

**City of Norman
Animal Shelter Oversight Board**

**Municipal Building
Multi-Purpose Room
201 West Gray**

**Monday, May 23, 2016
6:00 p.m.**

- I. Call to Order.....Chairperson Mark Howery

- II. Roll Call.....Chairperson Mark Howery

- III. Discussion & Approval of the Minutes.Chairperson Mark Howery
Action needed: motion to approve or reject minutes
Action Taken: A motion to accept the minutes as amended was made by Jennifer Kidney and seconded by Rebecca Bean. The motion was carried.

- IV. Monthly Statistics AWS John Bowman
Action needed: Acknowledge Presentation

- V. Construction Update.....AWS John Bowman
Action Needed: Acknowledge Presentation

- VI. Discussion of Volunteer Award & First Recipient.....Rebecca Bean/Chairperson Mark Howery
Action needed: motion to approve or reject implementation of a volunteer award and recognition of first recipient.
Action Taken: Jennifer Kidney made a motion to establish the Norman Animal Welfare Volunteerism Award as outlined with Erica Loftis being the first recipient. Rebecca Bean seconded. All voted in favor.

- VII. Follow-up Discussion of On-Line Pet License Sales.....Captain Arnold/Dr. Joe Carter
Potential action: motion to recommend or reject on-line licensing
Action Taken: Dr. Joe Carter made a motion to recommend that city staff pursue a partnership with Petdata. Rebecca Bean seconded. All voted in favor.

- VIII. Miscellaneous Comments.....Chairperson Mark Howery

- IX. Adjournment.....Chairperson Mark Howery
Action needed: Motion to adjourn meeting
Action Taken: A motion to adjourn the meeting was made by Chairperson Mark Howery at approximately 7:49 p.m. The motion was seconded by Jennifer Kidney, the motion was carried.

The Norman Animal Welfare Center Oversight Committee of the City of Norman, Cleveland County, State of Oklahoma, met in the Multi-Purpose room on the 23rd day of May, 2016, at 6:00 p.m. The notice and agenda of the meeting were posted in the Municipal Building at 201 West Gray Street on the 19th of May, 2016. The meeting was also posted on the City of Norman website.

I. CALL TO ORDER.

Chairperson Mark Howery called the meeting to order at approximately 6:36 pm.

II. ROLL CALL.

BOARD MEMBERS PRESENT:

Chairperson Mark Howery
Joe Carter, D. V. M.
Rebecca Bean
Jennifer Kidney PhD

ABSENT: Kathryn Schwartz Bierman
Councilman Stephen Tyler Holman
Ginger Noble, D. V. M.
Jayne Crumpley

OTHERS PRESENT:

Jeanne Snider, Assistant City Attorney
Captain Lance Arnold
Darci Poe, Norman Animal Welfare

III. APPROVAL OF THE MINUTES

Rebecca Bean noted that on section six, the word discussion was missing an “o”. A motion to accept the minutes as amended was made by Jennifer Kidney and seconded by Rebecca Bean. The motion carried.

IV. MONTHLY STATISTICS

Captain Arnold went over the monthly statistics. He corrected the numbers of the non-adoptable dogs that were euthanized.

Captain Arnold said we are working on an orientation video for the volunteers so they can then immediately go on to the next class. He said there will be staff with them to watch the video. He said staff suggested having the video on line for our future volunteers.

Assistant City Attorney requested that page numbers to be added to the statistics.

Captain Arnold said he plans to publish the statistics on our website though they are posted in the meeting minutes. Chairperson Mark Howery said that the 19 animals that were returned to owner before coming into the shelter was such a good thing.

V. CONSTRUCTION UPDATE

Captain Arnold said the preliminary inspections are done though we failed a couple of inspections that were small item things and were more on the contractors' end. He said one issue is the air handlers on the roof; the inspectors say 10 feet from the edge are needed, although the contractors say 8 feet are adequate. We have to do what the inspector says so that means we will have to install handrails on the roof for safety. The architect Terry Tevis walked through the center, and he listed it as substantially complete. There are still small punch list items to do.

