care for them and need special attention. The shelter cannot manage the feeding schedule required for these babies and depends on foster parents to help save their lives by caring for them in their home until they are old enough for adoption, usually at eight weeks of age.

Foster Volunteers are given foster supplies when available. The shelter sends home other supplies on a case-by-case basis, depending on availability. Adult dogs receive an “Adopt Me” vest to be worn when they are out for walks and at adoption events.

There are currently 1249 foster volunteers in our database, up by over 350 from this time last year. There are 520 foster pets currently in foster homes; this number varies by season.

Report to the Board of Animal Services Commissioners

Court Referral Community Services Program

LAAS also has a Court Referral Community Services Program; this program is separate from the Volunteer Program and is managed by Shelter Operations. The court refers those who have been convicted of a minor crime or violation to the shelter to complete community services hours as part of their settlement. The court does not refer felonies or crimes against animals, drug violations or weapons violations. All paperwork and collection of hours is overseen by an Animal Care Technician Supervisor and they assign the referral to their duties. These include maintenance tasks such as lawn care and laundry. These volunteers are not trained to handle animals unless they return as regular volunteers after they complete their community service,

VOLUNTEER PROGRAM – PLANS TO EXPAND PROGRAM

Volgistics Volunteer Database: During the month of December, our Volunteer Coordinator will be setting up new computer stations at each shelter. These new stations will allow our volunteers to sign in and out for the day, sign up for events, schedule their volunteer hours, see what hours/days we have needs and openings for volunteers, track their hours and sign up for training. This will enable both volunteers and staff to better utilize their time and make scheduling and tracking much easier. The goal is to complete this process and have it operational by the end of January.

Online applications through Volgistics will be added to make application process easier for applicants and also more efficient for staff to process getting volunteers into service. The goal is to complete this process and have it operational by the end of January.

Volunteer Mobile Pet Adoption Teams: We are currently working with the Personnel Department to see if we can arrange driver's training classes for some volunteers. Volunteers are currently allowed to transport shelter animals in their own cars if the driver has insurance, the car has temperature control and each animal is in a crate (one pet per crate). Driver's training would allow trained volunteers to operate City animal control vehicles. This would allow for volunteers to transport animals to and from mobile pet adoption sites. We want to organize teams of volunteers, who have a passion for mobile adoptions at each shelter, train them on the adoption process, handling of monies, selling a license and driving the vehicles. Volunteers would then be able to set up and attend mobiles without a staff member. Staff and volunteers would still need to work closely to select and approve the animals. We do not have a target date for this as we are waiting for addition information from the City.

Learning from Others: Staff has been learning about other volunteer programs and ways to enhance our program. They most recently met with staff from Best Friends to learn more about their robust volunteer program. Ideas that we are currently exploring include providing volunteers with lanyards to wear on duty that show their name and can be color-coded to indicate level of training and, where appropriate, to replace t-shirts.

Online sign-ups for orientations and 'first day' training at orientation. This gives volunteers a chance for a hands-on experience at the orientation. Our current procedure does not provide training during the orientation. The volunteer waits until their first day at the shelter for training.

Assigned volunteer duties and areas: When volunteers arrive and sign in, there will posted duties or areas where help is needed for the day. The volunteer can then sign up for those duties/areas. This will allow for better utilization and organization and a better experience for our volunteers.

Report to the Board of Animal Services Commissioners

Also, color-coding for dogs and cats to indicate ease of handling, coordinate with volunteer ability and training level to increase safety for people and pets.

OUTREACH ADOPTION DISPLAYS FOR COMMUNITY OUTREACH EVENTS:

Currently, when staff and volunteers attend community events and mobile adoptions they set up a booth with a table, chairs and a table cloth with the Department logo and when applicable a pop-up shade cover with the logo. We are researching purchasing a pop-up display with graphics to provide an eye-catching display to draw people to our booth when we are out at events. In our search for a pop-up, we have ruled out any of the City vendors and we are now researching what we can order from an outside vendor. Our current choice is from Ace Exhibits and it runs about \$700. (A picture of the pop-up is included in a separate attachment.)

The funds for the purchase of six pop ups, one for each shelter, will be requested from the Animal Welfare Trust Fund if the cost exceeds \$5,000. Our goal is to order the pop-ups by January.

The plan for our community outreach teams would be to attend one community event, street fair or mobile adoption per month. We can increase our outreach as our teams grow. We can also grow our teams to include our Officers, and licensing and emergency preparedness booths.

By creating these teams we will increase our visibility in the community, increase awareness of what our Department is about and provide a new and exciting experience for our volunteers, in turn increasing our volunteer numbers.

FISCAL IMPACT

There is no impact on the General Fund.

Approved:

Brenda Barnette, General Manager

Attachment

Home / Aspen Pop Up Display - Replacement Graphics



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About This Product

About This Product

Replace the graphic panels on the Aspen 10' curved pop-up display with this graphics package and bring your Aspen display back to life. Rush services are available. (Hardware and End Caps Not Included)

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Quantity Discounts	Product Specifications	Package Includes	Downloads
12	3	4	5