

North Utah Valley Animal Services Special Service District  
Pending Monthly Board Meeting Minutes  
October 26th, 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  
Pleasant Grove- Carl Nielson  
Saratoga Springs- Owen Jackson  
Utah County Sheriff's Office- Yvette Rice

**OTHERS PRESENT:**

Director- Tug Gettling  
Legal Counsel- Laramie Merritt  
Minutes- Janeen Olson

**MEMBERS ABSENT:**

Alpine-  
American Fork-  
Lindon- Orlando Ruiz  
Orem- Kris Pease/Jeremy Jamison  
Utah County- Steve Alder  
Vineyard- Don Overson

**OTHERS ABSENT:**

**OPEN THE MEETING:**

1. Welcome and Introductions: Chair Yvette Rice opened the meeting at 10:05 a.m., greeting both the members and the public in attendance.
2. Prayer/Thought- Offered by Chad Ray

**WORK SESSION ITEMS:**

1. No Items.

**PUBLIC HEARING ITEMS:**

1. No Items

**GENERAL MEETING ITEMS:**

1. **Public Comment-** Karen McCoy commented that she had noticed on the job postings that some of the requirements such as piercing, and tattoos seems a little bit judgmental and that may be limiting the number of applicants the shelter receives. She relayed a personal account of trying to help rescue a golden retriever she found up American Fork Canyon in the river and noted after several individuals had walked by that the only two that stopped to help had tattoos.

Tara Freeman entered the room at 10:07, Jenny Peay at 10:09

Becky Holliday expressed her appreciation to Tug for reporting how many animals are in the shelter. She inquired if it would be possible to help acknowledge the hard work done and celebrate the successes the shelter sees, to also report on those stats as well, such as those that have found owners or were adopted out. She noted it would not need to be specific details, maybe just a total number of numbers adopted out, as well as those coming into the shelter and how they are brought in. Becky stated that currently the date of adoption is listed, however adding the time may be beneficial for tracking down the road. She realizes that right now with short staff and adjustment of hours this might not be the

best option, but looking to the future it could help watch trends to see what is and isn't working and help give credit for what is being accomplished. She also mentioned a single event policy for insurance purposes and encouraged further research into if that was something that could be beneficial.

Owen Jackson entered the room at 10:12

Justin Stewart- stated he is a resident of Lindon City and started working this last year with Best Friends, one of their nationwide goals is no kill shelters. Justin spoke with Tug last month stating one way to help achieve their goals is through collecting data. He noted that Best Friends has helped provide software systems for data collections and some grants for shelters to help see where things are at. Justin advised if it was something the board was interested in, he can get references or do some presentations.

2. **Review and approve Minutes from the September 28th, 2023, North Utah Valley Animal Services Special Service District (NUVASSSD) Board of Directors Meeting-** Owen Jackson moved to approve the Minutes from the September 28th, 2023, NUVASSSD Meeting. Scott Smith seconded the motion. All were in favor and the Minutes were approved.
3. **Financial Report-** Tug reviewed the Monthly Financial Statement noting that 31.5% of the fiscal year has gone by, reconciling that with percentages for both income and expenditures we are looking good. He noted that Animal Sales and Adoptions under Income is slightly above as well as Surrenders for Adoptions which is great since we still are not accepting owner surrenders unless exigent circumstances. The Donations line is up a lot, partially due to us not knowing what to base that on with the issues with Xpress Bill previously and Microchip Sales are also up at 55%. In regard to Expenses- Salary and Wages- Temporary which is our part-time, is down quite a bit at 22% obviously since we have lost a lot of staff, but even our Full Time is down at 26% part of that could also be where the pay date falls in comparison to when the report is ran. Another that is lower- Supplies at 24.8% is great, especially with the higher number of animals we have. The Professional Technical Services is at 19% and is one of those that is billed quarterly or yearly and depending on when billed can reflect differently. City Participation Fees- Lindon City has yet to pay, Tug sent them another reminder this week and Laramie also advised them as well. Tug stated on the Check Register there is a voided check from Jack Morris, he needs to confirm what that was regarding. He also stated the credit for \$72 under Misc Journal Entries was from him when he inadvertently used the wrong credit card by mistake. Everything else on the Register was expected and nothing out of the ordinary.
4. **Shelter Progress Report-** Tug Gettling
  - Personnel- Out of the seven open positions we needed to fill we have only two left to replace. He noted they have plenty of applicants and the challenges still seem to be getting them to show up for interviews or accepting the job once it is offered. Both Carl and Laramie expressed they are having the same difficulties, Tug noted it is getting better, previously they had several quit on the first or second day by either emails or leaving uniforms at the back door.
  - Tug reviewed the possibility of changing the hours of operations to accommodate at least two of the options for the public that work, most likely at lunch and after hours as previously mentioned. He has been in communication with his staff and working out options and schedules and trying to determine what would work best. Starting in September they started tracking how many individuals come in after 5:00 p.m., the numbers were still pretty low and some of those are just a few minutes after 5:00 p.m. Tug did acknowledge that if it can be a benefit to the public and staff to help get more animals out of the shelter, they need to try to accommodate it with additional or flexing hours. He advised they are still in the process of determining which of the plans will work the best with the staff and schedules and now with getting closer to being staffed again he is hoping within a few more weeks to implement changes. Owen stated they ran into the same type of thing with their library and collecting data and letting the public become aware of the changes and he believes a few more months of data needs to be compiled, Tug agreed and noted he was just providing what they had started with.

