



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES



MINUTES

TUESDAY, May 26, 2015 at 10:00 AM

Los Angeles City Hall, Room 1060
200 North Spring Street, 10th Floor
Los Angeles, California 90012

Audio MP-3 Recording is available at www.laanimalservices.com

David Zaft, President
Alana Yañez, Vice-President
Jennifer Brent
Larry Gross
Roger Wolfson

Meeting called to order at 10:04 a.m. by Board Secretary, Rita Moreno, Los Angeles Animal Services (LAAS). Roll call. Commissioners present were Zaft, Yañez, Brent and Gross. Commissioner Wolfson was absent. Also present: General Manager (GM) Brenda Barnette, Chief Management Analyst (CMA) Dana Brown, and Assistant City Attorney (ACA) Laurie Rittenberg.

Commissioner Zaft opened the meeting and provided an overview of the meeting agenda.

I. ADMINISTRATIVE APPEALS

1. Barking Dog Case: BD 141071 NC

Respondent: Hetty and Johan Seilie

Complaining Witness: Richard Greene

North Central Animal Care and Control: Captain Karen Knipscheer Cox

Testimony was taken from the Respondents Hetty and Johan Seilie and their son, Ray Seilie. The Complaining Witnesses, Richard Greene, was not able to attend, but submitted written comments. The Commission found that the evidence did not support the General Manager's decision based on the hearing before the Hearing Examiner, in accordance with LAMC § 53.18.5.

Commissioner Zaft made a motion to find that there was a lack of evidence and to overrule the order of the General Manager, and reissue the licenses for **Penny** (L15-385053) and **Mitzy** (L15-385054) without terms and conditions. The motion was seconded by **Commissioner Brent** and was approved by a vote of 3-1.

II. REGULAR COMMISSION MEETING

- 1. PUBLIC COMMENT SPEAKERS: Phyllis Daugherty:** Commented about Los Angeles being named number one in dog bites; discussed incidents in Atwater involving dog bites to a mail carrier and child, and responsibility of department to provide safety; suggested tracking number of bites to Officers and people; statistics on number of Officers out, etc., to make a case for budget. **Susan Taylor:** Congratulated department on 24 Officers approved in the budget; introduced Laura Alanza from ASPCA's southern district, who will be working with Actors and Others.

2. COMMISSION BUSINESS

A. Approval of Minutes for May 12, 2015.

Commissioner Yañez made a motion to approve the minutes and **Commissioner Gross** seconded. The vote was 4 – 0 in favor.

3. ORAL REPORT OF THE GENERAL MANAGER

GM Barnette shared the following:

- Our new events 'pop up' tent was delivered and will be used at our mobile pet adoption events in June. The Director of Field Operations, Clerical/Community will request funds from the Board in the future to order one for each shelter.
- Cmdr. Dedeaux met with Bill Crow, Director of the Pet Care Foundation, on May 18, 2015 at the to discuss the possibility of adding a Community Cat Room to the South Los Angeles, Chesterfield Square animal shelter.
- Cmdr. Dedeaux is working with the DFO Salazar and the City Attorney in drafting a letter that will be sent out to pet owners who underwent a Dangerous Animal Investigation and the case has been dismissed. This letter will inform the owner of the case finding and will provide them with notification to redeem their dog within a designated number of days before it becomes City property. *[Commissioner Zaft asked how many days were given to dog owners and GM Barnette responded that she wasn't sure, but they are given more days than the number of days stated in the letter]*
- Cmdr. Dedeaux met with the staff and volunteers at the East and West Valley animal shelters last week and implemented the Socialization for Unavailable Animals program. This completes training at three shelters and the other three shelters will be provided the training before the end of June. This was delayed a bit because of the training for playgroups, which is now at all six shelters.
- Field Services participated in the Day of the Horse event at Stetson Ranch Park in Sylmar on May 16th. Microchipping, Horse and dog licensing was made available. 76 equine licenses (16 of which were 5 year licenses), 7 dog licenses and 7 microchips were sold at the event. Gave kudos to the Vet Tech on SMART Team, Hugh and Officer Julian for work that day.
- In our attempts to create a safer City and to articulate some specifics about potentially dangerous dogs, as you know we put out a GM Directive that we hoped would be helpful. We noticed that a couple of shelters had a more rapid increase in impounds than others and addressed issues with GM Directive 15.001a that was distributed May 20th.
 - The underlying theme here is that a dog that cannot be safely contained does need to be impounded until a Hearing or until the owner can create a safe and escape proof setting for the dog. If the owner complies with the request to provide a secure place for the dog, in many cases, an officer will inspect the enclosure and then take the dog home.
 - Unfortunately one of our Hearing Officers is still out and one is back, but can only type with one hand which is further exacerbating our challenges to provide speedy Hearings. We are looking at a variety of options to get Hearing Officers to assist with the growing backlog.
 - We have explored using Hearing Officers from other Departments and we have asked the City Attorney if we can use some of the ACE Hearing Officers but they are not able to accommodate our request. For some the additional hours

