

Washoe County Regional Animal Services Advisory Board

**MINUTES-VIRTUAL ZOOM MEETING**

Friday, July 22, 2022 @ 9:30 a.m.  
WASHOE COUNTY REGIONAL ANIMAL SERVICES  
CENTER CLASSROOM  
2825 LONGLEY LANE, #A, RENO, NV

**MEMBERS**

Naomi Duerr (Chair)  
Irene Payne, (Vice Chair)  
Paul Anderson  
Jill Dobbs  
Trudy Brussard  
Julie McMahon (absent)  
Kitty Jung (absent)

**STAFF**

Shyanne Schull (Director)

**LEGAL COUNSEL**

Jen Gustafson (Deputy DA)

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**1. CALL TO ORDER/ROLL CALL [Non-Action Item]**

The meeting was opened and a quorum was established.

**PRESENT:** Naomi Duerr, Irene Payne, Paul Anderson, Jill Dobbs, Trudy Brussard

**ABSENT:** Kitty Jung, Julie McMahon

**2. PUBLIC COMMENT [Non-Action Item]**

Anna Orchard discussed a vicious dog attack. Neighborhood dogs attacked her small dog who died. Attacks continue to happen and she has received a death threat. Court date has been set. Numerous complaints have been made against the dogs. Feels WCRAS officers need to have more authority to enforce codes.

Chair Duerr commented that the dangerous dog ordinance is under review by the Washoe County Commission. Suggested it is the perfect time with the BOCC that comments to be heard.

Jen Gustafson commented that a first and second reading of the ordinance will occur.

Director Schull commented she would have an offline discussion with Anna re: upcoming code amendments. Item No. 6 is an update of when the first reading will occur approximately August 23, 2022.

**3. APPROVAL OF APRIL 22, 2022 MINUTES** [For possible action]

MEMBER BRUSSARD: Commented on strange transcription of Minutes and numerous errors. Feels it needs to be addressed of who was present/not present.

CHAIR DUERR: Hold approval of Minutes in abeyance. Suggested continuance to a future date.

MEMBER GUSTAFSON: Suggested to make a motion to modify Minutes, and specify how to modify. Bring back for approval.

VICE CHAIR PAYNE: Motion to modify Minutes of April 22, 2022.

MEMBER ANDERSON: Seconded the Motion re: thorough review.

CHAIR DUERR: Sought clarification of who attended meeting of April 22, 2022. Motion carries.

**4. INFORMATIONAL UPDATE ON WCRAS EMERGENCY PREPAREDNESS DRILLS AND TRAINING** [Non-action item]

CHAIR DUERR: Introduced Assistant Director, Tammy Jennings.

DDA JENNINGS: Introduced slides and information on all the different training programs that are provided internally and externally for staff. Began with Code 3 & Associates for Animal Control Officer training and variations of all training involved. Discussed staff training courses with Maddie's University. Work with Kelly Bolen for animal behavior training. Work with Maplewood Stables for equine training. Work with the Board of Vet Medical Examiners for euthanasia and microchipping certifications. Additional training with Ben West re: open carry, etc. WCSO provides de-escalation training for staff. REMSA provided training for first aid and CPR.

Discussed that staff also attends FEMA recommended courses related to animals. Mental health support training is also provided. Special program has been developed for animal care.

Discussed internal training of officers and staff. Work with other organizations and put together internal training for technical large animal rescue. Staff is also training on handling horses, trailering horses, etc. Developed internal euthanasia technician training to add to current qualifications. Also started new shadowing program with kennel staff and officers. Cross training has proven to be more effective.

Discussed implementing emergency evacuation drills at shelter. Administrative staff attends conferences and customer service training. Medical staff is routinely sent to various veterinary conferences for additional training. Working with WCSO to develop more self defense training for officers in the field.

CHAIR DUERR: Commented on the exceptional training programs and expansion into the ranch animals and exotic pets.

VICE CHAIR PAYNE: Inquired into the chameleon training.

TAMMY JENNINGS: Clarified the chameleon training is the computer program that combines kennel programs into one computer program. Mandy is sent to the conference for updates, changes, etc.

DIRECTOR SCHULL: Commented on all the various animals in our region and challenging cross training provided and that it is extremely necessary for the staff to have the tools to do their job. Confirmed she has 42 positions funded and 2 current vacancies for staff.

