

North Utah Valley Animal Services Special Service District
Board Meeting Minutes

November 20th, 2025
108 South 100 East, Pleasant Grove, Utah 84062

BOARD MEMBERS PRESENT

American Fork	Ryan Archuleta
Cedar Hills	Chandler Goodwin
Eagle Mountain	Fionnuala Kofoed
Highland	Scott Smith
Lindon	Orlando Ruiz
Pleasant Grove	Carl Nielson
Saratoga Springs	Owen Jackson
Utah County	Steve Alder
Vineyard	Eric Ellis

BOARD MEMBERS ABSENT

Lehi	Chad Ray
Orem	Blake Fenn
Orem	Kris Pease
Utah County	Yvette Rice

OTHERS PRESENT

CEO/Director	Tug Gettling
Minutes	Shaylee Wiser

OTHERS ABSENT

Legal Counsel	Laramie Merritt
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OPEN THE MEETING

1. **Welcome and Introductions:** Scott Smith started the meeting at 10:05 AM. He welcomed everybody and thanked them for coming.
2. **Prayer/Thought:** Prayer offered by Eric Ellis.

WORK SESSION ITEMS

1. **No Items:**

PUBLIC HEARING ITEMS

1. **No Items:**

GENERAL MEETING ITEMS

1. **Public Comment:** Kayla Lyman made a comment about the social media account that she runs, and mentioned a recent post about a kitten she fostered that went viral. Kayla has volunteered at NUVAS previously, as well as several other animal shelters. She talked about the volunteer policies at the other shelters, and mentioned there are opportunities to

improve the volunteer policies at NUVAS. She mentioned ideas for a doggy vacation or field trips, to get the dogs away from the shelter for some enrichment.

2. **Review and Approve Minutes from the October 30, 2025 Meeting:** Owen Jackson made a motion to approve the minutes from the October 30, 2025 Board Meeting, Steve Alder seconded the motion. All in favor, motion carried.
3. **Financial Report:** Tug Gettling
 - a. Check Register: The biggest expenses are from two areas; Utilities and Animal Medical Supplies.
 - b. Financial Statement: 38.4% of the year has gone by. Income is at 76.5% and expenses are at 35.6%. The totals are looking good so far this year. Professional & Technical Services and Animal Veterinary Care are a little high right now, due to recent legal counsel about the RFP and animals that have needed vet care.
4. **Shelter Progress Report:** Tug Gettling
 - a. Tug says they are transitioning to a new system for their security cameras and alarms. They should be done soon, hopefully in the next few weeks. Overall, the monthly expense will go down a few dollars, but there is an installation and labor cost of about \$600.
 - b. There have been no personnel changes since last month.
 - c. Animal Numbers:
 - i. There are about 40 dogs and 80 cats currently in the shelter
 - ii. 64% redemption rate for dogs in October, with at 92% live release rate
 - iii. 5% redemption rate for cats in October, with a 57% live release rate
 - d. Events:
 - i. NUVAS did a Halloween event with All Paws Count, who donated some cat beds.
 - ii. The Steps Recovery group did a volunteer event.
 - iii. Very large event from the Shelter Support Program by Evening Arts Pet Accessories. They had several stations set up at the shelter and inside the dog runs, some with dog walking, training, photography, massages, grooming, etc. They donated a lot of needed supplies.
 - iv. Purple employees did a volunteer event and walked some dogs.
 - v. Students and teachers from Telos walked dogs as well.
 - vi. A young women's group made some adoption bags with treats and toys to give to adopters.
 - vii. The shelter received some food and treats from the TREAT app.
 - viii. Costco continues to donate items
 - e. Fionnuala asked about the application process for groups to do volunteer work, and Tug responded that they just need to contact the shelter to work things out. He answered some other questions as well, saying the shelter possibly saw an increase in adoptions due to the event from the Shelter Support Program, but it was hard to say for sure.
 - f. Training:
 - i. All the full-time staff at NUVAS participated in a grooming training from Scenthound Grooming. They learned some tips on how to groom matted dogs, and trim between a dog's paws.
 - ii. NUVAS did their annual active shooter training for the staff
 - g. The volunteer program is doing well. Tug confirmed they do rotate volunteers every 90 days, because they have so many applicants who want to volunteer. But they increased the number of active volunteers from 10 to 20 at a time. They are also including more one-time volunteers.
 - h. Tug gave an update on the three cats that are being held on a court hold. They are still at the shelter, and the fees continue to go up. There is not much the board can do to provide assistance in getting the cats out of the