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- would be put over the number of hours allowed to be worked.
- We are considering temporarily reassigning two of our experienced officers to serve as Hearing Officers. Although temporary, this is not a perfect solution as it will further reduce our field staff. We are working with Personnel for the hiring of the 24 Officers, but that will take time. *[Commissioner Zaft asked whether job availability was posted nationally as well and GM Barnette responded affirmatively and listed various posting places used]*
- The ASPCA has approved our grant request for 'Fee waived public adoptions of cats' and 'Rescue waived adoptions of cats, Chihuahua/mixes and Pit Bulls/mixes in the amount of \$400,000, during the approval process it was discovered the Department has two prior grants still pending due to follow up requirements, ASPCA will hold the check until those requirements are submitted. The Director over Clerical/Community will be working to finalize the requirements for the pending grants so the new grant funds can be forwarded to the Commission, Mayor, PAW Committee and City Council for acceptance.
- General Services Plumbers are continuing to work at the North Central animal shelter. To date, they have been unsuccessful in isolating the leak in the hot water line. It has been determined that the water leak is actually somewhere under the concrete lifted puppy kennels where it is unreachable. They are currently evaluating other options to make the necessary repairs.
- Field Services planned on relocating West Valley Field Officers to the East Valley Field Office to better manage and support field service needs due to very low staffing. Information has been received from the CLA's Office that it is likely that the Department will be budgeted for an additional 24 officers. Due to this new information, Field Services will attempt to leave the current staff where they are located. If staffing levels drop further below where they currently are before new officers are approved and can be brought on-board and trained, the option of dispatching from one locate along with reassigning the officers may be re-visited.
- On May 16th, an 11 year old boy watch attacked and bit by a dog in the 800 block of South Center. Animal Services was advised of the bite two days later and impounded the dog on May 19th. The bite received some local media attention. The dog is being held for a Potential Dangerous Dog Hearing.
- On December 31, 2014 an animal cruelty incident occurred on the 3100 Block of Slauson. The suspect had stomped on two cats (that were approximately four months old) resulting in eye injuries and internal injuries. LAPD arrested the suspect on scene. LAPD brought two injured cats to the shelter along with the cat owner. The Animal Cruelty Task Force assumed the investigation. The suspect remained in custody for the duration of the investigation. He had a prior arrest for attempted murder and was convicted of child abuse. The suspect was found guilty of two counts of felony animal cruelty and was sentenced to four years in prison and had to pay over three thousand dollars in restitution to Animal Services.
- JLMC (Joint Labor Management Committee meeting was held at the North Central Shelter.
- East Valley Shelter and Animal Planet will host a "no fees" adoption day to promote The Road to Puppybowl 2016. The date was scheduled for June 6th, due to a conflict Animal Planet has moved the date to June 7th, from 11 a.m. to 5 p.m. The adoption fees are paid by a grant received from the ASPCA. Flier Attached
- June 13th and 14th The Pet Care Foundation will be sponsoring "Cat-A-Palooza" all cats will be \$50 off the regular adoption fee!
- June 20th North Central Shelter and the Eagle Rock Neighborhood Council will be hosting "Animal Fest 2015" a mobile pet adoption at Eagle Rock City Hall, from 11

- a.m. to 2 p.m.
- June 21st West Valley will attend a mobile Pet Adoption at the Sepulveda Basin dog park
- June 27th East Valley will participate in the Sherman Oaks Block Party from 5 p.m. to 8 p.m. with a mobile pet adoption and information booth.