Captain Arnold said that the ribbon cutting is June 1st and we hope to have those small items done by then. We do not have occupancy due to those items. The fire suppression system passed, though there are a few mechanical and plumbing things the contractor is working on. The surgery area is complete minus the wet table, but that will be installed tomorrow.

Captain Arnold reiterated that the ribbon cutting will be June 1st at 3pm.

VI. UPDATE AND DISCUSSION OF VOLUNTEER/HUMANITARIAN AWARD

Rebecca Bean handed out the possible eligibility criteria for the award (included in posted minutes). She said she borrowed some of the language from the human rights award guidelines and took the liberty of naming Jeanne as our liaison. There was a discussion of the process of it going to council.

Rebecca Bean read over the hand out. Chairperson Mark Howery said there needs to be a statement to connect it to the Norman Animal Welfare Center. Jennifer Kidney said she agrees. There was a discussion on how to connect the award to Norman Animal Welfare and to make it broad enough to cover domestic animals and wildlife since we work with both. It was decided that the guidelines say ”the contributions

made to the welfare of animals in conjunction with the Norman Animal Welfare Center.”

Chairperson Mark Howery said there will be a plaque with the name and photo of the recipient. Rebecca Bean said Dr. Otto will be paying for the plaque. Chairperson Mark Howery said that Dr. Otto wanted to recognize this at the Ribbon Cutting; we may not have the plaque but could at least mention it.

Jennifer Kidney made a motion to establish the Norman Animal Welfare Volunteerism Award as outlined with Erica Loftis being the first recipient. Rebecca Bean seconded. All voted in favor.

DISCUSSION OF ONLINE SYSTEM FOR PET LICENSE SALES

Chairperson Mark Howery said we can't institute the online pet license but we can recommend it. Captain Arnold handed out some information (included in posted minutes). He said there are still some questions to be answered but so far Petdata has had good answers. He went over and explained the handouts that were provided. There was a discussion of the city pet license fees and a possible increase in fees. Captain Arnold explained that Petdata says they are the sole source, in that they are the only company that offers this service; if this is the case, we wouldn't need to go through the usual bidding process. Petdata does 100% outsourcing. He explained local veterinarians can still sell licenses or people can buy them at the counter; those options don't have to change.

Rebecca Bean said she likes the idea of having a link on our page for donations and the city pet license portion. Captain Arnold said it would be branded with our brand, our logo, but it will come from Petdata. He said when people call in on the special phone number, the call center will say Norman Animal Welfare Center. Staff would also have access to look up the city pet license if needed. Any other agency that we say needs access could have access also; however, it would be read only, not available to edit.

Chairperson Mark Howery said he liked the idea of increasing the fee; it has been the same since 1988. Captain Arnold said we are on par with other cities even with the proposed increase. Dr. Joe Carter said that initially the city pet license fee was for remodeling and it has now morphed into helping our community. He asked if there is anything as a committee that we can do to help at this point. Captain Arnold answered that the committee can make a motion to recommend it. He said the idea is already there; it is not hard to sell. Rebecca Bean asked if changes to the fees would require an ordinance change. Assistant Attorney Jeanne Snider said no.

Dr. Joe Carter made a motion to recommend that city staff pursue a partnership with Petdata. Rebecca Bean seconded. All voted in favor.

VII. MISCELLANEOUS

Captain Arnold handed out the division goals (included in posted minutes) and went over them. He said we are working on a disaster response plan not only for Norman but for surrounding communities. He said we are trying to get back into the schools to educate the kids. He said we are working on developing a training manual for new

employees. We are working on ways to increase our volunteers and hours worked by volunteers, and we are on the cusp of the foster program. He said that on June 15th one of our Animal Welfare Officers, Ellen, is retiring to move to Texas to be with her granddaughter. He said the job is now open; however, it can take three to four months to hire someone.

