

North Utah Valley Animal Services Special Service District
Pending Monthly Board Meeting Minutes
July 25th, 2024
71 East 200 South, Pleasant Grove, Utah 84062

BOARD MEMBERS PRESENT:

Cedar Hills- Chandler Goodwin
Highland- Scott Smith
Pleasant Grove- Carl Nielson
Saratoga Springs- Owen Jackson
Utah County Sheriff's Office- Yvette Rice
Vineyard- Don Overson

MEMBERS ABSENT:

Alpine
American Fork- Stuart Fore
Eagle Mountain
Lehi- Chad Ray
Lindon-Orlando Ruiz
Orem- Kris Pease
Utah County
Utah County- Steve Alder

OTHERS PRESENT:

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

OTHERS ABSENT:

OPEN THE MEETING:

1. Welcome and Introductions: Chair Yvette Rice welcomed everyone to the North Utah Valley Animal Services Special Service District Board of Directors Meeting. She noted we currently do not have enough members for a quorum; therefore, no action will be taken unless additional members attend. The Chair also thanked the public for their attendance and opened the meeting at 10:05 a.m.
2. Prayer/Thought- Offered by Chandler Goodwin.

WORK SESSION ITEMS:

1. No Items.

PUBLIC HEARING ITEMS:

1. No Items.

GENERAL MEETING ITEMS:

1. **Public Comment-** Karen McCoy advised she has reviewed notes from the meetings over the last year and to help address the added expenses she believes the shelter should start charging a three percent credit card use like several other online services are already doing. She also expressed concern over how many issues occurred with switching to Utopia and Orem City's IT services and believes we need to look into other websites and specifically named a few that are more presentable than the one we are currently using. Karen advised while she understood some of the reservations about the letter from Best Friends Animal Society that was presented last month, she feels like there could be better communication and working with each other to come up with solutions. She also expressed a desire to have more number-based statistics available as opposed to just a percentage and noted her objective is to make a difference and she thanked the group for allowing her to voice her opinions.

Holly Sizemore stated she is the Chief Mission Officer with Best Friends Animal Society, addressing the letter that Tug reviewed last month with the board she noted the purpose of that offer was to improve the standing of the lowest performing shelter in the state in terms of live saving. She added that 2/3 of the animals dying in the Utah are in Utah County, because they were not able to meet with Tug in advance, she stated a written response was sent to the Board Members on Tuesday via email, some of which bounced back, and she noted that the state website appears to have some names missing and may need to be updated. Holly also advised she had hard copies with her with some additional information she can provide to the members today. She also provided finding from a poll taken by Griffin Communications regarding TNVR in a handout and reviewed her efforts starting in 2010 to present. Holly expressed a desire to work together and advised she would make herself available after the meeting for any questions.

Other members in attendance from the public: Becky Halliday, Caroline Fox, Brigitte Dunbeck, Caitlin Lisle, Joseph Augustine.

Yvette advised she would ensure an electronic copy is sent out due to a number of board members not being present. Owen Jackson entered the room at 10:15 a.m.

2. **Review and Approve Minutes from the June 27th, 2024, North Utah Valley Animal Services Special Service District (NUVASSD) Board of Directors Meetings.** Pending due to lack of quorum.
3. **Financial Report-** In reviewing the Check Register Tug stated June is typically one of the higher months with trying to get expenses spent within the fiscal year, this one wasn't too bad. He noted a couple of higher amounts under Capital Outlay one for \$1026.00 the other \$2,312.00 both were for the installation of the air handler unit. Under the Professional and Technical Services- Animal Veterinary Care the \$629.30 was to pay for a Jack Russel Terrier that had been hit by a car, and the \$3,971.56 was for a Pitbull puppy that needed an amputation. The rest of the charges are the standard for supplies and utilities. Moving on to the Monthly Financial Statement we are only 6% into the new year so not a lot of data to go by. City Participation Fees at 45.2%, Tug relayed the cities that are paid in full are; Saratoga Springs, Orem, Cedar Hills, Lehi, and Cedar Fort. He also pointed out the Expense- Telephone & Communications line item at 26% is for a new cellphone, the last one was purchased in 2018. Tug advised overall, the Income is at 33.8% and Expenses is at 2.8% which is a good place to be with 6% of the year passed.
4. **Shelter Progress Report-** Tug Gettling
 - Physical Facilities- In regard to upgrading from copper wiring on the old phone system that is now complete.
 - Personnel- Setbacks with Orem's online HR system has been creating some issues with hiring new employees, and Tug has been meeting with them almost daily. This is an overall problem with all of Orem City with a new system they are onboarding not just with us, and it looks like it is getting squared away. He stated we were able to hire a part-time animal care attendant that will be starting this week.
 - Operationally we had roughly 55 dogs and 55 cats every day this month, which is fantastic since last year around this time we had around 200 cats.
 - Tug updated on the concerns with poultry being livestock and if it needed to go to the South Shelter to be in compliance with the law as discussed in previous meetings. Tug met with SUVAS, and they didn't have any issues, so we are starting the process of calling the Sheriff's Office for transportation to the South Shelter.
 - He gave an update on the new dog licensing software, SUVAS has already purchased their half and are using it, one of our licensing specialists is down there today to verify everything and if all goes well, we will also go ahead with the purchase probably next week, Tug believes it will be a huge benefit and very helpful and secure.
 - Tug will be sending the members the finalized QR code for the flyers out very shortly, he wanted to confirm one more time before it is sent, once his staff is back from SUVAS, he can do that.
 - In regard to individuals visiting the shelter after 5:00 p.m., they have been tracking for the last ten months, this last month the average went up by .02 from .54 to .56.

