

BOARD OF ANIMAL SERVICES COMMISSIONERS CITY OF LOS ANGELES Tuesday, March 8, 2011 10:00 A.M. Los Angeles City Hall 200 North Spring Street Room 1060

Los Angeles, California 90012

Melanie Ramsayer, President Ruthanne Secunda, Vice-President Tariq Khero Terri Macellaro Kathleen Riordan

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) 482-9501.

Si require servicios de traduccion, favor de notificar la oficina con 24 horas por anticipado.

COMMISSION MEETING

1. PUBLIC COMMENT PERIOD - (Comments from the public on items of public interest within the Board's subject matter jurisdiction and on items not on the Agenda.)

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. DISCUSSION ITEMS

- A. Presentation of Information and Plans for the new South Los Angeles Shelter.
- B Tutorial and information regarding Commission's responsibilities in dealing With Administrative Appeals as well as discussion and update of the Hearing Ordinance.
- C Discussion of List of Commission's Future Agenda Items.

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3. COMMISSION BUSINESS

- A. Approval of the Commission Meeting Minutes for February 8, 2011
- B. Oral Report by the Commissioners on Meetings and Events attended

4. GENERAL MANAGER RECOMMENDS FOR BOARD ACTION

A. Agreement with FixNation, Inc., to Provide As-Needed Spay/Neuter Services

That the Board award a one-year agreement, substantially in the form as on file, with two one-year renewal options exercisable at the City's discretion, to FixNation, Inc., to provide spay/neuter services under the Department's Spay/Neuter Programs; and direct Staff to transmit the proposed agreement concurrently to the Office of the Mayor as appropriate, and the Office of the City Attorney for approval as to form, and authorize the General Manager of the Department of Animal Services to execute the subject agreement upon receipt of necessary approvals.

B. Assembly Bill 564–Personal Income Tax Deduction for Municipal Shelter Spay-Neuter Fund

That the Board recommend to the Mayor and City Council that the City support Assembly Bill (AB) 564, which if approved would allow a check off box on the California Income Tax Form voluntary contributions to continue for two years that will allow tax payers to donate to a Spay and Neuter Fund.

C. Assembly Bill 610-California Pet Lover's License Plate

That the Board recommend to the Mayor and City Council that the City support Assembly Bill (AB) 610, which if approved would allow the California Department of Motor Vehicles to sponsor personalized license plates in support of spay and neuter. AB 610 would also reduce the number of license plates requested to 2,500 in order to initiate the program

5. ORAL REPORT OF THE GENERAL MANAGER

6. FUTURE AGENDA ITEMS

7. ADJOURNMENT

Next Commission Meeting is scheduled for 10:00 A.M., March 22, 2011, Los Angeles City Hall, Room 1060, 200 North Spring Street, Los Angeles, California 90012.

Please join us at our website: www.LAAnimalservices.com

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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. The agendas for Board meetings contain a brief general 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.

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 in public comment which is limited to three (3) minutes. 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. Total speaker time on any agenda item will be limited to ten (10) minutes per item and fifteen (15) minutes for Public Comment, unless extended as above.

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.

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<u>STANDARDS OF CONDUCT.</u> 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 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.

ORDINANCE NO.	•
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An ordinance amending Sections 53.18.5 and 53.63 and adding Section 53.34.3 to Article 3, Chapter 5 of the Los Angeles Municipal Code (LAMC) to authorize the Department of Animal Services (Department) to conduct barking dog and other hearings in the absence of a dog license, to establish more definite barking dog noise and distance criteria and create a Restricted Dog Permit.

WHEREAS, these changes will streamline the hearing process and reduce administrative costs; and

WHEREAS, the proposed ordinance will also change the name of Section 53.18.5 from "Revocation of License – Hearing Procedures" to "Hearing Procedures and License Revocation" to more accurately reflect the proposed changes to the hearing process.

NOW THEREFORE,

THE PEOPLE OF THE CITY OF LOS ANGELES DO ORDAIN AS FOLLOWS:

Section 1. Subsection (a) of Section 53.18.5 of the Los Angeles Municipal Code is amended to read:

Deleted: REVOCATION OF LICENSE -

SEC. 53.18.5. HEARING PROCEDURES AND LICENSE REVOCATION.

This section shall govern hearing procedures for barking dog complaints, dog licenses, the revocation of dog licenses and related matters. For purposes of this section the term "dog" includes the plural and the term "owner" means the owner or person having charge, care or custody of a dog.