Commissioner Zaft asked who has the pup-up tent and **GM Barnette** responded DFO Jan Selder is responsible for it.

Public Comment
None

4. COMMISSIONERS' ORAL REPORTS AND FUTURE AGENDA ITEMS

Commissioner Brent: Thanked department for work on potentially dangerous dog issue.

Commissioner Yañez: Announced that Annual Los Angeles West Coast gala for the Humane Society of the U.S. raised over \$300,000 that will be put to good use such as in Pets for Life program.

Commissioner Gross: Thanked City Council for funding 24 ACO positions.

Commissioner Zaft: Welcomed Dana Brown to the department and recognized Laurie Rittenberg from the City Attorney's Office, filling in for Dov Lesel.

Public Comment
None

5. DISCUSSION ITEMS

A. Discussion on Possible Increase in Circus Permit Fees (taken out of order after Item 5B.)

GM Barnette stated that we will be unable to address the permit prior to the circus coming into town; **CMA Brown** added that a governing ordinance or authority is needed for full-cost recovery, per a conversation with Mr. Michaelson. **GM Barnette** stated that we need to treat all circuses the same, but based on the number of animals and days in the city, Ringling is where we incur the extra cost for the veterinary services.

Commissioner Zaft suggested we get started with the proposal for the following year. **CMA Brown** responded that Mr. Michaelson stated that we can charge the circus \$400 for the permit. **Commissioner Zaft** asked about the cost of the permit and **GM Barnette** responded that it is \$4,000, but we spend about \$6,000 because in order to get someone with an expertise in wild and exotic animals, we get people outside the city and pay for travel and hotel. **Commissioner Brent** added that the cost was \$5,826 and that would like to have it resolved before next summer. **Commissioner Zaft** asked about the RFQ process and Secretary Moreno responded that proposals are due at the end of the week.

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Public Comment
None

- B.** Presentation by David Michaelson, Office of the City Attorney, on the ACE (Administrative Citation Enforcement) Program (taken out of order after Item 4)

Jennifer Roth Krieger, Rita Venegas and **Bill Mangan** from the Office of the City Attorney, **DFO Mark Salazar**, provided a briefing on the new administrative citations program known as ACE, approved by City Council in 2014 as an alternative enforcement and problem solving tool for departments like LAAS. The program addresses quality of life issues and provides an administrative remedy to LAMC violations previously addressed criminally. ACE was implemented by LAPD in January which has issued over 700 citations. ACE will be implemented by LAAS on June 1st. Under the program, Officers and staff will issue citations for LAMC violations and will have the discretion to give a warning, issue a correctible citation or a non-curable citation with a fine. A training packet was developed (provided at meeting) to train staff at the North Central shelter as a pilot program to work out any kinks, and then will be implemented citywide. The Licensing Canvassing Team will be part of the pilot program, but will be operating citywide.

Commissioner Zaft asked about the timing of when the program will roll out to all six shelters. **DFO Salazar** responded that in approximately 90 days because the citations will give 30 to 45 days to correct before the fine becomes not curable, and then we need to see how the next levels go. **Commissioner Zaft** asked about the vendor working with LAPD to handle how the penalties get assessed. **Ms Roth Krieger** responded that they have been working successfully with the vendor and most of the kinks have been worked out and have good reporting set-up that will benefit the department. **Commissioner Gross** asked about a media component to alert the public and outreach to Neighborhood Councils about the program. **DFO Salazar** responded that it has not been done and **Ms Roth Krieger** added that there had been a media event when the program was initiated with LAPD and that it is likely the same will take place when it is rolled out citywide. **GM Barnette** stated that the citations will be very clear and people will know what they are, why they got them and what to do to cure it; **Ms Roth Krieger** added that a sample citation was included in the packet and that in addition to having the opportunity to either warn or cure, there is also an initial review opportunity and an administrative hearing process if someone has a problem with the citation. **Commissioner Zaft** asked who handles the hearing process and **Ms Roth Krieger** responded that it is managed by the City Attorney's Office. **ACA Venegas** added that out of the 700 citations, there have been 35 legal reviews and have conducted the first administrative hearings last week. **Ms Roth Krieger** added that there have only been two hearings out of 700 citations. **ACA Venegas** added that the hearing officers are judge pro tems who volunteer; the ordinance states that they cannot be city employees. **Commissioner Zaft** asked about the department's philosophy about the issuance of the citations (e.g. when warning will be given, or correctible, or whether the penalty will be given). **DFO Salazar** stated that unlike LAPD, most of our items will be correctible because we will need to go back to see the conditions of the property and the animal; citations are designed to be informational to let people know what is the violation and how to cure it, and the fine amount if they do not cure; it will hopefully cut down on the times an Officer needs to go out to the property. **Commissioner Gross** asked if the citation will be