CHAIR DUERR: Thanked Member Jennings for a job well done.

## **5. DIRECTOR'S REPORT [Non-action item]**

DIRECTOR SCHULL: Discussed other exotic animals that are dealt with other than dogs and cats. A lot of mice, guinea pigs and birds have been handled recently. It is a housing challenge, i.e., temperature, feed, etc.

CHAIR DUERR: Inquired about a tortoise versus a turtle.

MEMBER DOBBS: Confirmed a tortoise is not a sub species of a turtle but are a different sub species of reptilia. Desert tortoises don't live in water, have longer life spans, and fairly large. Discussed the varieties and additional education. Animal Ark was suggested for fostering.

DIRECTOR SCHULL: Discussed new hire employee who has a turtle/tortoise rescue and suggested introducing her at next meeting. Also recently hired a new employee who has expanded livestock knowledge.

MEMBER DOBBS: Commented on doing a joint education initiative with turtle/tortoise staff member.

DIRECTOR SCHULL: Dead animal disposal requests were 373. Had 8 animals born in shelter. Took in 10 wildlife. Had 15 euthanasia requests. Had 79 owner/surrender requests. Had 127 quarantined for bite. Had 79 abandoned animals. Had 326 welfare holds for individuals experiencing extreme hardship. Over 2,000 strays for the last quarter.

All animal outcomes for fourth quarter: 8 animals died while in care. 111 euthanized. 41% transferred to rescue. 42% return to owner. RTO is signature service due to microchip and staff efforts. Hoping to increase RTO even further.

Director Schull is asked to speak a lot in various capacities in our RTO program and attends different conferences to discuss strategies and shares ideas for the program.

CHAIR DUERR: Inquired as to what is the typical RTO numbers for other shelters.

DIRECTOR SCHULL: National RTO average is between 30% and 35% which is dogs and cats combined. If it is separated, WCRAS has a 7% RTO for cats and over 50% RTO for dogs. This is only for animals that came in as strays. We are well above national average for both dogs and cats.

CHAIR DUERR: Asked about the percentage of animals that are microchipped versus those who require research to locate owners.

DIRECTOR SCHULL: Advised that they have started tracking how animals are being found. Mandy is also working to track how people are finding their pets to assist with what programs are used to locate and identify animals.

CHAIR DUERR: Commented that next meeting this information would be a good separate slide.

DIRECTOR SCHULL: Entire fiscal year of 2022. Averaging over 40% animals being returned. Last quarter provided a higher number of animals transferred to

rescue. Wants to partner more closely with rescue groups to achieve common outcomes. Wants to continue working with rescue groups to focus on how they can better work together.

Animals reunited with families. Quarter 4 percentage/fiscal 2022 was 38% which is a small decrease. Field impounds that were picked up by field officers that got returned – 32% of those animals were returned in the field and not brought to shelter. Advised that 75% of animals wander less than a 1.5 miles when lost. Attempting to raise the level of awareness in community.

Field stray/return to owner in the entire fiscal year dropped slightly. Continuing efforts for external identification, microchip scanning options and community awareness.

Shelter reunification. Strays that came in over the counter and then were reunified after impound was 25%. Once impounded, the likelihood of reunification is 17%. Want to focus efforts on reunification in the field.

Quarter by quarter shelter reunifications. Still above the 17% average. Still working on getting the animals back home quickly.

CHAIR DUERR: Commented on the significance that it's so much less.

DIRECTOR SCHULL: Agreed it is definitely a compelling statistic.

Field services and field calls. 9,330 stray animal calls over the entire fiscal year. 4,158 welfare calls. 2,730 bite investigations. Over 2,000 noise complaints. 1,557 unrestrained calls. These are the top five most frequent calls responded to.

CHAIR DUERR: Asked for clarification re: unrestrained calls – meaning the pet is off a leash and is it specifically for dogs which Director Schull confirmed. Also asked about leash laws different in Washoe County versus Reno/Sparks.

DIRECTOR SCHULL: Confirmed the leash laws are the same unless there is an area designated off leash.

CHAIR DUERR: Wanted confirmation of the leash law.

