

**City of Norman  
Animal Welfare Oversight Committee**

**Norman Animal Welfare Center  
Multi-Purpose Room  
3428 South Jenkins Ave  
Monday, October 9, 2017  
6:00 p.m.**

- I. Call to Order.....Co -chairperson Mark Howery
- II. Roll Call.....Co-chairperson Mark Howery
- III. Discussion & Approval of the September Minutes. ....Co-chairperson Mark Howery  
Action needed: motion to approve or reject minutes  
Action Taken: \_\_\_\_\_
- IV. Monthly Intake/Outcome Statistics ..... Major Kevin Foster  
Action needed: Acknowledge Presentation
- V. Updates on NAWC Staffing/Hiring (Manager & AW Technicians) .....Major Kevin Foster  
Action needed: Acknowledge Presentation
- VI. Updates on Capital Improvement Projects and Current.....Major Kevin Foster  
Status of the New Shelter Buddies Software  
Action needed: Acknowledge Presentation
- VII. Discussion of NAWC email for Social Media .....Co-chairperson Rebecca Bean  
Action needed: Discussion
- VIII. Update and Discussion of the Current Foster Program .....Co-chairs Bean and Howery  
(How Many Animals, Resources Needed)  
Action needed: Discussion
- IX. Call for Agenda Items for Next Meeting .....Co-chairperson Rebecca Bean
- X. Miscellaneous Comments.....Co-chairperson Mark Howery
- XI. Adjournment.....Co-chairperson Mark Howery  
Action needed: Motion to adjourn meeting  
Action Taken: \_\_\_\_\_

# Animal Welfare Oversight Committee

**September 11<sup>th</sup>, 2017**

The Norman Animal Welfare Oversight Committee of the City of Norman, Cleveland County, State of Oklahoma, met in the Multi-Purpose room on the 11<sup>th</sup> day of September, 2017, at 6:00PM. The notice and agenda of the meeting were posted in the Norman Animal Welfare Center building at 3428 S. Jenkins on the 8<sup>th</sup> of September, 2017. The meeting was also posted on the City of Norman website at [www.normanok.gov](http://www.normanok.gov).

## **I. Call to Order**

Co-chairperson Mark Howery called the meeting to order at approximately 6:02PM

## **II. Roll Call**

BOARD MEMBERS PRESENT:

Co-chairperson Mark Howery

Co-chairperson Rebecca Bean

Jennifer Kidney, PhD

Kristy Wicker

Sandy Moore-Furneaux

ABSENT:

Councilman Bill Hickman

Joe Carter, D.V.M

OTHERS PRESENT:

Amy Tyler, D.V.M

Ashley Battiest, Norman Animal Welfare

Captain Brent Barbour

Chief Keith Humphrey

Rick Knighton, Asst. City Attorney

### **III. Discussion and Approval of the August Minutes**

Minor grammatical errors in last month's minutes were corrected.

A motion to accept the minutes was made by Jennifer Kidney. Sandy Moore-Furneaux seconded. The motion passed.

### **IV. Monthly Statistics**

Captain Barbour began by pointing out the 90.7% live release rate and mentioned that the shelters' Owner Surrender rate is evening out, although Dr. Tyler pointed out that the shelter has been using a waiting list recently with owners wanting to surrender.

Captain Barbour explained the high number of cat euthanasia; 16 of the 18 cats euthanized were from one specific hoarding case that included cats in horrible condition. He also mentioned that recently he compiled live release rates from the shelter for a public report, and in 2013 the live release rate was 69%, but by 2017 the live release rate was 92%.

He discussed the new Shelter Buddies software going into effect next Thursday. There will be an adoption event to clear the shelter, so that there will be fewer animals being input into the new software system. The shelter will be closed an additional Wednesday (9/20) for training on the Shelter Buddies software.

Jennifer Kidney asked about the Clear the Shelter event that was held two weeks ago. It had been very successful and led to all of the adoptable cats being adopted as well as many of the adoptable dogs.

Rebecca Bean asked about the announcement for the next clear the shelter event and how it would be presented. There was a discussion on announcing earlier than the day before the event.