shelter, Tug said the judge must be the one to make the decision. He talked about how the fees will be billed to Utah County, who in turn will seek restitution from the owners for payment.

- i. More information was given on the recent costs for veterinary care. The final bill for the chihuahua found tied in the bag was around \$3,200. There was a cat that needed its leg amputated, and the bill for that was \$3,200 also. A cat with a tail injury also needed an amputation, which cost about \$1,900. There was a bulldog with a large tumor on the outside of her body, and she was full of cancer. The vet recommended euthanasia for the dog, and the bill for that visit is estimated to be about \$700. These costs bring the total to about \$9,000 in veterinary care so far this year.

5. RFP Recommendations: RFP Evaluation Committee

- a. Chandler explained what the RFP was for, and said that an outside company would go in to evaluate the shelter's operations, procedures, animal care, etc., and make recommendations on what the shelter can improve on to compare with others in the industry. He described the evaluation criteria, and how the companies and their proposals were ranked.
- b. A total of four proposals were submitted for the RFP. Chandler briefly went over the details from each of them, and how they ranked against the others. They were listed as Firm A, B, C, and D.
- c. The top choice (Firm B) ranked by the evaluation committee was submitted by a former shelter director. The company seemed to have relevant experience on other projects, and had a good timeline. Coincidentally, they also had the lowest cost of all the proposals submitted.
- d. The evaluation committee, consisting of Chandler, Chad, Scott, and Tug, would all recommend Firm B to be the one awarded the bid.

6. Discussion/vote to determine which, if any, proposal will be awarded: Chandler pointed out that it's important to make sure that NUVAS is doing their best with regard to animal care, treatment, and other policies. If they receive a list of recommendations they should be doing, then they can look at the list and prioritize which changes they can make first. Some changes may not be possible, some may not make sense, but others could be implemented bit by bit, until eventually the shelter improves their operations. The timeline for the proposal is estimated to be 12 weeks, which might vary a little due to the holidays. There is not a deadline for accepting a proposal, but the committee is hopeful to begin sometime in January. The bid from Firm B was \$18,000, which will be paid out of retained earnings and will not affect the budget. The next steps include checking references and working out a contract to complete the evaluation.

Chandler made a motion to award the evaluation to Animal Shelter Services in the amount of \$18,000, pending the terms of agreement and checking references; Scott seconded the motion. Roll call was taken, motion carried unanimously.

Orlando Ruiz – Lindon – Yes

Fionnuala Kofoed – Eagle Mountain – Yes

Owen Jackson – Saratoga Springs – Yes

Scott Smith – Highland – Yes

Chandler Goodwin – Cedar Hills – Yes

Steve Alder – Utah County – Yes

Ryan Archuleta – American Fork – Yes

Carl Nielson – Pleasant Grove - Yes

7. Other Business: Orlando expressed his thanks for the NUVAS staff for all they've done, and asked Tug to pass it on to them. Scott took a moment to explain to those present from the public what the RFP was for and why they are doing it. He also reminded everyone that the next board meeting is January 29, 2026 at 10:00 AM.

8. Adjourn: Scott adjourned the meeting at 10:51 AM.

CLOSED DOOR SESSION

1. No Items

Next Meeting: January 29, 2026 @ 10:00 AM

PENDING MINUTES (subject to change until approved)