Members Present: Sonali Saindane, Catharine Tipton, Susan Neugent, Tammy Archie, Kate Donovan

Members Absent: Yvonne Samuels, Sonja Williams, David Kipp, Dana Gaines, Wardell Castles, Robert Dennis, Natalie Duncan

Staff Present: Kerry Moyers-Horton, Rebecca Guinn, Xan Rawls, Officer Kevin Hearst, Chief Lumpkin (Public Safety Director)

Staff Absent: Margaret Britton

Citizens Present: Kaitlyn Simmons of Best Friends, Beth Thompson

Sonali introduced Chief Lumpkin, new Public Safety Director of DeKalb County.

I. Report of Director of Animal Services -- Rebecca Guinn

- February 2018 Statistics
  - Total animals at the beginning of month- 726
  - Number of total animals taken in- 500 (363/72% stray)
  - Number of animals adopted directly from DASE- 191
  - Number of animals euthanized – 51
  - Live Release Rate for Cats and Dogs – 89.8%
  - Number of animals reclaimed - 60
  - Total animals in foster homes- 133 (65 dogs, 63 cats, 1 rabbit, 4 reptiles)
  - Total animals at the end of the month-658
  - 28 SNIP DeKalb Vouchers issued (12 dogs, 16 cats).
  - Promotions for the month were
    - Whiskers Bowl February 3-4, $25 adoption fee.
    - Kitten Bowl Party February 4, $25 adoption fee.

- Rebecca said intake is a little bit lower than last year but still higher than in previous years. Save rate 89.9%. Live rate was 91.1% "The stats are looking good in February; we hope to keep that up in March," Rebecca said. "The staff did a great job this month. We are ending up with a lot fewer animals in the shelter than we started out with."

- Xan had a question she meant to ask last time and wanted to know if there was a group that could work with Enforcement on TNR. Rebecca answered yes, send to Kerry and she will coordinate with Gin Taylor, the LifeLine Community Cat Director.

- Rebecca talked about Healthy Pets Event. The next Healthy Pets DeKalb event will be May 19 at Wade Walker. Chief Lumpkin wants more information on the event, so he can attend. It was noted that Commissioner Steve Bradshaw has attended one of the Healthy Pets DeKalb events.
II. Report of Director of Enforcement – Xan Rawls

- **February 2018 Statistics**
  - Total number of calls issued – 847
  - Summary of Notice to Comply issued - 13 vs 18 in 2017
  - Summary of verbal warnings issued – 56 vs 68 in 2017
  - Summary of written warnings issued - 4 vs 2 in 2017
- Xan introduced lead supervisor Officer Kevin Hearst who will clarify questions about classifications of calls from the last meeting.
- Xan said, "Leashing and containing pets continues to be a problem."
- Susan asked Xan about the creation of a written warning and changing the codes to reflect that. Xan replied, "We have always had written warnings. Investigate, Educate, and Eliminate" is what Enforcement tries to do about a problem. Sonali stated she liked a written warning so there is documentation about an issue. Xan said she is ok with doing that but Scott Meyers from the District Attorney’s office assigned to Animal Services says written warnings are not stronger in court than verbal warnings. Officer Hearst said if officers talk to a person and take pictures, Enforcement has a narrative if they go to court. However, they don’t want to go to court. Xan added that Enforcement works hard not to go to court. Court is the last resort. Chief Lumpkin asked if Enforcement has a picture even if they give a verbal warning. Officer Hearst said sometimes not because sometimes they can’t take pictures if they give a verbal warning based on a complaint. Rebecca noted that verbal warnings were not listed in the statistics. Xan said they now have a new person working. Rebecca stated that the Shelter issues citations. Xan said it is half and half citations by the Shelter and the field officers.
- Chief Lumpkin questioned the "verbiage of calling something a warning if the officer didn't see anything." Susan said, to understand the analyses [the board] is trying to conduct, setting aside labeling, how does the verbal discussion get captured? Is it captured in the data? Xan replied no; it is captured in the narrative. Susan asked how it comes. Xan said visual observation or probable cause and gave an example. Kate stated the statistic is captured in a complaint but not always with a 'met with owner' number. The stat is captured 2 times for a single complaint: 1 for met with person who called and 1 for outcome of call.
- Susan wanted to know what is a 'verbal warning' stat capturing. Xan and Officer Hearst said it is in the narrative. In answer to the question from where the verbal warning statistic comes, Officer Hearst responded that "when we speak to the owner, that is a verbal warning."
- Xan said they can’t customize Pet Point. Kerry said, "I customize my Pet Point all the time." Chief Lumpkin said, "We'll see."
- Kerry noted that the about 40 of the drop downs for case activity results say 'verbal warning.' Officer Hearst said that was down in the narrative as verbal warning is checked in the drop down.
- Rebecca noted that the Shelter serves the citations but that the field officers issue them.
- Susan asked how dispatch knows to create a case -- how are the policy guidelines written so everyone knows what to list as the case. Xan gives an example of
'stray' means no owner and 'enforcement' means a person is associated with an animal. The dispatcher doesn't always know from the call what the actual situation is.