Rebecca Bean asked if there was a charge for owner requested euthanasia. There is a \$60.00 charge. Dr. Tyler said that the shelter is not required to euthanize at an owner's request according to the city ordinance, but the animal would be surrendered in any case.

Mark Howery had a question on the definition of "return" in the intakes category. That is an animal that was adopted from here and had been brought back for any reason. There is a 30 day return policy for animals adopted at the shelter.

Dr. Tyler commented that it would be interesting to compare return rates when we get the new software.

Co-chairperson Mark Howery commented that the high adoption rate was very impressive.

## **v. Discussion of NAWC Amazon Account for Donations And Social Media Access**

Rebecca Bean went over the City of Norman's general social media policy concerning who can post on social media sites for Norman. She reiterated that she thinks having strong social media presence is important for the shelter. She compared the month of June, which had volunteer access, and August, which had no direct volunteer access. The month of June had 108 posts and August had 26 posts. She wants to see more consistency in social media and not to put that burden on staff. She talked about some of the options she saw going forward. Volunteers could submit posts that are later approved and posted by staff, similar to the solution that was presented at last month's meeting, or volunteers could make their own page to be run by the volunteers. There was a general discussion about staffing and time related to social media. Rebecca Bean asked if there was any training or agreement that could be done that would allow a volunteer to have access to post on behalf of the shelter.

Chief Humphrey said that he thinks it's important to stay within the city policy and that there are no exceptions right now within the city. He said he thinks the plan presented involving the email address was a good solution.

Sandy Moore- Furneaux asked who would be the person to ask about changing the policy itself. Chief Humphry suggested either the mayor or the city manager.

Co-chairperson Rebecca Bean also brought up the Amazon account and how donations have dropped off recently. She suggested a credit card that isn't linked with the City of Norman be tied to the account so that volunteers could update the account again. She also asked about treats given to the dogs, and whether that would tie in with not needing the same amount of donations. There was a discussion about the types of treats that the public were previously able to give out to the animals, and that some dogs were being given too many and getting sick. The treat box has since been moved to the volunteer room so that it isn't available to the public anymore. Captain Barbour said that the Amazon account is still utilized and updated by staff. He said he would make a post for the volunteers letting them know to let staff know if something is out of stock.

Emily Flores asked about getting the Animal Welfare email address out to other volunteers so that they can contribute content for social media posts.

## **VI. Updates on NAWC Staffing/Hiring & Capital Improvements**

Captain Brent Barbour began by talking about the new hire, Donna Myer, who is brand new and will be training for the next few weeks. The interviews from the past week went very well, and there are three applicants who received conditional offers and are in the background check phase of the process. He also talked briefly about the two applications that have been received for the shelter manager position. The application deadline is September 19th.

Regarding capital improvements, Captain Barbour explained that the kennel shades and new telephone system are in the process of being completed. The telephone scripts are being finalized. There was a discussion about the phone system and the funding for the licensing. The system is fully funded.

Co-Chairperson Rebecca Bean asked about a feature that lets customers know what number they are in the queue. Captain Barbour said this feature is offered, but the phone company explained that, because of the limited staff available for answering phones, it was not recommended for the shelter.

Rebecca Bean also asked about having a FAQ section for the website. Captain Barbour said that could be something that we add to the shelter Facebook page.

Rebecca Bean asked about having volunteers answering phones. Captain Barbour said that he was not against that, the shelter has been utilizing police officers on leave to help office staff answer phones. If volunteers are interested in helping answer the phones, they can be trained to help.

## **VII. Introduction to the City Manager's Report**

Co-chairperson Mark Howery explained that the committee will discuss the report at a later date because there is so much material.

Rebecca Bean asked about getting older versions of the report to see any changes made. Captain Barbour said a lot of the changes were small clerical fixes and obviously wrong things such as the number of staff. Captain Barbour said he didn't think there were any copies of earlier versions.

## **VIII. Discussion of the Adoption Process/Paperwork and Potential to Shorten the Process**

Dr. Tyler suggested tabling this discussion until after the new software is implemented as it will affect the adoption process greatly.