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used for dogs off leash or tethering of a dog. **DFO Salazar** responded affirmatively and that the Notice to Comply currently used by Officers will be replaced by this form. **Commissioner Zaft** added that there still were the criminal violation tools to address more serious cases. **Ms Roth Krieger** stated that was an important point brought up in City Council hearings – to expand the tool box so that there are more options. **Commissioner Brent** asked whether the instructions page would be translated into other languages. **ACA Venegas** responded that if the vendor is called during regular business hours, there will be multi-language speakers available; at some point it will be provided in Spanish and then other languages. **Ms Roth Krieger** added that in the next run, a line would be added in other languages directing people to call the vendor.

Public Comment

Phyllis Daugherty: Stated that other places issue the citation and impose the fine, and if someone corrects the violation they can apply for a refund, or they can challenge the violation; 45 days is what we do now and is too long; Santa Ana is effective. **Sue Taylor:** Stated she is disappointed, ACE is new Notice to Comply, but what about spay neuter and breeders; all of this takes a lot of follow up which is a problem for the department.

6. BOARD REPORTS

A. Board Report Requesting Authority to Enter into a Contract with the City of Beverly Hills for Animal Care and Control Services

GM Barnette stated that the department provides services for the City of Beverly Hills and, unlike L.A. County, Beverly Hills adopts the City's rules. **SMA Forland** provided a summary of the report and opened for questions.

Commissioner Zaft asked about the amount and the period of time for which payment is needed and where the money goes; **SMA Forland** responded three years and over \$150,000 that goes to the General Fund. **Commissioner Gross** asked about impact to the department with our staff shortages; **SMA Forland** responded that we are getting money back for services, the majority of which is the cost for impounds. **GM Barnette** stated that the relationship started with Paula Kent Meehan, founder of Pet Care Foundation, who wanted to build shelter in Beverly Hills, but there weren't enough animals so she adopted the West L.A. shelter and that is why there is so much support for the shelter from Bill Crowe; there are not a lot of strays or calls for service. **Commissioner Brent** added that Beverly Hills residents were confused about having to go to Carson rather than West L.A. which is two miles away; there are a miniscule number of intakes so the city ends up with a positive. **Commissioner Gross** would like statistics of the amount of staff time used in Beverly Hills; **GM Barnette** responded that reports can be generated through Chameleon showing from where animals originate and with the number of animals redeemed, and Mark can add some call information. **Commissioner Brent** stated she recalls that when looking by zip code, Beverly Hills' intake was 68; benefit from Beverly Hills' residents adopting from West L.A. **GM Barnette** added that many donations come from Beverly Hills. **SMA Forland** responded that less than 10 hours per month are spent by staff and that we get full cost recovery. **Commissioner Gross** asked about the impact on hearings. **GM Barnette** mentioned a high profile case from Beverly Hills and they have asked for

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speedier hearings.

Public Comment
None

Commissioner Yañez made a motion to approve the MOU with Beverly Hills and the staff report, and **Commissioner Brent** seconded. The vote was 4 – 0 in favor.

B. Board Report on Department Vehicle Fleet and Assignment

DFO Salazar reported that there are a total of 72 fleet vehicles. A couple are out of service; we have been working for two years on vehicle replacement and will be getting four replacement vehicles plus a new shell on a truck. Vehicles will be reassessed in June for mileage and then vehicles will be re-circulated throughout the districts in September; only about 5-10 vehicles get moved from shelter to shelter, from high-use shelters to low-use shelters.