Captain Arnold said on June 21, Kate, a senior shelter manager from the American Society for the Prevention of Cruelty to Animals, will be coming to lock us in a room to write the Standard Operating Procedures. She said she can have them written by the end of the day. He said the American Society for the Prevention of Cruelty to Animals is paying for it all. He said Darci will get you all the information to see if two members of the committee can be there that day. He said we will be closed that day but will take calls for service and redemptions as they come but not be open for adoptions. Chairperson Mark Howery said closing down the shelter shows how important this is.

Captain Arnold explained the Saving Pet Challenge that is from July 5 – Aug 4. He also explained the Adoption Ambassador program that will start in July.

Jennifer Kidney said she recently went with Kim Fairbanks to Curtis Inge Middle School in Noble to conduct some poetry workshops for the Poetry Animal Club, the students who participate in Puppies, Poems, and Pies.

Michelle Loftis said Erica didn't volunteer for the recognition but for the cause. She said anything to bring awareness to these animals would make Erica happy. She said this is a great day, thank you.

Dr. Otto showed a picture of Erica Loftis. He said he appreciates the voting on this and it is important for the volunteers and for the city of Norman. He said without volunteers, none of this would exist; it exemplifies what we are all about, what makes Norman great. He said he hopes the council can recognize this in their next meeting. He said Dr. Cline said he would help pay for the plaque. Dr. Otto said he hopes you will raise the city pet license fees to encourage people to spay or neuter their pets. He said Denese Miles and he felt strongly about spaying and neutering, vaccinations and education. He said he commends Captain Arnold and the Police Department for taking a strong role in this. He feels we have done a great job.

VIII. ADJOURNMENT

A motion to adjourn the meeting was made by Chairperson Mark Howery at approximately 7:49 p.m. The motion was seconded by Jennifer Kidney, the motion was carried.

Norman Animal Welfare Center Oversight Committee
May 23, 2016

ATTEST:

Mark Howery Chairperson

Norman Animal Welfare Center Oversight Committee
May 23, 2016

ATTEST:



Mark Howery Chairperson

**ANIMAL CENTER DIVISION
PRELIMINARY REPORT FORM
April 2016**

OPERATIONAL INFORMATION	FY2016		FY2015	
	This Month	Year to Date	This Month	Year to Date
DOGS:				
Number on hand from last month	40		58	
Number impounded this month	169	1637	145	1,275
Owner relinquish	33	140	3	105
In field pickup	0	1	0	14
Adoption returns	6	46	10	29
Disposal	1	25	1	15
Picked up dead	4	47	9	51
Number redeemed	47	289	29	283
Number adopted to public	49	624	44	400
Number turned to rescues	36	187	45	162
Number euthanized - Adoptable	5	5	0	19
Number euthanized - Non adoptable	0	52	17	114
Number died for unknown reason	1	14	2	9
Number fostered	20	394	23	246
Escaped	0	7	0	2
Total now on hand	46		33	
CATS:				
Number on hand from last month	15		17	
Number impounded this month	99	1120	57	762
Owner relinquish	7	110	10	82
In field pickup	0	2	0	1
Adoption returns	2	13	1	1
Disposal	3	17	0	2
Picked up dead	16	78	8	84
Number redeemed	4	20	4	26
Number adopted to public	14	405	12	170
Number turned to rescues	18	93	9	161
Number euthanized - Adoptable	0	0	0	30
Number euthanized - Non adoptable	21	160	13	172
Number died for unknown reason	0	41	0	7
Number fostered	23	324	13	128
Escaped	0	3	0	1
Total now on hand	15		15	
MISCELLANEOUS:				
Domesticated Animals	7	27	0	15
Wildlife	43	530	21	597
TOTAL	50	557	21	612

NOTES:

Rabbits

	FY2016		FY2015	
SAFETY REPORT	This Month	Year to Date	This Month	Year to Date
Injuries on the Job	1	5	0	2
City Vehicle Damaged	0	1	0	1
Vehicle Accidents Reviewed	0	1	0	0
a. Employee Responsible	0	1	0	1
b. Employee Not Responsible	0	0	0	0