(a) Hearing. A hearing shall be held to issue or reissue a dog license upon terms, conditions and restrictions or to revoke the license whenever it is found that the owner of any dog whose license has been issued or reissued upon terms, conditions or restrictions pursuant to this section, Section 53.34.3 or Section 53.34.4(e)2 has either failed to comply with the terms, conditions or restrictions or that the violation continues to exist or reoccurs. A hearing pursuant to this Section may be held in the absence of a dog license or in the absence of a valid license, and following the hearing, a license may be issued or reissued upon terms, conditions and restrictions, or the owner or custodian may be ordered to surrender the dog to the Department or have the dog removed from the City as if the license was revoked.

Section 2. Subsection (b) of Section 53.18.5 of the Los Angeles Municipal Code is amended to read:

Deleted: license revocation

Deleted: imposed when the license was issued or reissued,

(b) **Hearing Examiner.** A Hearing Examiner appointed by the General Manager shall exercise all powers relating to the conduct of the hearing, including but not limited to the administration of oaths and affirmations and to certify to official acts. The Hearing Examiner shall not have been directly involved in the subject action.

Deleted:

Section 3. Subdivision 1 of Subsection (I) of Section 53.18.5 of the Los Angeles Municipal Code is amended to read:

(I) Hearings.

1. If, at the initial hearing the Hearing Examiner determines that the allegations are true, the Hearing Examiner shall recommend that the license be issued or reissued upon reasonable terms, conditions or restrictions for the training, handling or maintenance of the dog to abate the condition which gave rise to the hearing. If the owner fails to obtain a valid license within 15 days of the decision, the Hearing Examiner may recommend that the dog be surrendered to the Department or removed from the City as if the license were revoked. Surrendering the dog to the Department or removing the dog from the City shall be in addition to any civil or criminal penalties.

Terms, conditions, or restrictions may include but are not limited to the following:

- A. selection of locations within the owner's property or premises where a dog shall not be kept;
- B. requirements as to size, construction or design of an enclosure where a dog may be kept;
- C. specialized training from a trainer or training program approved by the Department to correct any of the dog's behavioral problems;
- D. removal of one or more dogs from the premises to another location or prohibiting the addition of any new dog at the premises;
 - E. types and method of restraint, or muzzling, or both;
- F. photo identification, permanent marking, <u>electronic identification</u> device, or all of these, for purposes of identification;
 - G. sterilization, even if otherwise exempt;
 - H. a civil penalty in the amount of \$100.00.

I. requiring a Restricted Dog Permit and imposing additional terms, conditions and restrictions pursuant thereto.

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Section 4. Subsection (n) of Section 53.18.5 of the Los Angeles Municipal Code is amended to read:

(n) Revoked License - Removal of Animal from City. Following a hearing, if a dog license is revoked, or in the absence of a license or a valid license, if the dog has been ordered to be surrendered to the Department or removed from the City as if the license were revoked, the owner or custodian shall surrender the dog to the Department or permanently remove the dog or cause the dog to be permanently removed from the City within five (5) calendar days after either the time for appeal, as provided herein, has passed without an appeal being filed, or the decision of the General Manager revoking a dog license or ordering the dog to be surrendered to the Department or removed from the City as if the license were revoked, has been served upon the appellant. The dog shall be impounded by the Department if found within the City after the said five-day period. Failure to remove a dog from the City or surrender it to the Department, as provided herein, is a misdemeanor.

Section 5. Subdivision (1) of Subsection (q) of Section 53.18.5 of the Los Angeles Municipal Code is amended to read:

(q) Appeal Procedures.

1. The decision of the General Manager to revoke a dog license or order a dog to be surrendered to the Department or removed from the City as if the license were revoked, to declare a dog to be a dangerous animal, to issue or re-issue a dog license upon terms, conditions or restrictions, or refuse to issue a new license pursuant to Subdivision (r) may be appealed to the Board of Commissioners by the owner of the dog as provided herein.

Section 6. Section 53.34.3 is added to Article 3 of Chapter V of the Los Angeles Municipal Code as follows:

SEC. 53.34.3. RESTRICTED DOG PERMIT.