Commissioner Gross asked about the city's standard on the life of a vehicle. **DFO Salazar** responded that the City looks at mileage between 150,000 and 160,000 before they are changed out of service; they also assess based on the number of times it's in the shop; Fleet Services looks at the vehicles and provides the recommendation to the department, and provides the funding. **Commissioner Zaft** asked what type the four replacement vehicles will be. **DFO Salazar** responded that they are being installed on van chassis and will be lower to the ground than the standard; truck chassis, very new looking vehicles with cooling systems and ramps are installed in all of them; they are the top of the line animal control rescue vehicle. **GM Barnette** added that they have air that goes to the back of the van. **DFO Salazar** stated that they will look like trucks but have the chassis and all will go to the field. **Commissioner Gross** asked why newer vehicles are assigned to SMART and Special Ops. **DFO Salazar** responded that the only ones in the Special Ops are the Savannahs which are the vans and are not used to transport animals. **Commissioner Brent** asked about the problem with the vans and animals because of struggles with vans. **Commissioner Brent** asked about the types of struggles with the vans. **DFO Salazar** responded that the vans kill animals and distributed photographs of animals that died in vans. Officers have occasionally left animals in the vans and the temperature rises to 130 degrees because there is no air or ventilation; the other ARV vehicles don't have these issues, animals have been left in the vehicles over the weekend and they are still alive; this has been discussed for a year and a half and the decision was reviewed and agreed to by staff. **GM Barnette** added that personnel cases are not brought to the Commission, but there are a number of cases involving animals that have been left in vans, animals that have died in vans, animals that died shortly after returning to the shelter of heat stroke. **Commissioner Yañez** asked how many had died. **DFO Salazar** responded over 11 in vans over the last couple of years, and staff could not recall any in trucks; when an ARV and Savannah van are functioning the ARV has its vents and the Savannah van has its air conditioning running, the difference is two degrees in temperature. **Commissioner Zaft** asked why and whether the van air conditioning cools the back compartment. **DFO Salazar** responded that there is a main air conditioning unit at the front that blows air to each compartment, but each box does not have its own air conditioner. **Commissioner Zaft** asked what types of systems are used by other jurisdictions

that experience hot weather. **DFO Salazar** responded that the ARV is standard nationally. **GM Barnette** responded that years ago she used vans and had pipes to blow air to the back as long as it's running. **Commissioner Brent** asked for clarification on the types of vehicles and which ones have air conditioning in the back. **DFO Salazar** responded that all the systems have blowers and the ARV is Animal Rescue Vehicle; most are trucks (F250s, GMCs). **Commissioner Brent** asked whether the only vans are the Savannahs. **DFO Salazar** responded that there is a passenger van and a cargo van. **Commissioner Brent** stated that she spoke with people in other agencies in Riverside, L.A. County, New York, San Bernardino and SEAACA, and all use vehicles with air conditioned back areas and all of which are lower to the ground or have ramps or stairs; L.A. County is most similar to us in terms of weather and they use six different models, all of which have air conditioning in the rear; they have a switch that keeps the air conditioning on when the vehicle is off; they are inspected every two weeks, they have ramps for the higher vehicles, they investigate the stairs every two weeks, all as a result of the an animal dying in the back of a vehicle, it was owned and it resulted in a lawsuit. When trained to drive an animal control vehicle, they continuously repeated to check the vehicle before leaving to make sure there were not animals left. The forced air can be useful, but if there's a switch to keep the air running when the engine is off, it's a great solution. Concern for animals in vehicles that travel great distances in the West L.A. area; concern for how vehicles are distributed and older vehicles breaking down with animals in it; vehicles should be reviewed every two weeks; vehicles are the most important piece of equipment for Officers; would like to be more strategic about vehicle allocation. **DFO Salazar** responded that Officers check the vehicles every day and if there are any problems they are tagged and taken out of service, and an appointment is set to go to the maintenance yard. **Commissioner Brent** asked how long it takes between setting the appointment and repairs. **DFO Salazar** responded that it depends on the shop and how busy they are; stated that the Officers assigned the vans would rather have trucks. **Commissioner Zaft** mentioned testimony from a couple of Officers and the GM report about the difficulty getting the dogs into the trucks especially when the animal is aggressive. **DFO Salazar** responded that it is one Officer and that it is a difference of three inches between a van and the ARV; the City has a standard that they must be able to lift an animal of a certain weight into a compartment. **Commissioner Zaft** added that it wasn't so much the weight issue; that it was dealing with an aggressive animal and insufficient staff to assist, and it puts the Officer at risk. **DFO Salazar** responded that over the last almost five years he has had only one call from an Officer needing assistance and it was after she lost her van; we run 24/7 with 74 approved positions, this is not a regular situation; issue was taken into account with new design; doesn't think a few inches makes a difference; Officers used to act as if it was their vehicle and take keys home or leave in locker, now keys are checked in and out; mentioned award for fleet assignments. **Commissioner Brent** mentioned she heard from multiple Officers that they prefer the vans; suggested putting a system in place to ensure that no animals are left in the vehicles. **Commissioner Gross** asked why our vehicles don't have the switch and what we can do to improve. **DFO Salazar** responded that he would have to check with the other agencies to see what they have. **Commissioner Brent** responded that she can provide DFO Salazar with the information she obtained: Riverside uses an F215 with a mounted c-tech box, with roof matted red dot ac unit (**DFO Salazar** asked if those would have side vents as well and **Commissioner Brent** responded that they also have air conditioning and

