



**Animal Shelter Advisory Committee  
Minutes for August 22, 2019**

**MEMBERS PRESENT**

Debbie Barclay  
Madeline Monroe  
Marsha Patykiewicz  
Dr. Imran Rana  
Rayna Ross  
Virginia Stinchfield  
Karen Tesmer  
Lisa Turner  
Lily Yap

**MEMBERS ABSENT**

Robin Ghio  
Diana Rosales  
Michelle Steppe

**STAFF**

**I. CALL TO ORDER**

The meeting was called to order by Lisa Turner, in the Conference Room at Prairie Paws Adoption Center at 6:35 p.m. with a quorum present.

**II. NEW BUSINESS**

**A. Review May 16, 2019 Minutes**

Madeline Monroe moved to approve the minutes, Lisa Turner seconded. **Motion passed.**

**B. New Board Members & Recognitions**

Lily Yap welcomed Rayna Ross and Dr. Imran Rana to the ASAC board. Dr. Rana will be filling our Veterinarian seat and the new Programs Supervisor will take the Operations seat. Recognized Ann Mancino and Maston Sillin for their service and support.

**C. Improvement Projects: Shade Structure & Phase II**

Lily Yap discussed follow-up on shade structure. Because of turf/warranty, posts

cannot be installed in play yards; single post system with overhang would allow posts to be installed directly outside of fence. Cost is approximately \$115,000 or more and will provide limited shade. Alternatives include mesh material installed by Facilities; Lily Yap to get specifics for next meeting (quote, pictures, etc).

#### **D. Raving Fans Initiative: Fan Fast-Track**

Lily Yap explained new adoption policy, which shifts adoption process to a more conversation-based process that works to match, not screen. New policy is a work in progress and has a number of pieces that can be adjusted to ensure success. Concerns with new policy include returns (6-12 months after the adoption), landlord checks, heartworm education, and training concerns. Lily Yap met with shelter staff yesterday to solicit feedback on the process thus far. Important piece of process that needs structure and feedback from staff and volunteers is the visit “script”. Conversations held during visits can be drastically different depending on timing (i.e. Saturday afternoon vs Thursday morning) or staff member; important to standardize so that all adopters benefit from similar experiences. Ideas to balance efficiency and effectiveness of adoption process include home checks/follow-ups post-adoption, TVs with pet-themed educational programming in waiting areas, and standard operating procedure for visits. Will follow-up on processes and return rates at next meeting.

Lily Yap discussed Fan Fast-Track proposal for next fiscal year. Current process for highly adoptable dogs is to ask all families that see a pet during stray hold (which can be from 3 to 6 to 10 days) to come back on the day the hold is released. Visits and applications are done by each family and a lottery drawing decides who will get to adopt. This process has created a lot of disappointment and uses excessive staff resources for the population of animals that is easiest to find homes for. Alternative is a “pre-adoption” process for animals on stray hold; generally known to reduce length of stay in shelters for both small and large dogs. Logistics (including visit process, new agreement, etc) must be assessed, but topic was placed on agenda primarily because priority will no longer go to Grand Prairie residence since adoptions would be done on first come (based on approved application), first serve basis. Committee agreed that benefits of this process necessitate the change. Prairie Paws staff to work on updating process for start of FY20.

Lily Yap emphasized importance of customer service; bad experiences go much farther through word of mouth than positive ones. City of Grand Prairie’s mission is “To create raving fans by delivering world class service.” In order to change public perception of animal shelters, it is more important than ever to embrace this mission (compare this industry to the mattress industry). Lily Yap to send out overview of long-term goal, The FIDO Project, to committee.

#### **E. Community Outreach: Donations vs Citation Fees & Vaccine Events**

Madeline Monroe noted that some cities are accepting donations instead of collecting for citations. Currently, citation payments go into General Fund, not directly to Animal Services. Lily Yap to follow up with municipal courts to gauge feasibility of moving to a donation option.

SPCA of Texas and TCAP are both interested in fall events with Grand Prairie Animal Services. Important to bring resources directly to the communities that are most in need. Additionally, onsite educational opportunities promote new customers to visit the shelter. New social media intern will be focusing on different campaigns to spotlight specific animals that are more in need of attention. Will also look into re-starting spotlights on Grand Prairie TV station.

Committee discussed more collaborations for the Foster Program; office fostering has launched in other cities and benefits the animals and the people caring for them. Grand Prairie has several large businesses that could provide a market for this type of program. Current challenge is ensuring proper structure to support a robust Foster Program. Until Programs Supervisor is on board, Lily Yap will be working to increase the number of foster families and putting standard operating procedures in place to promote a healthy foster population. Once program is functioning smoothly with individual families, GPAS will move for more collaborations with organizations.

**F. Animal Shelter Manager Quarterly Report**

Lily Yap provided quarterly numbers for FY19 and FY18 for comparison. One of the biggest challenges this quarter was kittens. Entire metroplex dealt with especially bad cases of “fading kitten syndrome”, even within foster care. Live release rate varies drastically from month to month due to seasonality; Lily Yap will begin tracking length of stay numbers for a more informative quarterly report.

**G. Upcoming Events**

Reduced events during the summer due to heat, but set to pick up in the fall with some big Waggin’ Wagon events. Booked every weekend in October already.

**H. Public Comments**

Jean Melton inquired about spay/neuter requirements for animals that repeatedly escape from their households. Lily Yap shared experience with spay/neuter ordinance in Dallas. Will follow up with City Attorney’s office to gauge feasibility of this process.

**III. ADJOURNMENT**

With there being no further business to discuss, Lisa Turner made a motion to adjourn, Madeline Monroe seconded, all members in favor, meeting was adjourned at 8:24 p.m.

The next regularly scheduled meeting will be held Thursday, November 21, 2019 at 6:30 pm in the conference room at Prairie Paws Adoption Center.



Lily Yap, Animal Services Division Manager