(a) Following a hearing in accordance with section 53.18.5 or section 53.34.4, if the Hearing Examiner determines that the bite, attack or injury was the result of improper or negligent training, handling or maintenance, and that the owner or custodian is able and willing to properly train, handle or maintain the dog and that a similar incident is not likely to occur if the terms, conditions and restrictions are followed, the Hearing Examiner may also recommend that a Restricted Dog Permit be issued as part of the terms, conditions or restrictions pursuant to Subsection (I) of Section 53.18.5,

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to include, some or all of the following additional terms, conditions or restrictions to protect the public health, safety and welfare:

- 1. That in addition to the dog license tax and fee, the owner also pay an Restricted Dog Permit fee of \$120.00 annually, which is subject to reassessment in accordance with Section 53.12 (a).
- 2. Liability insurance in an amount to be determined by the City's Risk Manager, but in no event less than \$100,000 be obtained and maintained in force and provide proof of insurance and notification to the City at least thirty (30) days prior to cancellation or non-renewal.
- Warning signs to be posted at all property entrances and the occupants of the adjacent properties and/or within a 100 foot radius be notified of the Restricted Dog Permit.
- 4. That the dog shall not be transferred or placed in the custody of another person without the written consent of the General Manager, except to be placed in a licensed dog kennel or with a California licensed veterinarian. The dog owner must notify any transferee, kennel, veterinarian or other custodian that the dog is subject to a Restricted Dog Permit.
- 5. Other terms, conditions and restrictions may include but are not limited to the training, handling and maintenance of the dog, the wearing of a muzzle, properly securing the owner's or custodian's property and that the dog only be walked by the owner or another responsible adult.
- 6. That the dog owner and custodian, if separate from the owner, sign a declaration that he or she will abide by the terms, conditions and restrictions of the license and the Restricted Dog Permit.
- (b) A Restricted Dog Permit shall not be issued for a dog that has fatally injured a human being or to a dog owner if any current or previously owned dog has fatally injured a human being.
- (c) A Restricted Dog Permit may be rescinded by the General Manager if the owner demonstrates that measures taken by the owner or changed circumstances have mitigated the danger to the public, including the permanent removal of the dog from the City.
- (d) The Department may revoke a Restricted Dog Permit and the dog license following a hearing, if the owner has failed to comply with the terms, conditions or restrictions of the Permit or of the dog license.

Section 7. Section 53.63 of the Los Angeles Municipal Code is amended as follows:

Deleted: but is not limited to

Deleted: in addition to issuing or reissuing the license upon some or all of the terms, conditions or restrictions in Subsection (I) of Section 53.18.5, in order

SEC. 53.63. BARKING DOG NOISE.

It shall be unlawful for any person to permit any dog or dogs under his or her charge, care, custody or control to emit any excessive noise after the Department has issued a written notice advising the owner or custodian of the alleged noise and the procedures as set forth below have been followed. For purposes of this section, the term "excessive noise" shall mean noise which is unreasonably annoying, disturbing, offensive, or which unreasonably interferes with the comfortable enjoyment of life or property of one or more persons occupying property in the community or neighborhood, within reasonable proximity to the property where the dog or dogs are kept. The noise must be continuously audible for ten (10) minutes or intermittently audible for thirty (30) minutes within a 3 hour period. However, the provisions of this section shall not apply to any commercial animal establishment permitted by zoning law where located. The Department is responsible for enforcement of the provisions of this section. Enforcement is provided for as follows:

(a) First Complaint.

- 1. Upon receiving a written complaint involving a whining, barking, howling, or similar dog noise, the Department shall issue a written notice to the owner or person having charge, care, or custody (hereinafter in this section referred to as the owner) of the dog or dogs advising that person of the noise complaint and requesting immediate abatement of any excessive noise.
- 2. Complaints to the Department must be submitted in writing, and shall include the name, address and telephone number of the complainant(s) as well as the address of the dog owner and a description of the noise.

(b) Second Complaint.

- 1. If, after 15 days from the issuance of the written notice pursuant to (a) above, a second complaint is received from the complainant along with a written complaint from an additional complainant residing in a separate residence within reasonable proximity to the dog(s), the Department shall, by written notice, require the complainant or complainants and the owner of the dog or dogs to appear at a meeting before a Department representative to discuss possible ways and means to resolve the problem. The Department may proceed with a meeting based on a second complaint from only one complainant if the Department determines that the noise affects only that complainant. If the problem remains unresolved, the matter shall be set for hearing as provided by Section 53.18.5.
- 2. If the owner fails to appear before the Department representative, and there is evidence that the dog or dogs have emitted excessive noise, the problem shall be deemed unresolved, and the matter set for hearing as provided by Section 53.18.5.