He also reviewed the stats he gathered and presented last month from the fifteen other shelters and where we fall in those groups and being fiscally responsible for the hours, we are open.

- Scott inquired about the procedures for weekend hours and animal care when the shelter is not open. Tug reviewed the policies and procedures from intake with the Animal Control Officers (ACO) up to when the employees that work on the weekend take care of them. He also mentioned the number of times that each animal is viewed by different employees daily and how it is recorded and handled. Tug also noted the benefits of the animals having a few quieter days with less activity on the weekend and how their reactions to him when he comes to work in the very early morning hours as opposed to when the general staff and public are there. He also stated that ACO has after-hours contact information for injured animals, and it is not uncommon for Tug or his Assistant to get text from his workers regularly.
- Physical Facilities- Everything working good other than still a few issues with the switch to Utopia. Some of the items from when we switched from Xpress Bill Pay to the new system with Orem City are still not completed, Tug was advised their next Steering Committee that determines which IT project will be worked on is the end of November, currently we are the 5<sup>th</sup> slot in line. Another issue is with our HVAC system that is controlled in Salt Lake City, in the past we could also control it as well, with the switch to Utopia we lost that connection, they are working on trying to get that corrected. The heating and cooling are still working and set for occupied and unoccupied, it is just when adjustments need to be made outside of that they are not able to do so.
- Our animal numbers are starting to decrease, which is expected at this time of year especially for cats, Tug didn't have an exact count for today, but he noted that about 40 of the cages in one of the additional rooms was empty this morning and previously it had been filled. Rescue groups are still able to help out when available and we appreciate them as well.
- Yvette asked Tug to clarify that it was Orem City that posts the job description and what are the criteria for tattoos and piercings. Tug advised it was the same as theirs for law enforcement and states something along the line of tattoos and piercings are not allowed to be visible when in uniform (would need to be covered up by clothing). Tug stated it was discussed with Orem City several years ago and felt like it was okay stating that we also want our employees to look professional as well.

5. **Other business-** Jenny noted that as of January 1<sup>st</sup>, she will no longer be on the Board and Chandler Goodwin would be representing Cedar Hills City. She expressed her thanks to the board members and Yvette in turn also advised that she will be missed and thanked her for her work and the demeanor she has brought to the board.

Yvette reminded the group that the next meeting would be earlier due to the holidays and thanked Carl and Pleasant Grove for hosting the meeting.

6. **Adjourned-** Owen Jackson moved to adjourn the meeting. Scott Smith seconded the motion. All were in favor and the meeting was adjourned at 10:47 a.m.

#### CLOSED DOOR SESSION:

1. No Items

Next Meeting: November 16th, 2023 @ 10:00 a.m.