a ramp), San Bernardino County uses a 3 quarter ton Chevy and GMC truck with boxes and roof mounted cooler with air conditioning, SEAACA uses the 4250 with a c-tech roof mounted air conditioning pull out ramp, North Shore uses 16 different kinds of vehicles and all have air conditioning and rear stair cases, Burbank uses a Chevy Safari van air conditioning in the rear and fan on the roof a low-loading height; we want the best for the animals and need to know what we can do to help you get what you need to help the animals. **DFO Salazar** responded that he will take this back to staff to figure out what the Commission can help fund; thinks that what other agencies have we have in the ARVs, the issues are with the vans. **GM Barnette** stated that the trucks have the vents and have a button to keep the air running when turned off, but the vans don't; the vans may be able to take the structure of an air conditioning unit on the roof that can stay on, but we don't know if the city would let us make a lot of mechanical changes to the vans; asked if the new vehicles will be like the trucks but lower. **DFO Salazar** responded affirmatively, they will be lower, have ramps, and cooling systems and vents, and an air flow system. **GM Barnette** stated that a very dramatic discipline case involved someone who did not hit the air conditioning button when the person got out of the truck. **Commissioner Gross** requested a report back on what other jurisdictions are using to see if there are any ideas to make trucks safer. **Commissioner Brent** added that there was probably a lot of retrofitting and suggested vehicles might make a lot of noise if when exiting, the air conditioning button is not on and makes you check and override it. **Commissioner Zaft** asked **DFO Salazar** to provide the commendation to **Secretary Moreno** to circulate to the Commission.

Public Comment

Phyllis Daugherty: Stated that it is not the Officers fault; the Officer was moved from nights to days and was not retrained on using the new vehicle; most of the animals are from that one incident; it's a management problem; vehicles can be retrofitted with air conditioning and to have a switch; vans are parked in North Central so the SMART team can cart things in them.

C. Board Report on Department Animal Control Officer Response Times

DFO Salazar stated that the information is broken down into the six districts and give the top 19 priority calls and any other calls for service (passed around a list of the priority calls); there is a lot of improvement in the last six months on how the data is collected, part of it is a Chameleon procedure change and another policy that is coming out that will also help clean up the data; some of the anomalies are with the large time frames – there are very long delays times and sometimes we don't get to the calls; in 2014 we were not able to get to 6,700 different types of calls for service because there is not enough staff; we don't know why there might be an eight day listing or what the reason might be, it could be some of the information may still being entered into the system; some of the longer delay ones had to do with investigations and they take longer or the way the information is entered into the system, and when they do their follow-up and next follow-up, and it averages out how long those time frames are; we are not certain at this point – it's a lot of data with the number of calls we have to go through and look at these, but it gives you a general feel for how well our Officers are doing to get to the volume that they are.