	Request Date	Priority Level	ITEM	Response Type Planned	Target Ready Date	Scheduled	Disposition	Request Date (If Known)
1	25-Jan-11	TBD	Review of D-300; Dogs and cats adopted unaltered	Report and follow-up of dogs and cats adopted unaltered and what is done to ensure animal is altered	TBD	8-Feb-11	GM reported on D-300	25-Jan-11
2	25-Jan-11	TBD	Presentation by architect on progress of new South Los Angeles Shelter	Presentation to the Board, by the architect for the new SLA shelter	TBD	22-Feb-11		25-Jan-11
3	25-Jan-11	TBD	Review of requirement to maintain license information by boarding shelters	Report to Board on a requirement that kennels maintain records of animal licenses when they use the facility	TBD	8-Feb-11	Requirements changed by removing animal license requirement	25-Jan-11
4	25-Jan-11	High	Tutorial on Appeal Process	Instructions to the Board on the procedures and responsibilities when hearing appeals of Administrative Hearings	9-Feb-11	8-Feb-11	Presentation by City Attorney	25-Jan-11
5	27-Jul-10	Medium	Transports of animals to external humane organizations for adoptions	Memo to Board on the parameters of transports, issues, groups with whom we have worked, the conditions of acceptance, spay/neuter, health, and behavior requirements, etc	24-Aug-10			27-Jul-10
6	10-Aug-10	High	Spay/Neuter Voucher and other program changes and status, and vet payment status	Presentation along with Board report on interim agreements for high-activity veterinarians (Pending the RFQ completions	14-Sep-10			10-Aug-10
7	27-Jul-10	High	Sponsorships and Product Donations	Spreadsheet to list solicitations, persons contacted, and results	14-Sep-10			27-Jul-10
8	25-May-10	Medium	Spay/Neuter Voucher Distribution and Redemption statistics	Informational Report with statistics from current and recent fiscal years	14-Sep-10		Re-requested recently	25-May-10
9	22-Jun-10	Medium	Making Devocalization Illegal (i.e. Declawing ban)	Report exploring other bans or history of devocalization issues	28-Sep-10			22-Jun-10
10	25-May-10	High	Volunteer Recruitment, Training, Retention, Diversification of Assignments	Memo with appearance by Volunteer Coordinator	28-Sep-10			25-May-10

	Request Date	Priority Level	ITEM	Response Type Planned	Target Ready Date	Scheduled	Disposition	Request Date (If Known)
11	19-Aug-09	Medium	Six month window to pursue various methods for restricting and prosecuting illegal animal sales, Also Santee Alley update	Motion introduced 2010 to extend breeding permit requirements to other types of animals often sold illegally on the streets (bunnies, birds, etc.) Board report describing ordinance needed	12-Oct-10		Research needed for ordinance. Santee Alley information to be provided orally, as soon as available.	19-Aug-09
12	10-Aug-10	Medium	Follow-up on pet sales classified ads	Discussion item on the number of classified ads and how to compete, follow-up on sales, check permit status, etc.	TBD			10-Aug-10
13	10-Aug-10	Medium	Bi-monthly report on Euthanasia	Presentation of detailed statistic on categories of euthanasia in the last month or other period, average hold periods, and other stats that help identify areas to focus assistance in order to reduce euthanasia	TBD			10-Aug-10
14	10-Aug-10	Medium	Issues and results since promulgation of new, more detailed standards for kennel permits	Oral report or memo with current permittees and any other changes or improvements since the new standards were put in use	TBD			10-Aug-10
15	10-Aug-10	Medium	Education Program on benefits of Spay/Neuter and other Outreach Efforts (re- requested)	Informational report on program ideas for brainstorming and follow-up	TBD		Originally discussed July 23, 2007, also part of Spay/Neuter advisory board report recommendations	10-Aug-10
16	27-Jul-10	Medium	Citations issued - final results	Oral report following up on the disposition in court of citations issued	TBD			27-Jul-10
17	13-Jul-10	Medium	Guard Dog Code Review/Revision	Board Report reviewing current code and practices and recommending code changes	TBD			13-Jul-10
18	13-Jul-10	Medium	Loopholes in Spay/Neuter Ordinance	Board Report reviewing current ordinance language and recommending code changes	TBD			13-Jul-10