PET LICENSES ENFORCEMENT ACTION	This Month	Year to Date	This Month	Year to Date
January to December				
Total Licenses Sold (Annual)	510	2180	166	2471
Citations Issued (AWO)	25	873	21	624
Citations Issued (Private Citizen)	5	44	1	14
Warnings Issued	10	79	0	45
COP Hours	2.5	10.5	0	0

FINANCIAL INFORMATION	This Month	Year to Date	This Month	Year to Date
10-1531 Amount - dog redemption	\$1,091.88	\$10,417.88	\$585.00	\$9,833.00
10-1532 Amount-dog adoption	\$2,790.00	\$23,792.60	\$2,280.00	\$22,621.00
10-1531 Amount-cat redemption	\$90.00	\$415.00	\$0.00	\$550.00
10-1532 Amount-cat adoption	\$810.00	\$22,577.00	\$720.00	\$9,600.00
10-1531 Amount-misc. redemption	\$0.00	\$0.00	\$0.00	\$275.00
10-1532 Amount-Misc. adoption	\$25.00	\$195.00	\$0.00	\$170.00
10-1533 Miscellaneous	\$805.00	\$4,620.00	\$205.00	\$3,263.00
TOTAL	\$5,611.88	\$62,017.48	\$3,790.00	\$46,312.00
Donation 010-0000-227.24-31	\$475.00	\$3,654.00	\$848.00	\$65,511.76
		Donation account balance \$38,097.31		\$85,213.31

Liability payback (July to June) 2003 Adoption expansion	This Month	Year to Date	This Month	Year to Date
Payback Balance	-\$14,324.50		-\$15,101.50	
22-L432 Liability - pet licenses	\$2,340.50	\$20,382.00	\$636.00	\$21,068.50
TOTAL (New Balance)	-\$16,665.00		-\$15,737.50	

NOTES:

Replacement CPL \$1.50

SPAY / NEUTER PROCEDURES	FY2016		FY2015	
	This Month	Year to Date	This Month	Year to Date
Dogs	36	451	54	330
Cats	18	339	14	154
TOTAL	54	790	68	484

ANIMAL BITES July to June	FY2016		FY2015	
	This Month	Year to Date	This Month	Year to Date
Dogs	8	67	9	52
Cats	0	12	1	9
Other	0	0	0	0

VOLUNTEER	FY2016		FY2015	
	This Month	Year to Date	This Month	Year to Date
Classes	# of	# in	# of	# in
Orientation	2	2	0	0
Dog Training	2	2	0	0
Cat Training	1	1	0	0
Dog/Cat Combined	2	2	0	0
Lobby Greeter	0	0	0	0

SUMMARY

Dogs returned to the owner prior to coming to the shelter

6	City pet license
0	Rabies tag
5	Microchips
2	Personal ID tag
2	Knew animal do to prior contact
2	Neighbor told officer
2	Lost & Found slip at shelter
19	Total

Kennel Statistics Report
Intakes from 04/01/16 to 04/30/16

	DOG	PUPPY	CAT	KITTEN	OTHER	WILDLIFE	TOTAL
TOTAL	132	37	60	39	7	188	463
CONFISCAT	7	1	0	0	0	0	8
POLICE	7	1	0	0	0	0	8
DISPO REQ	5	0	17	2	0	143	167
FIELD	3	0	16	1	0	31	51
OTC	2	0	1	1	0	112	116
EUTH REQ	0	0	0	0	0	1	1
FIELD	0	0	0	0	0	1	1
FOSTER	12	16	0	4	0	0	32
FIELD	2	0	0	0	0	0	2
OTC	10	16	0	4	0	0	30
LOST	0	0	1	0	0	0	1
OTC	0	0	1	0	0	0	1
NEW BORN	0	0	0	9	0	0	9
OTC	0	0	0	9	0	0	9
OWNER SUF	22	11	7	0	0	0	40
FIELD	3	9	0	0	0	0	12
OTC	19	2	7	0	0	0	28
RETURN	5	1	2	0	1	0	9
OTC	5	1	2	0	1	0	9
STRAY	81	8	33	24	6	0	152
FIELD	41	1	15	1	1	0	59
OTC	40	7	18	23	5	0	93
WILDLIFE	0	0	0	0	0	44	44
FIELD	0	0	0	0	0	39	39
OTC	0	0	0	0	0	5	5