Rebecca Bean made a motion to table the agenda item for a later date. Jennifer Kidney seconded. The motion carried.

## **IX. Discussion of Volunteer Retention and Increased Participation**

There was a brief discussion on the new available training times; Sunday afternoons and weekday evenings are both offered by the schedule.

## **X. Call for Agenda Items for Next Meeting**

There was a discussion that several items from this month's agenda will get revisited at a later meeting.

## **XI. Miscellaneous Comments**

Co-Chairperson Rebecca Bean gave an update on the successful fundraising event, "Dancing with the Strays."

Co-chairperson Mark Howery wanted to acknowledge the winners of the Volunteer of the Year Award and invite everyone to the award ceremony at the city council meeting on September 26, 2017.

Kim Fairbanks commented that at previous animal conferences, many have presented a solution to volunteers and city social media policies by having Social Media Ambassadors who "like, comment, and share" posts.

Kim Fairbanks gave an update on the Barn Cat Program. 128 cats have been saved since the program started last September. She also wanted to thank Norman Animal Welfare and its partnership with the MUTTS club program. It's held on the first Saturday of the month and the program is growing. It's having lots of success with the students involved.

Co-chairperson Rebecca Bean mentioned a story that might be appearing in the news involving the county fair and vendors giving away rabbits and puppies as prizes. Rick Knighton pointed out that this is in the county jurisdiction, not the city, and that Richard Peters is the President of the Fair Board and sponsors the fair.

## XII. Adjournment

Co-chairperson Mark Howery called for a motion to adjourn the meeting at approximately 7:45PM. Jennifer Kidney moved to adjourn. Sandy Moore- Furneaux seconded. The motion carried, the meeting was adjourned.

X Mark D Howery

Oct 9<sup>th</sup>, 2017

X RM

Kennel Statistics Report  
Intakes from 09/01/17 to 09/20/17

	DOG	PUPPY	CAT	KITTEN	OTHER	TOTAL
<b>TOTAL</b>	<b>69</b>	<b>15</b>	<b>25</b>	<b>33</b>	<b>18</b>	<b>160</b>
CONFISCATED	2	0	0	0	0	2
POLICE	2	0	0	0	0	2
DISPO REQ	3	0	4	0	8	15
FIELD	3	0	4	0	7	14
OTC	0	0	0	0	1	1
EUTH REQ	5	0	0	0	0	5
OTC	5	0	0	0	0	5
FOSTER	1	0	0	6	0	7
OTC	1	0	0	6	0	7
OWNER SUE	3	2	7	1	0	13
FIELD	0	1	0	0	0	1
OTC	3	1	7	1	0	12
RETURN	2	0	1	1	0	4
OTC	2	0	1	1	0	4
STRAY	53	13	13	25	0	104
FIELD	28	6	2	5	0	41
OTC	25	7	11	20	0	63
TRANSFER	0	0	0	0	2	2
AN CONTROL	0	0	0	0	2	2
WILDLIFE	0	0	0	0	8	8
FIELD	0	0	0	0	8	8

**Kennel Statistics Report**  
**Outcomes from 09/01/17 to 09/20/17**

	DOG	PUPPY	CAT	KITTEN	OTHER	TOTAL
<b>TOTAL</b>	<b>111</b>	<b>15</b>	<b>41</b>	<b>42</b>	<b>19</b>	<b>228</b>
ADOPTION	73	13	37	27	1	151
	2	0	0	0	0	2
OUT EVENT	1	0	0	0	0	1
REFERRAL	1	0	1	0	0	2
RESCUE GRP	13	0	5	7	0	25
WALKIN	56	13	31	20	1	121
DISPOSAL	5	0	4	0	11	20
CREM-PRIV	0	0	1	0	1	2
CREM-SHELT	5	0	3	0	10	18
EUTH	13	1	0	0	0	14
AGED	4	0	0	0	0	4
AGGRESSIVE	4	0	0	0	0	4
BEH SEVERE	1	0	0	0	0	1
COND MINOR	1	0	0	0	0	1
COND SEVER	0	1	0	0	0	1
OWNER REQ	3	0	0	0	0	3
FOSTER	1	0	0	15	0	16
INJ MINOR	1	0	0	0	0	1
UNDRAGE/WT	0	0	0	15	0	15
RTO	19	1	0	0	0	20
	2	0	0	0	0	2
MICROCHIP	1	0	0	0	0	1
PHONE	6	0	0	0	0	6
WALKIN	8	1	0	0	0	9
WEB	2	0	0	0	0	2
TRANSFER	0	0	0	0	7	7
WILDCARE	0	0	0	0	7	7