- Officer Hearst wants the codes to be streamlined. Sonali asked if the coding is in the SOP. Officer Hearst said yes but there is a difference between the 911 and the officer -- are trying to streamline the codes. Chief Lumpkin said plain speech is best; keep it brief, rather than a code. 20% error factor with what is called in and what has actually happened is due to the use of a code. He said, "The more we get codes out of the way and the more we speak in plain language, the better it will be." He also said DeKalb has a higher % of abandoned calls than the city of Atlanta and surrounding counties combined. He said he wants to raise the 311 issue for calls normally going to 911 -- need 311 for after hours calls.

- Sonali asked Xan and Officer Hearst what is 'transport.' They answered going to a lab to a vet. Chief Lumpkin suggested "just preparing simple definitions for the categories." Xan will go down the categories and prepare definitions for the Board.

- Xan also wants a person from Pet Point to provide training. Susan suggested a Pet Point upgrade which may be had for several 100 dollars a year. Kerry said the on-line Pet Point tutorials are "phenomenal."

- Officer Hearst discussed his experience at the no-kill conference and stated, "We don't try to pick up every dog possible." Officer Hearst's take-away from the presentation: try best to allocate resources; give out barking dog letters; removal of codes; rotate the trucks; give every officer a trap -- "one stop shopping."

- Take away for Rebecca (who presented 7 times at the conference): key performance indicators, not only with enforcement but also with sheltering; for example, 90% save rate for sheltering is KPI. LifeLine is looking at KPIs for LifeLine and what resources are needed to meet them.

- Officer Hearst now has officers rotating in specific communities so the community gets to know the officers.

- Rebecca stated that most shelters have 20% return to owner; DCAS has only 13%. She also said it was a "very focused conference" -- focused on getting the animals out of the shelter alive.

- Sonali stated that simple things can change the way people think.

III. Five Year Review Susan Neugent
Susan framed the 5 Year Review for Chief Lumpkin.

[See handouts]

- The Board discussed the responsibilities of everyone prior to the meeting.
- Xan asked Officer Hearst about his WiFi to help field questions. Kerry suggested handing out cards to people who want to talk to
- Sonali showed the data analysis since the last meeting -- needs, strengths, and where to go in the future. The heat maps show the shelter is getting busier. Shelter Trends include
  - Intake -- trending up
  - Euthanasia -- trending down
  - Rescue -- trending up
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- Return to owner -- trending up
- Adoption -- trending up

- We now have street addresses of calls coming in to see where to focus resources. Sonali showed the heat map of DeKalb County to show where most of the calls come from. A discussion of ways to use the data ensued. Chief Lumpkin commented that the goal is to stop what doesn't work and to implement what does work.
- The Advisory Board wants to use the data to look at where the needs are in order to develop planning for the future. The Board discussed a phone conversation with Scott Giaco, Best Friends Director of Public Outreach.

IV. Questions or Comments from Citizens

- Beth Thompson had 3 things to say
  - She gave an update to the Board on getting records requested from Xan in December. She got the records and information in February.
  - She asked when does Enforcement open and take calls
    - 6am to 10pm -- office
    - 10pm to 6am -- after hours
    - M - F 8:30 am - 5pm dispatchers answer calls
  - She asked if one has a photo and will testify in court, could that be used in a cruelty case? The answer was Yes. Beth then wanted to know why Xan told her the only photos and video used in court had to come from the cruelty officers. Officer Hearst did not know why she was told that. Beth said Xan told her the cruelty has to be directly observed by the officer. Officer Hearst said direct testimony would be admissible in court and doesn't know what happened. Beth said what is said in the Advisory Board meetings is not what happens in reality. Officer Hearst said he doesn't know what happened in the past but he will help in the future -- "If it gets on my desk, it gets done."

- Sonali wanted to know the result of the audit (internal done in August 2017 by finance dept) recommendations. Xan does not have an outcome -- was a performance audit.
- Beth said John Greene is an independent auditor doing an audit of Enforcement. Xan said Mr. Greene sent 2 people to Enforcement and she doesn't have an outcome.
- Sonali said the internal audit was posted on the county website but does not have the outcome of the goals.
- Xan said people came to ask but she does not have the outcome of the audit recommendations.
- Chief Lumpkin requested to see what was posted on the site.
- Kate wants the Advisory Board logo to look like the county logo, and the Board agreed.