Rabbits

Kennel Statistics Report

Outcomes from 04/01/16 to 04/30/16

All Rabbits

	DOG	PUPPY	CAT	KITTEN	OTHER	WILDLIFE	TOTAL
TOTAL	122	41	60	39	16	188	466
ADOPTION	59	26	17	15	15	0	132
IN FOSTER	5	4	0	0	0	0	9
OUT EVENT	1	0	0	0	0	0	1
RESCUE GRP	24	12	7	11	14	0	68
WALKIN	28	10	10	4	1	0	53
WEB	1	0	0	0	0	0	1
DIED	0	1	0	0	1	0	2
IN KENNEL	0	1	0	0	1	0	2
DISPOSAL	5	0	17	2	0	143	167
CREM-PRIV	1	0	2	1	0	112	116
CREM-SHELT	4	0	15	1	0	31	51
EUTH	4	1	21	0	0	1	27
AGGRESSIVE	0	0	1	0	0	0	1
BEH SEVERE	0	0	3	0	0	0	3
COND SEVER	0	0	1	0	0	0	1
FELV/FIV	0	0	3	0	0	0	3
FERAL	0	0	11	0	0	0	11
HW SEVERE	3	0	0	0	0	0	3
ILL SEVERE	1	0	0	0	0	0	1
INJ SEVERE	0	0	1	0	0	1	2
PARVO	0	1	0	0	0	0	1
UNDRAGE/WT	0	0	1	0	0	0	1
FOSTER	8	12	1	22	0	0	43
INJ MINOR	0	1	0	0	0	0	1
PREGNANT	0	0	1	0	0	0	1
SPACE	8	11	0	1	0	0	20
UNDRAGE/WT	0	0	0	21	0	0	21
RELOCATE	0	0	0	0	0	1	1
RELEASED	0	0	0	0	0	1	1

	DOG	PUPPY	CAT	KITTEN	OTHER	WILDLIFE	TOTAL
RTO	46	1	4	0	0	0	51
LOST RPT	1	0	0	0	0	0	1
MICROCHIP	3	0	1	0	0	0	4
PHONE	17	0	2	0	0	0	19
TAG ID	1	0	0	0	0	0	1
TAG VAX	2	0	0	0	0	0	2
WALKIN	21	1	1	0	0	0	23
WEB	1	0	0	0	0	0	1
TRANSFER	0	0	0	0	0	43	43
WILDCARE	0	0	0	0	0	43	43