- Volunteer programs going well, Tug advised that Noorda College had 50 volunteers come out for a three-hour block and did a phenomenal job clearing out weeds from our landscape. Due to the volume of volunteers, they rotated a few through every half hour to walk the dogs. Tug also noted they sent him an email thanking us for letting them help and requested an invoice and they would pay the shelter \$300 for them doing the service for us. They had some monies set aside for it and it will help offset the supplies we purchased.
- We have about 66 rescue groups on our approval list.
- Community Outreach- We have several events scheduled or working to schedule such as; Friends of Herriman, Draper Bark in the Park, a couple of businesses Route and Entrada are having employee health fairs they requested we attend. Also working with Easterseals-Goodwill Senior Citizen Volunteer on opportunities and issues concerning homelessness and boarding pets' solutions. As well as field trips for 11th-12th graders from Spectrum Academy. Tug advised they have a busy schedule coming up but grateful for the opportunities it provides and gets us out in the community. Laramie inquired if animals are taken to the city events and Tug reviewed the processes. Scott inquired on why the decrease in animal numbers, Tug explained one of the factors that may be helping is the rescue groups, he can't really explain why and noted the number of dogs is about normal, it is the low volume of cats that is surprising, but he is grateful that it is a low number.

Yvette inquired if we have ever considered adding a transaction fee to help with the online payments and recouping some of the costs. Tug noted it is a good point and they had discussed it last week going over the new dog licensing system and that SUVAS was already doing that. He also noted it goes both ways, because others are charging more we hate to, but we also have to cover our costs that we are getting charged as well. Owen also noted we need to offer an alternative so they don't have to pay the additional fee if they want to use cash and not utilize the online services, Tug advised we will still accept in person transactions.

Yvette inquired if we do an annual overall statistic of a broad range of statistics and maybe even pushing something out quarterly to the public. Tug agreed and had noted when Karen mentioned the other websites that they needed to review what other shelters are putting out and look into modeling ours after theirs. Scott confirmed if the IT issues have been resolved.

5. **Other business-** Yvette commented that with the packet of information they just received from Best Friends the board will need time to digest that information and request it be put on an upcoming agenda to discuss further and maybe put together a group to do further research on the TNR issues. Owen proposed that instead they put together a group of a few of the board members and a few staff members to meet with Best Friends, stating it might be more productive. Owen offered to be a part of the group; Chandler also offered to be part of the group as well. Madame Chair approved and felt like Owen, Chandler, and Tug should meet with Best Friends and present back to the board. Holly will be the point of contact for Best Friends and provided her email address and phone. Yvette advised she knows this has been an issue of concern with the public, however it has been a few years since we looked into it, and we probably need to look into it again. Noting as a Board we are committed to best serving the animals in our District while least impacting our environment in a negative fashion and making sure our citizens are safe in whatever discussion we make.

Scott requested of the group to answer the question of if Best Friends donate for 18 months, how do we continue the program, how do we afford that, how much is that going to cost the cities, that is one of his big concerns, while the program has a lot of good things, there is also a lot of cost there. Also, as a member of the community his concern is also if we release all these cats back what happens? Yvette advised she has the same questions and concerns as well and those are the types of questions and answers we need to take back to our cities and the county to see if it is even feasible. Tug suggested the board send those type of questions directly to Owen so when they meet, they can walk through those. Yvette advised she will scan all the documents in and send instructions to the group to contact Owen or Chandler.

6. Adjourned- Meeting was adjourned at 10:39 a.m.

CLOSED DOOR SESSION:

1. No items

Next Meeting: August 29th, 2024 @ 10:00 a.m.

PENDING MINUTES (subject to change until approved)