Kennel Statistics Report  
Animals On Hand on 09/20/17

	DOG	PUPPY	CAT	KITTEN	Total
<b>Total</b>	<b>31</b>	<b>4</b>	<b>15</b>	<b>16</b>	<b>66</b>
NORMAN	29	4	15	16	64
STATE PARKS	2	0	0	0	2



# Norman Animal Welfare Shelter Animal Count

09/01/2017 to 09/20/2017



## Beginning Animal Counts

CANINE		
Adult	Up to 5 Months	Age Unknown
60	12	10

FELINE		
Adult	Up to 5 Months	Age Unknown
25	44	11

## Animal Intake

Stray At Large

Relinquished by Owner

Owner-Intended Euthanasia

Transferred In

Other Intakes

**Total Live Intakes**

CANINE		
Adult	Up to 5 Months	Age Unknown
49	13	4
5	2	0
5	0	0
0	0	0
0	0	2
59	15	6

FELINE		
Adult	Up to 5 Months	Age Unknown
10	25	3
8	2	0
0	0	0
0	0	0
0	0	0
18	27	3

## Animal Outcomes

### Live Outcomes

Adoption

Returned to Owner

Transferred Out

Returned to Field

Other Live Outcome

**SubTotal Live Outcomes**

CANINE		
Adult	Up to 5 Months	Age Unknown
53	13	7
18	1	1
13	0	0
0	0	0
0	0	0
84	14	8

FELINE		
Adult	Up to 5 Months	Age Unknown
26	15	5
0	0	0
0	7	5
0	0	0
0	0	0
26	22	10



# Norman Animal Welfare Shelter Animal Count

09/01/2017 to 09/20/2017



## Animal Outcomes

Died in Care

Lost in Care

Shelter Euthanasia

Owner-Intended Euthanasia

**Subtotal Other Outcomes**

**Total Outcomes**

## Other Outcomes

CANINE		
Adult	Up to 5 Months	Age Unknown
0	0	0
2	0	0
8	1	0
5	0	0
<b>15</b>	<b>1</b>	<b>0</b>
<b>99</b>	<b>15</b>	<b>8</b>

FELINE		
Adult	Up to 5 Months	Age Unknown
0	0	0
0	0	0
0	0	0
0	0	0
<b>0</b>	<b>0</b>	<b>0</b>
<b>26</b>	<b>22</b>	<b>10</b>

## Ending Animal Counts

CANINE		
Adult	Up to 5 Months	Age Unknown
<b>28</b>	<b>4</b>	<b>8</b>

FELINE		
Adult	Up to 5 Months	Age Unknown
<b>17</b>	<b>49</b>	<b>4</b>



## Norman Animal Welfare Kennel Comparisons Statistics



### "Intake Comparisons"

9/1/16 to 9/20/16

9/1/17 to 9/20/17

Dogs				
Strays	51	66	↑	29.4 %
Owner Surrenders	16	7	↓	56.3 %
Others	3	2	↓	33.3 %
<b>Total Dogs Received:</b>	<b>70</b>	<b>75</b>	↑	<b>7.1 %</b>
Cats				
Strays	62	38	↓	38.7 %
Owner Surrenders	17	10	↓	41.2 %
<b>Total Cats Received:</b>	<b>79</b>	<b>48</b>	↓	<b>39.2 %</b>
<b>Total Intakes:</b>	<b>149</b>	<b>123</b>	↓	<b>17.4 %</b>