	TRANSFER
Wildcare Wildcare	43
Total	43

Kennel Statistics Report
Animals On Hand on 04/30/16

	DOG	PUPPY	CAT	OTHER	Total
Total	43	3	15	1	62
NORMAN	42	3	15	1	61
OKLAHOMA CITY	1	0	0	0	1

Spay/Neuter Activity Between 4/1/2016 and 4/30/2016

	Neuter	Spay	Total
CAT	2	4	6

A023169
A023504

A023182

A023314

A023323

A023387

	Neuter	Spay	Total
DOG	15	9	24

A023140
A022571
A023277
A023651
A023388

A023142
A022989
A023285
A023320
A023089

A023153
A017232
A023279
A023378
A023428

A023158
A023233
A023162
A023422
A023655

A023177
A023234
A023218
A023460

	Neuter	Spay	Total
KITTEN	2	2	4

A021826

A021823

A021825

A021828

	Neuter	Spay	Total
PUPPY	9	3	12

A023144
A023204
A023004

A023183
A023143
A022819

A023190
A023005

A023193
A023241

A023194
A023592



Monthly Service By Assignment

February 2015 to April 2016
Animal Welfare Volunteers

Place	Assignment	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	Total Hours	
Norman Animal Welfare Center	Groomer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	NAWC-Bather / Groomer	0	0	0	0	0	0	0	0	6.5	0	0	0	0	0	0	0	6.5
	NAWC-Beautification Volunteer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	NAWC-Cat Socializer	0	0	1	1	3.25	6.5	16.67	23.5	10.25	18.45	34.47	38.4	66.43	79.97	67.77		367.66
	NAWC-Community Outreach Volunteer	5.75	0	2	11	22.5	2	7	3	5	4	8	3.83	17.5	0	22.08		113.66
	NAWC-Dog Handler	7.5	3.83	5	2	9.5	13	8.25	46.83	32	28.2	37.03	36.47	43.65	59.95	26.17		359.38
	NAWC-Foster Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	NAWC-Laundry	0	0	0	0	6	7	9.5	6.5	6	8.52	17.1	20.02	24.1	29.38	36.88		171
	NAWC-Lobby Greeter	0	0	0	0	0	0	4	5	5	7.42	31.27	31.02	30.6	34.68	15.63		164.62
	NAWC-Orientation	0	0	0	1.75	0	0	2	8	12.5	4	7.25	11	10	9	3		68.5
	NAWC-Photographer	0	0	0	0	0	0	17.5	10.5	15.33	13.25	8.5	31.1	17	18.25	3		134.43
	Other Volunteer Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		13.25	3.83	8	15.75	41.25	28.5	64.92	103.33	92.58	83.83	143.62	171.83	209.28	226.23	174.53	1380.73	
Grand total		13.25	3.83	8	15.75	41.25	28.5	64.92	103.33	92.58	83.83	143.62	171.83	209.28	226.23	174.53	1380.73	

Construction Update

AWS

John Bowman

Discussion of Volunteer Award & First Recipient

Rebecca Bean

Chairperson Mark Howery

The Norman Animal Welfare Volunteerism Award Eligibility Criteria

The Norman Animal Welfare Oversight Committee in their selection shall consider:

1 ... all people in the Norman, Oklahoma metro area, regardless of age, race, sex or religion and shall also consider any recommendations from the general public;

2 ... the contributions made to the welfare of animals in ^{as conjunction w/NAWC} Norman, ~~wild or~~ domestic;

3 ... the inspirational effect that the nominee has in the community and the personable nature or outreach activities that encourage others to volunteerism;

4 ... the qualities of integrity, honesty, leadership, and ethical treatment of both animals and humans, which are fundamental to effective and impactful animal advocacy and volunteerism.

Activities taken into consideration include:

Achievements – successes, results and impact

Efforts – personal risks taken, time expended, sacrifices made and years of service.

Leadership – inspiration or motivation given, co-operation fostered, organizations or programs created, example set and innovations undertaken.

Danu's

Norman Animal Welfare Volunteerism Award

On Page

This award has been created to honor the life of Erica Loftis, who dedicated her life to saving animals, and to those people who exemplify these generous qualities. The purpose of this award is to build a greater awareness of volunteerism and animal welfare within our community.

Please forward a nomination letter to:

Norman Animal Welfare Oversight Committee City of Norman
P.O. Box 370
Norman, OK 73070

You may also email your nomination letter to jeanne.snider@normanok.gov
All nominations must be received by March 1, 2017. Please include your name and telephone number as well as that of the nominee. The person or organization selected by the Committee will be honored at the Norman City Council meeting on April 4, 2017.