DIRECTOR SCHULL: Confirmed the animal has to be on a leash, in owner's control and unless in a designated area, i.e., dog park, or off leash area. There are designated areas that allow the dog to be off leash.

CHAIR DUERR: Wanted to know the penalty.

DIRECTOR SCHULL: Confirmed the calls are difficult to catch in the moment. Incumbent on community members to respect the laws. Trail systems make it difficult to enforce the off leash laws. Continues to focus on educational component. Difficult to enforce because staff has no arrest power.

CHAIR DUERR: Interested in knowing on unrestrained calls, how many received a Notice of Civil Penalty. Suggested a future Agenda Item.

DIRECTOR SCHULL: Discussed slide showing welfare calls received for fiscal year 2022. Abandoned calls, 172. Cruelty calls, 227. Hot car calls, 411. Hot car calls are the most calls responded to. Neglect calls, 499. No food, water or shelter, 311. Tethering calls, 157. Unsanitary calls, 67. Most challenging for staff is the welfare calls.

Outcomes of welfare calls for entire year. A lot of calls are canceled due to unable to locate. Wants community to understand how to be better pet owners.

NCP is used when necessary. Confiscated animals sit for a long time, and wants to see number minimized.

Introduced Quinn Sweet to discuss the outreach program.

QUINN SWEET: Discussed Happy Tail story. Luna escaped and was stuck in the river on an island. Officers responded and assisted by RFD to rescue Luna. Lost report was filed and Luna was reunited.

Outreach statistics and numbers in quarter 4 of 2022. Had 12 events. Provided CARES support for 112 clients. Provided pet food to 311 seniors. Provided 313 vaccinations.

CHAIR DUERR: Wanted to know what CARES was.

QUINN SWEET: CARES - Community Animal Resources and Education Support program.

CHAIR DUERR: Wanted to know if there are animals at the CARES campus.

QUINN SWEET: Confirmed there are some pets there. Building a more formal facility currently. Provided 263 rabies vaccines. Performed 103 new microchips. 58% of

households that received pet food were home bound. Huge success for horse microchip clinic and microchipped 59 horses. Also provided pet food bagging events of 3,500 pounds of food. Attended two preparedness events re: disasters, evacuation, etc. Also got recognition from 20<sup>th</sup> Century Club who supported.

CHAIR DUERR: Commented on the horse chip clinic. Where did the idea come from?

DIRECTOR SCHULL: Idea came from her. Started partnering with Maplewood Stables after Franktown Road fire and found the need for the horses to be microchipped. Set up was at Bartley Ranch arena where people trailered in and unloaded horses.

VICE CHAIR PAYNE: Wanted to know where a horse is microchipped.

DIRECTOR SCHULL: Commented that the microchip goes on the mane on the neckline, on the left side.

TAMMY JENNINGS: Confirmed.

DIRECTOR SCHULL: Discussed that all animals are microchipped in different places. Staff is trained to scan in all the various places for the certain animals for the microchips.

QUINN SWEET: As a result of the horse clinic, many more calls received for additional types of animals to be microchipped.

Showed slide of 112 pets that were helped through CARES program. In quarter 4, \$4,696.24 was spent on the 112 pets, or about \$42/pet for various assistance. Provided a breakdown on who referred the animals. Options referred 92% of the pets. SPCA is also a partner.

For social media, 522 new followers were added. 118 new posts. Reached 125,000 people. Had more than 7,000 shares of posts and more than 9,000 reactions. Community is really engaging in Facebook.

Looking ahead, hoping to hold more vaccine clinics next quarter. Three monthly senior food distribution. Horse microchip clinic in fall. Art Paws completed. Will be attending community health fair and the duck races.

CHAIR DUERR: Commented on Art Paws event and its success.

QUINN SWEET: Shared photographs/slides of recent events.

MEMBER DOBBS: Discussed the SPCA's two weeks of summer camp and a presentation of WCRAS ASO. Suggested Quinn add that to the slide.

MEMBER BRUSSARD: Inquired about the pet food that was rebagged and if it was donated.

QUINN SWEET: Confirmed some donated from the public. A lot comes from NHS who is the partner with the pet food distribution program. Also SPCA.

DIRECTOR SCHULL: Upcoming topics to be provided are updates on code, and will discuss dangerous dog code. The periodic advisory board report is hopeful to be in a finalized draft by next meeting.