	Request Date	Priority Level	ITEM	Response Type Planned	Target Ready Date	Scheduled	Disposition	Request Date (If Known)
19	24-Augt-09	Medium	Update on Emergency Preparedness	Verbal Report on Memo for Discussion on the efforts to prepare for emergencies and to use volunteers for evacuation in emergencies; also what funding needs exist to improve availability of equipment and supplies	TBD			24-Augt-09
20	22-Jun-09	High	Recommendation for Implementation of an administrative citation program	Board Report recommending infrastructure plan, budget, and ordinance language to implement program	TBD		City Attorney's Office working on city-wide enabling ordinance and adjudication process	22-Jun-09
21	26-Jan-09	Medium	Prepare programs which meet California education requirements on humane topics for implementation with LAUSD or other schools at the new South LA Animal Care Center when opened	Information reports about the types of programs which might be offered directly our through facilitation by other groups using our facilities	TBD			26-Jan-09
22	24-Mar-08	Medium	Report on cost and feasibility of adding cameras to all animal care centers	Basic coverage in lobby and other areas for security approximately \$40,000-\$50,000 per location. Unclear if that would conform to Board's interest in scope of camera coverage	TBD			24-Mar-08
23	10-Dec-07	Medium	Humane Standards for horses	Informational report describing current standards and discussing enhanced or tightened standards. Need definition of objectives and desired content of report to assess type of report.	TBD			10-Dec-07
24	17-Nov-07	Medium	Mandate that city-funded housing allow pets	Informational report recommending a corse of action since Animal Services does not have direct control over other departments	TBD	9-Feb-09	Preliminary Information Report provided Feb 9, 2009, and a Mayor's report distributed thereafter	17-Nov-07

	Request Date	Priority Level	ITEM	Response Type Planned	Target Ready Date	Scheduled	Disposition	Request Date (If Known)
25	23-Jul-07	Medium	Exit Interviews	Informational report to the Board about a program to be created that interviews employees who leave the Department	TBD		Personnel has lead on this item and will include all exit procedures for employees in a new SOP (procedure) pending by April 2009	23-Jul-07
26	26-Feb-07	High	Assess impacts or consequences of instituting No-Kill of any adoptable animal for time or space, to include impacts on animals and operations of holding a larger population of animals longer	Informational report to the Board	TBD		Similar request also May 29, 2007. Pending sufficient management staff to delve into all aspects of this issue and prepare analysis and recommendations	26-Feb-07
27	26-Feb-07	Medium	Rabbit Adoption Update to include lost or stolen statistics, also consideration of legislation preventing sales of under-age rabbits and other animals	Informational report to Board; may include discussion of ordinance changes for rabbits	TBD		Pending sufficient management staff to delve into all aspects of this issue and prepare analysis and recommendations	26-Feb-07
28	26-Feb-07	TBD	Ability to prohibit certain pet sales from pet stores	Need objectives and full scope of assessment desired to determine content and type of report back needed	TBD			26-Feb-07
29		High	Information on how staff handles the turn-in of animals when cruelty, abuse, or fighting is suspected	Information report detailing steps in Intake with suspicion of animal cruelty is suspected	TBD		Staff instructions are included in SOP 11, Animal Impounding Procedures, last revised Dec 2009	
30		High	"Do not Adopt" policies to exclude, for specified reasons, certain persons from adopting animals	Informational report conveying Standard Operating Procedures (SOP) for excluding people who meet certain criteria from adopting an animal	TBD		Pending sufficient management staff to delve into all aspects of this issue and finalize SOP	

	Request Date	Priority Level	ITEM	Response Type Planned	Target Ready Date	Scheduled	Disposition	Request Date (If Known)
31		Medium	Status on need for temperament testing or results of no testing	Presentation on experimental efforts to match personalities of animals with potential adopters, to glean information about a potential future program designed to assess personality to reduce adoption returns	TBD		Future: Board Report for rescission of total prohibition and approval of new program designed to assess personality not screening for unadoptability or dangerousness) to increase value off adoption programs such as Matchmaker	
32		Medium	Policy on incentives to pet shops for taking in animals from our care centers	Need definition of objectives and desired content of report to assess type of report	TBD		Letter soliciting pet store interest was sent in 2006 with no reaction and follow-up	
33		Medium	Investigate the feasibility of Police training for hard-to-adopt dogs as well as other service opportunities, such as working with developmentally disabled program	Oral report on recent investigation results along with other options for similar adoption programs	TBD			
34		TBD	Report on why adopted animals are returned to shelters	Return rate is in the range of 6% or lower; need objectives and scope to determine priority	TBD			
35		TBD	Unspecified report on field and shelter training issues	Need definition of objectives and desired content of report to assess type of report to prepare	TBD			
36		TBD	Review of any special information or education offered persons interested in adopting puppies versus adult dogs	Need definition of objectives and desired content of report to assess type of report to prepare	TBD			