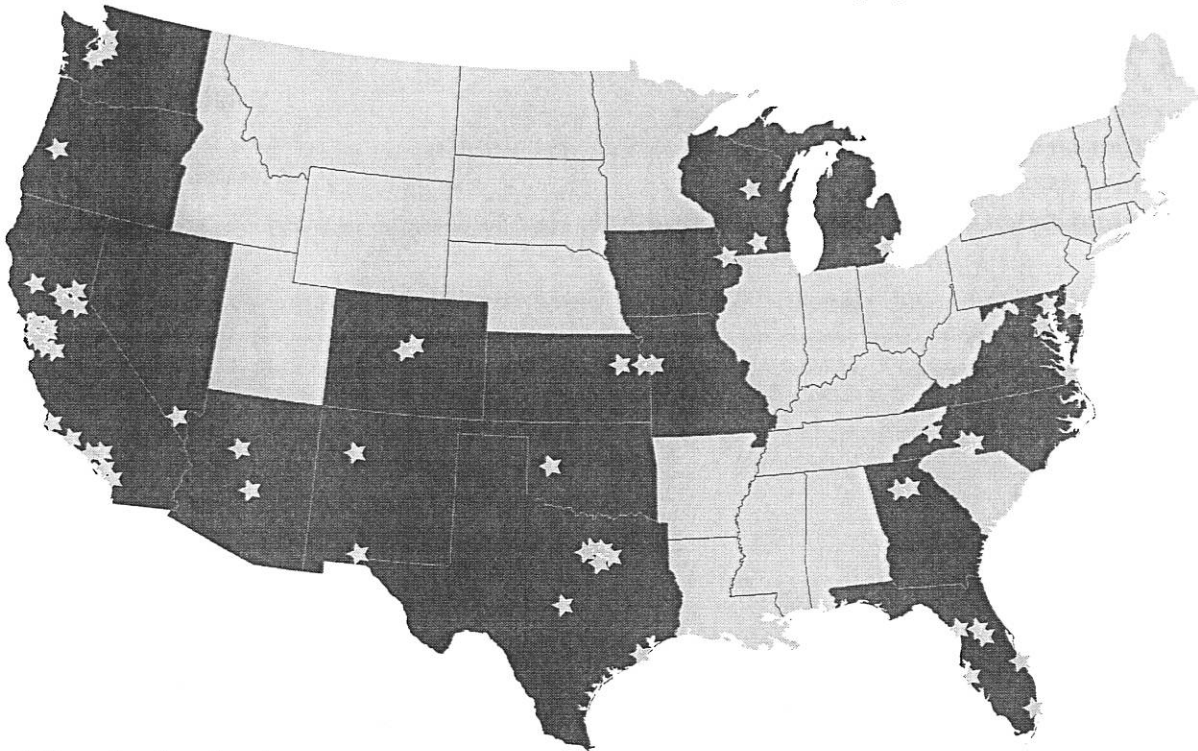
If you have questions about the Norman Animal Welfare Volunteerism Award, please contact at 217-7700 or jeanne.snider@normanok.gov.

Follow-Up Discussion of On-Line Pet License Sales

Captain Arnold

Dr. Joe Carter

PetData is The Nation's Only Full-Service Animal Licensing provider



Clients Include:

Albuquerque, NM
Alexandria, VA
Antioch, CA
Apache Junction, AZ
Asheville, NC
Auburn, WA
Baltimore, MD
Bothell, WA
Cedar Park, TX
Charlotte-Mecklenburg County, NC
Culver City, CA
DeKalb County, GA
State of Delaware
Denver, CO
Dubuque, IA
Edmonds, WA
Elk City, OK
Eugene, OR
Foothills Animal Shelter -
Jefferson County, CO
Fort Pierce, FL

Frisco, TX
Fulton County, GA
Gilroy, CA
Hernando County, FL
Highland Village, TX
Irving, TX
Kansas City, MO
Lake County, CA
Lake County, FL
Lakewood, WA
Las Vegas, NV
Lenexa, KS
Manatee County, FL
Matthews, NC
Mesilla Valley, NM
Morgan Hill, CA
Nevada County, CA
Newport Beach, CA
Oakland, CA
Palm Beach County, FL
Placer County, CA

Plano, TX
Prescott, AZ
Rocklin, CA
Roseville, CA
San Clemente-Dana Point, CA
San Luis Obispo, CA
San Mateo County, CA
Santa Barbara, CA
Seminole County, FL
Solano County, CA
Southern Brazoria County, TX
Sterling Heights, MI
Sunnyvale, CA
Topeka, KS
Torrance, CA
University Park, TX
Virginia Beach, VA
Waunakee, WI
Weston, WI

Handling accounts from across the nation,
PetData is equipped to manage all your animal licensing needs
while increasing revenue and compliance.
To learn more, call 800.738.3463 or visit petdata.com

Just a few of the services PetData provides...