### "Outcome Comparisons"

9/1/16 to 9/20/16

9/1/17 to 9/20/17

Dogs				
Adoption	59	86	↑	45.8 %
Euthanasia	8	9	↑	12.5 %
Return to Owner	16	20	↑	25.0 %
Others	1	2	↑	100.0 %
<b>Total Dogs Dispositioned:</b>	<b>84</b>	<b>117</b>	↑	<b>39.3 %</b>
Cats				
Adoption	55	64	↑	16.4 %
Euthanasia	4	0	↓	100.0 %
Others	2	0	↓	100.0 %
<b>Total Cats Dispositioned:</b>	<b>61</b>	<b>64</b>	↑	<b>4.9 %</b>
<b>Total Outcomes:</b>	<b>145</b>	<b>181</b>	↑	<b>24.8 %</b>

## Shelter Statistics 09/22/17 - 09/30/17

### Incoming

Type	Agency	DOA (Surrender)	DOA (Stray)	DOA (Wildlife)	Owner Surrender	Returns	Stray	Wildlife	Total
Dog	9	3	0	0	6	3	10	0	31
Puppy	1	0	0	0	0	0	2	0	3
Cat	1	0	5	0	9	0	17	0	32
Kitten	0	0	0	0	0	2	11	0	13
Bird (wildlife)	0	0	0	0	0	0	0	2	2
Mammal	0	0	0	3	0	0	0	1	4
Marsupial	0	0	0	1	0	0	0	1	2
Sheep	0	1	0	0	0	0	0	0	1
<b>Grand Total:</b>	<b>11</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>15</b>	<b>5</b>	<b>40</b>	<b>4</b>	<b>88</b>

### Outgoing

Status	Bird (Wildlife)	Cat	Dog	Kitten	Mammal	Puppy	Total
Adopted	0	8	10	1	0	0	19
Agency Transfer Out	0	0	0	0	1	0	1
Reclaimed	0	1	10	0	0	0	11
Released by Agency	2	0	1	0	0	0	3
Transfer Out	0	4	5	2	0	3	14
<b>Grand Total:</b>	<b>2</b>	<b>13</b>	<b>26</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>48</b>



# Monthly Service By Assignment

January 2017 to September 2017  
Animal Welfare Volunteers Recent

Place	Assignment	Jan 2017 Hours	Feb 2017 Hours	Mar 2017 Hours	Apr 2017 Hours	May 2017 Hours	Jun 2017 Hours	Jul 2017 Hours	Aug 2017 Hours	Sep 2017 Hours	Total Hours
Norman Animal Welfare Center	Groomer	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
	NAWC-Bather / Groomer	2:26	0:00	0:00	0:00	0:51	0:00	0:00	0:00	24:00	27:17
	NAWC-Beautification Volunteer	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
	NAWC-Cat Socializer	44:19	42:23	50:52	41:18	31:14	75:02	67:53	52:26	62:13	467:40
	NAWC-Community Outreach Volunteer	0:00	0:00	6:18	0:00	3:25	3:00	0:00	6:28	0:00	19:11
	NAWC-Dog Handler	80:05	79:51	153:40	229:32	141:42	118:18	148:35	70:46	105:37	1,128:06
	NAWC-Foster Program	0:00	0:00	0:00	0:00	0:00	0:00	0:00	2:00	0:00	2:00
	NAWC-Laundry	3:45	5:57	6:43	11:50	2:47	9:53	11:57	8:01	8:59	69:52
	NAWC-Lobby Greeter	24:13	21:45	16:31	47:35	59:31	44:08	31:52	21:57	45:49	313:21
	NAWC-Orientation	9:00	3:00	11:00	37:00	17:00	20:30	12:00	5:00	5:00	119:30
	NAWC-Photographer	2:15	0:00	12:35	6:40	12:35	11:11	17:21	4:21	4:40	71:38
	Other Volunteer Services	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
	Total	166:03	152:56	257:39	373:55	269:05	282:02	289:38	170:59	256:18	2,218:35
Grand total		166:03	152:56	257:39	373:55	269:05	282:02	289:38	170:59	256:18	2,218:35