

**THE GOVERNING BOARD
OF THE JOINT POWERS AGENCY OF THE
STANISLAUS ANIMAL SERVICES AGENCY (SASA)**
Meeting Minutes

Regular Meeting

Thursday

September 19, 2019

Members Present:

Joe Lopez, City of Modesto – Chair
Raul Mendez, City of Hughson – Vice Chair - arrived at 9:02 a.m.
Michael Pitcock, City of Waterford
Jody Hayes, Stanislaus County – arrived at 9:02 a.m.
Toby Wells, City of Ceres
Ken Irwin, City of Patterson

Members Absent:

Staff Present:

Annette Patton, Executive Director	Linda Ford, Confidential
Martha Ruano, Business Manager	Jewel Warr, CEO's Office
Amanda DeHart, Deputy County Counsel	
Mavis Williamson, Client Services	

Guests and Dignitaries:

Jim DeMartini, Stanislaus County Supervisor

1. The meeting was called to order at 9:00 a.m. by Joe Lopez, Chair.
2. **Roll call:** See above
3. **Presentations:** None
4. **Public Comment:**

Nancy Klein – City of Riverbank – Asked about following: When will SASA Policies and Procedures to be released to the SASA website? Is there a way to expedite Public Records requests? Why did the Volunteer Coordinator move from the hall office to another office?

Augusta Farley – City of Patterson – Wants SASA move toward Pathway Planning for progressive humane sheltering and utilize her rules of behavior (she took from Starbucks) rather than the County Counsel approved rules

SASA has posted. Augusta suggests the community have input regarding fees.

Karen Simms – Rescue Volunteer working with rescues from Oregon, Washington, Nevada and Canada. States rescue will take animals that have health issues, they just want to be notified ahead of time, and mentioned two dogs that left SASA with health issues. Karen would like to know the Hospital's Policies and Procedures.

5. Minutes of Previous Meeting:

- A. Approved the Agency Board Meeting Minutes of July 18, 2019. (Waterford/Hughson – 6/0)

6. Correspondence: None

7. New Business:

- A. Approved the true-up of fiscal year 2018-2019. (Hughson/Ceres 6/0)
- B. Accepted a \$45,000 donation from the Cherry Crawford Trust fund and authorized the Executive Director to initiate a request for proposal for an automatic water and filter system. (Patterson/Ceres – 6/0)

The Agency Board was provided additional information about Cherry Crawford's life and legacy from Annette Patton, Misti Eckerdt and Vicky Sperry.

SASA will name one of its Interactive Rooms, the Cherry Crawford room, which will include a plaque with her picture, allowing Cherry's love of animals and legacy to live on.

7. Informational:

- A. **Operations Report:** Annette Patton provided an overview of the Operational report provided by Dennis Cordova, who is out today. Included are the Monthly Operations/Staffing Reports for August 2019, Field Reports including Activity Reports by Jurisdiction, with City of Modesto included, Kennel/Live Releases Statistics, Vaccination Clinics Statistics and Volunteer hours for August 2019. Any questions can be brought back to Annette Patton, or Dennis Cordova, upon his return next week.

B. Financial Update: Martha and Mavis went over the financial reports which had been sent with the meeting packets. If there are any questions, feel free to reach out to Martha.

C. Executive Director Report:

- i. Legislation Update: Veterans will be able to adopt a pet at no charge two times a year, effective early 2020. Microchips required for animals leaving Animal Control/Services facilities. SASA is covered under County ordinance with animals being microchipped at the time of owner reclaim, adoption or bite. Rescues are also microchipped for \$10, free if they bring their own.
- ii. Donations: Additional donations recently received – Benches in the back-play yards, WIFI web cameras in the kitten nursery, with images to be posted on our website. Two flat screen TVs are being installed in Client Services, one for educational information and one to list fees and services. Two kiosks will also be installed to access our website and to pay license fees.
- iii. DocuPet: We continue with weekly conference calls. The hope is to have the program in effect as of December 2019. County Counsel is involved and has been reviewing the contract. Once everything is in place, SASA hopes to bring approval to the Agency Board by November 2019.
- iv. Fees: The fee increases will be brought to the Agency Board for approval by December and to the Board of Supervisors early next calendar year. Augusta Farley mentioned she would like to see fees waived, modified or billing offered to low income members reclaiming their pets and feels the community should be involved with fee policies.
- v. Text STRAY to 555-888 is a program being utilized in Sacramento right now. Annette states she is waiting for feedback from staff, and encourages everyone to give it a try. The program is \$100 a month and includes numerous tips on what to do should you lose your pet, with no staff time needed.
- vi. Customer Service Program – Annette thanked the Agency Board for scenarios shared with her recently, and the City of Patterson for an example of their customer service culture. New customer service training will be coming in October for all staff. Included will be de-escalation techniques with Anthony Bejaran from the Sheriff's Office. Save Mart's "Be in the moment with your

customer” will be a focus as will ideas/information from DMV. DMV has one office in Modesto, with a population that has exploded over the last 20-30 years. They have embraced appointments and have included technology over the years to assist in serving their customers. Annette shared some personal experiences in change, allowing everyone to realize change is not always easy. Training will be ongoing. All are invited to share any zero cost trainers or training opportunities they think will help.

D. Member Referrals: None

Adjourned Regular Meeting at 10:00 a.m.

ATTESTED: Linda Ford, Clerk

of the Governing Board
of the Joint Powers Agency
of the Stanislaus Animal Services Agency
State of California

(The above is a summary of the minutes of the Governing Board of the Joint Powers Agency. Complete minutes are available from the Clerk at Stanislaus Animal Services Agency, 3647 Cornucopia Way in Modesto, CA.)