Data Entry

- Enter data - new applications
- Enter data - renewal notices
- Enter data - vaccination information
- Update database for changed addresses
- Update database for deceased animals

Database & Web Site Services

- Transfer data to/from client's database weekly
- Provide secured access to online database
- Validate addresses to USPS standards
- Update and maintain Response Rate Report
- Customize/upgrade internal licensing software
- Prepare Enforcement list for clients

Printing & Supply Purchases

- Purchase envelopes for renewal notices
- Purchase return envelopes
- Purchase envelopes for tags
- Purchase tag receipts
- Purchase office supplies
- Print tag receipts
- Print and prepare tag receipts for citizens
- Print 1st and 2nd billing cards
- Print 1st and 2nd renewal notices
- Provide licensing supplies to veterinarians
- Provide marketing materials to veterinarians

Customer Service

- Answer citizens' calls
- Respond to citizen emails
- Communicate with veterinarians
- Establish and maintain customized web site
- Establish and update auto-attendant
- Provide online licensing option via PetLicense

Mail Processing

- Process incoming licensing mail
- Process mail returned to PetData by Post Office
- Process "No Renewals"
- Process replacement tags
- Process online credit card transactions
- Scan every check and prepare deposits
- Prepare letters for incomplete applications
- Process vaccination reports from veterinarians
- Process tag sales reports from veterinarians

Postage and Mail Expenses

- Mail preparation for 1st and 2nd renewals
- Mail preparation for 1st and 2nd billings
- Mail preparation for exception letters
- Mail preparation for tags
- Postage for 1st and 2nd renewal notices
- Postage for 1st and 2nd billings
- Postage for exception letters
- Postage for tags
- Fold and insert notices and return envelopes
- Mail refunds for duplicate & overpayments

Management

- Oversee personnel
- Manage inventory
- Prepare analysis reports
- Design custom reports as needed

Overhead Costs

- By hiring PetData, you also reduce direct costs, such as salaries, benefits, insurance, overtime, and indirect costs such as computers, printers, telecommunication expenses, and personnel hiring and training expenses.

....And all for one low price!



Miscellaneous Comments

2016 Animal Welfare Division Goals

Norman Police Department Goals

1. Establish, facilitate, or participate in partnerships with the six constituencies of Community Policing. (DDACTS Guiding Principle I and COP Section IV)
2. Increase strategic planning to clarify problems and identify long-term solutions. (DDACTS Guiding Principle II and IV and COP Section III)
3. Improve information sharing and outreach to reduce social harm and improve the quality of life. (DDACTS Guiding Principle V and COP Section III)
4. Attract, assign, and train personnel to achieve community expectations in the delivery of police services. (COP Section V)
5. Build Trust between citizens and our officers, maintaining Public Safety in an atmosphere of mutual respect. (21st Century Policing)

Animal Welfare Division Goals

1. Complete a comprehensive Division Standard Operating Procedures including a Disaster Response Plan. (2, 5)
2. Improve and increase information sharing and education programs for the public, internal partners, and employees. (1, 3, 4)
 - a. Public and Organization Presentations
 - b. Regular Staff Meetings
 - c. Host more Special Events
 - d. Expand Social Media Presence
 - e. Expand Media Presence
 - f. Expand Education Programs (Orientation and Kennel Cleaning videos)
 - g. Develop a Training Manual for New Employees
3. Utilize education, enforcement, and innovative strategies to improve the quality of life for both citizens and animals in Norman. (1,2,3,5)
4. Increase the number of volunteers and the number of hours worked by volunteers collectively. (1,4,5).
 - a. Special Event Volunteers
 - b. Establishment of a Volunteer Network
 - c. Establishment of Volunteer Fosters