Commissioner Zaft asked about what **DFO Salazar** is doing with his staff to keep track of these and what he is doing with the statistics; what are the goals or vision for tracking and where is it going. **DFO Salazar** responded that the goal is to get consistency with how each district is entering information into the tracking system; a 17 page SOP has been distributed, on how to enter the information into the system, now it's spot checking and following up on how it's being entered, but it's a resource issue; we had one person assigned and one helping and we corrected an 80% error rate down to 20%, but we lost the person back into field services; we are still doing spot checking. **Commissioner Yañez** asked about permit investigations and inspections with priority 15. **DFO Salazar** responded it could be a pet store that doesn't have a permit, any type of item that is related to the permit – it's a category type and the memo it states the specific concern; they are handled by two Officers. **GM Barnette** added that DFO Salazar ensures that the Officers get in and get out into the field earlier in the day which will show a reduction in response time in the next six months. **Commissioner Brent** added that when she did a ride along with Officer Julian to a priority one call, it was resolved; if there was a priority 17 call nearby, it gets taken care of. That is why lower priority calls may get resolved more quickly than higher priority calls. **Commissioner Zaft** asked when the information is entered into Chameleon as to when Officers respond to calls. **DFO Salazar** responded that the information is entered when they get back in. **Commissioner Zaft** stated that with the upgrades to Chameleon or the iPhones or iPads they will be able to enter the information from the field. **Commissioner Zaft** added that there are some nice options for mapping systems that will show other calls in the area; the ACE program will help with response; thanked the Commission because equipment will be issued this week to Officers including the GPS mapping units that you can talk into and pre-program all your calls for the day. **Commissioner Gross** asked about the North Central and West L.A. animal distress calls were 3 ½ to 4 hours response times, whereas it was much lower in the other areas. **DFO Salazar** responded that we don't know what is going on or what the real answer is; will dig into the data to see what is going on in these particular cases; thinks it's the way the data is being entered into the system rather than no response. **Commissioner Gross** added that the activity statistics the number for neglect has 15 days response time, tethering situation five days, physical abuse seven days – we need to figure out what is going on there. **DFO Salazar** responded that he doesn't know; Officers are running from the top six priorities on one day to the top six priorities the next day, and the other calls hold until someone can get out to them; some humane cases have held for days when they should not have and they've been addressed.

Public Comments

Phyllis Daugherty: Stated that it is appalling that the Director of Field Operations doesn't know why his report says what it does; he has 16 or 18 people in the office in Special Ops assisting him; he just promoted four lieutenants and we don't know what our response times is on calls and why they are not getting to humane investigations; the Officers will tell you the 11 to 12 to 8 days is true, there are not enough of them to get to them; probably a lot of the rest is not right because of systemic problems. **Susan Taylor:** Stated that the report cannot be trusted – it can be true or not true; the permits take the longest - cat permit response time of 208 days, a spay neuter was 100 and something days; your asking for an unlimited number of cats in the City and someone is going to have to go out and view it, and now there is ACE that will take more people out of the field.

D. Animal Welfare Trust and Animal Sterilization Fund Balances

GM Barnette clarified the donation information – the money comes into the lockbox and the information is reclassified in the accounting section.

Commissioner Brent asked about approved expenses and whether items had been purchased and whether the Commission would see them. **GM Barnette** responded that Cmdr. Dedeaux will report on the expenditures. **Commissioner Brent** added that she spoke with Cmdr. Dedeaux about the artificial turf at all of the shelters and that a report would be coming to the Commission. **Commissioner Zaft** said. **Commissioner Gross** asked about the animal spay neuter and five contracts totaling 2.5 million and 1.9 million or 77% has not been spent; money should go elsewhere or increase the vouchers. **GM Barnette** responded that a report on the vouchers is coming and that the report doesn't show the money that has been encumbered that is owed to veterinary clinics or spay neuter clinics, or clinics that have not completed the paperwork to be paid; we will figure out ways to spend it wisely; the ACE citation program will be effective to get the funds spent. **Commissioner Brent** asked about the woofstat report. **GM Barnette** responded that they came in late, but the report is available.

A brief discussion ensued about the upcoming LAASEE Awards.

7. ADJOURNMENT

Commissioner Brent made a motion to adjourn the meeting and **Commissioner Yañez** seconded. Motion carried 4 - 0.

Meeting ended at 12:15 p.m.