

North Utah Valley Animal Services Special Service District  
Pending Monthly Board Meeting Minutes  
September 28th, 2023  
87 East 100 South, Pleasant Grove, Utah 84062

**BOARD MEMBERS PRESENT:**

Cedar Hills- Jenny Peay  
Eagle Mountain- Tara Freeman  
Highland- Scott Smith  
Lehi- Chad Ray  
Lindon- Orlando Ruiz  
Orem- Kris Pease  
Utah County- Steve Alder  
Utah County Sheriff's Office- Yvette Rice

**OTHERS PRESENT:**

Director- Tug Gettling  
Legal Counsel- Laramie Merritt

**MEMBERS ABSENT:**

Alpine-  
American Fork-  
Pleasant Grove- Carl Nielson  
Saratoga Springs- Owen Jackson  
Utah County-  
Vineyard- Don Overson

**OTHERS ABSENT:**

Minutes- Janeen Olson

**OPEN THE MEETING:**

1. Welcome and Introductions: Chair Yvette Rice wished the members a good morning and opened the meeting at 10:05 a.m. Tug addressed the group stating that American Fork City had advised him they are in the process of replacing the current representative on the Board and they are hopeful it will be done by the next meeting.
2. Prayer/Thought- Offered by Scott Smith

**WORK SESSION ITEMS:**

1. No Items.

**PUBLIC HEARING ITEMS:**

1. No Items

**GENERAL MEETING ITEMS:**

1. **Public Comment-** Karen McCoy stated she was here to follow up from the last meeting on a few of the questions regarding the volunteer program; if she needed to reapply, if any more hours had opened up or if the hours had become more flexible which she believes would cause more people to volunteer. She also mentioned when she walked around the facility last night, she noticed thistle and getting punctures or stickers in your feet is still a concern with the landscaping. She also questioned why some of the monthly minutes are posted on the Utah.gov website and others are not. Karen also thanked Kris with Orem for going to Costco for donations and inquired if other representatives are going to the pet stores in their respective cities, for example PetSmart in American Fork whom she had spoken to regarding donations. She also felt like the new volunteer orientation was lacking in providing enough information, clarification on how Board members are chosen, and if the hiring process allows for employees to work on just the

weekends specifically. Yvette addressed the question regarding the way the board members are appointed and by who and how often.

2. **Review and approve Minutes from the August 31st, 2023, North Utah Valley Animal Services Special Service District (NUVASSSD) Board of Directors Meeting-** Steve Alder moved to approve the Minutes from the August 31<sup>st</sup>, 2023, NUVASSSD Meeting. Scott Smith seconded the motion. All were in favor and the Minutes were approved.
3. **Financial Report-** Tug noted on the Check Register there are no unusual expenses, the large ones are the utilities and insurance which was expected, the rest is business as usual. The Monthly Financial Statement reflects almost a quarter of the year gone by at 23.8%, with totals on Income at 68% and Expenses at 18.7%, both of which are good. He noted we are still waiting for two cities for the city participation fees, and we are right where we thought we would be with things like animal licenses, sales, and adoptions, spay and neuter fees all in the mid 23-25% range. Tug also explained the process of paying the workers compensation under expenses at the first of the year and the audit that is done with adjustments. In the past we have gotten yearly refunds, he received a letter last night advising us we will be owing around \$500 this year and he needs to investigate as to why that is. The question was asked if we have enough set aside for fleet services and Tug believes we do and clarified that the animal licenses now reflect correctly what is coming in.
4. **Shelter Progress Report-** Tug Gettling
  - Still working through some processes with Utopia and Orem City.
  - The landscaping is still in need of work; however, it is not something that he believes can be addressed immediately and it looks like the weather will be changing before that is accomplished. Tug advised they will be looking at what options either hiring someone or contracting out, or what can be done before spring to do better on those issues.
  - Tug noted in just a little more than a month we have lost seven employees, four were mentioned at the last meeting as leaving, since then three more have left. None of these are disgruntled employees, just the normal turn over with schooling, moves, health issues and on top of that hiring has proven to be very difficult. He noted an unusually high number of applicants are either failing drug test, no shows for interviews, or show up and then not complete the required paperwork to complete or quit after less than a week. He is hopeful with three employees starting this week and a few still in process if nothing else happens we may have filled those positions. With this being one of the busier times of the year with around 200 cats and 70 dogs this last month in the shelter, working shorthanded and now having to train several all at once has been extremely difficult. Working with about 50% of the staff has resulted in having to adjust the shelter hours and creates additional issues, for example not being able to address the landscape concerns or increasing hours of operations currently.
  - Regarding the request to look at a change in hours of operations, they did reach out to fifteen other municipal animal shelters in the State of Utah for a comparison of hours. Tug gave a review of the ones they contacted as follows; out of those one started at 07:30, two at 08:00, two at 09:00, seven at 10:00, one at 11:00 and two at 12:00. For the end of the day, one closes at 2:30, one at 4:00, four of them close at 5:00, one at 5:30 and eight at 6:00. For weekend hours one is open on Saturday, three of them are open half a day on Saturday, none are open on Sunday, some that are open on Saturday are closed on Monday and some are only open half a day on Friday. In looking at those times, our shelter falls right in the middle of those, however some good points have been brought up and things that need to be addressed. When you are looking at hours of operations for the public there are three times that are available; before work, lunch hour and after work. Tug advised once they are staffed again, they are looking at moving it around to at least accommodate two of those times. Right now, they are leaning for lunch hour and after hours, (after 5:00) but it will depend on staff schedules as well.
  - A few questions were raised and answered regarding if the salary offered was comparable, how long after a new employee is hired is the training process and becoming an asset needed. Tug addressed some of the questions asked by Karen earlier, he advised her that she did not need to reapply they still had her application. He also noted that the full time position that left the shelter was the one over the volunteer program, he has collected the information and is looking at implementing some of her suggestions, keeping in mind we do have some limitations

of the number of volunteers they can have due to insurance issues and the hours that they are able to have volunteers in the shelter around the busier times of service.

- He also wanted to address the question of Kris going to Costco and what about other stores as well, he went over that Kris is not an employee of the shelter although we greatly appreciate the work he has done within his boundaries. He also went over the number of stores that the shelter staff has reached out to as well for donations on a yearly basis and stated several stores as well as the public are still providing donations. Currently we are well stocked, with the exception that we are always looking for cat litter and wet cat food. Tug also noted the specific type of cat litter needed, the clay type found at the stores produces dust in the air that can be a health concern for the workers, so they have gone more to the wood pellets and shavings and a short explanation of the benefits and types was given. Kris also reviewed the donations and stores he has been able to work with and some of his experiences.
- Tug gave an update that the five puppies that had been abandoned in Highland that he mentioned at the last meeting have all been adopted out. We are still working with the rescue groups although they are also experiencing the same type of issues and often at the same time, when they are full is when the shelters are also and vice versa. The overcrowding seems to be the same issue across the State and a discussion on recent media articles was had.

5. **Other business-** Steve inquired if it would be helpful to create a line item a few times a year to address some of the landscaping issues. Tug noted it was in a file for budget considerations last year, due to other needs on the building this year it was not added in, and he planned to take care of it otherwise. The general maintenance is still being taken care of such as mowing lawns, a few trees have been trimmed and the County comes when possible, however it will be something that next spring will need to be addressed. Kris also mentioned maybe Lindon City could do something like Orem does with community involvement.

Yvette advised that there is a natural delay on the minutes being posted because they are not posted until they are approved in the next meeting. She and Tug both stated that they had been having issues with posting to the site and then having it not show or show and then not there later. They have reached out previously to have someone look into it and Tug will readdress the issue.

6. **Adjourned-** Scott Smith moved to adjourn the meeting. Steve Alder seconded the motion. All were in favor and the meeting was adjourned at 10:49 a.m.

**CLOSED DOOR SESSION:**

1. No Items

**Next Meeting: October 26<sup>th</sup>, 2023 @ 10:00 a.m.**