Report concluded.

CHAIR DUERR: Commented that presentation was very inspirational.

VICE CHAIR PAYNE: Complimented Quinn on a wonderful job done.

CHAIR DUERR: Commented on supporting Director Schull and the effort to get the freedom to do social media.

MEMBER BRUSSARD: Commented on very impressive report. Wanted additional information on tethering statistics.

DIRECTOR SCHULL: Great question. Suggested on reviewing call intakes and complying requirements. Will dive in deeper and provide feedback at next meeting.

**6. INFORMATIONAL UPDATE ON WASHOE COUNTY DANGEROUS DOG CODE REVISIONS [Non action item]**

CHAIR DUERR: Introduced presentation.

DIRECTOR SCHULL: Advised on progress with the Chapter 2 request of the BOCC to open Chapter 55 to amend Dangerous Dog Code. Hearing was conducted and the Board had questions, but it was supported to amend the chapter. Tentative time line



for first reading is August 23<sup>rd</sup>. Ordinance changes have to go through two readings. Second reading is tentative for September 13<sup>th</sup>. Will provide updated information.

CHAIR DUERR: Commented on a job well done and good support received.

DIRECTOR SCHULL: Appreciated the support from the Board. Asked Member Payne about her experience.

VICE CHAIR PAYNE Commented that BOCC was receptive to code revision. Thought the update was appreciated.

MEMBER ANDERSON: Requested a clean copy of revisions of the actual code draft. Redline version.

CHAIR DUERR: Suggested the entire Board receive a clean copy of the redline version. Asked if there was any public comment.

#### **PUBLIC COMMENT**

MS. PERRY: Inquiring of the changes of Chapter 55.

CHAIR DUERR: Confirmed presentation and details.

MS. PERRY: Wanted to make sure she understood details. Would like to see what the actual language contains. Suggested to look for unattended consequences. Suggested the language match the ordinance as written.

CHAIR DUERR: Asked Ms. Perry to put her list of questions in writing and send to the Board and Director Schull.

CHAIR DUERR: Closing out Item 6.

7. **ELECTION OF OFFICERS** [For possible action]

CHAIR DUERR: Wanted input from the Board re: Chair and Vice Chair positions.

MEMBER ANDERSON: Recommended to retain Chair and Vice Chair.

CHAIR DUERR: Asked Member Payne if she was willing to continue as Vice Chair, and she confirmed. Chair Duerr is willing to continue serving as Chair. Asked for public comment and Board comment.

MEMBER BRUSSARD: Seconded Member Anderson's motion.

CHAIR DUERR: Motion carries unanimously.

8. **WASHOE COUNTY REGIONAL ANIMAL SERVICES ADVISORY BOARD MEMBERS AND/OR STAFF ANNOUNCEMENTS, REQUESTS FOR INFORMATION AND SELECTION OF TOPICS FOR FUTURE AGENDAS** [Non action item]

CHAIR DUERR: Asked about future agenda items.

DIRECTOR SCHULL: For future agenda items are: 1) update from newest staff member re: turtle/tortoise rescue efforts; 2) off leash calls with outcomes; 3) reviewing tethering calls and notes about how they were resolved.

CHAIR DUERR: Discussed barking dog responses. Asked about a refresher.

MEMBER BRUSSARD: Commented on how many strays were picked up last quarter and if it coincided with free adoption days.

DIRECTOR SCHULL: Agencies across the country participate in the Best Friend's Animal Society Free Adoption Day to raise the level of awareness. Continued animals being surrendered as a result of post pandemic situations and creating a problem with shelters. Animals are staying longer.

MEMBER DOBBS: Commented that animal welfare is taking steps backwards lately. Financial reasons are the main reasons for relinquishment. Finding housing that is pet friendly is difficult. A lot of programs were closed due to COVID. Currently, more puppies than have had in 10 years. A lot of agencies do fee waived

adoptions to help with overcrowding. Length of stay is up regionally and nationally.

CHAIR DUERR: Commented on Member Dobbs' passion.

MEMBER DOBBS: Needs to increase adoption rate. Commented on the incredible win on breed restrictions. Access to pet friendly housing is a current crisis. SPCA is the only organization in Reno/Sparks providing affordable spay/neuter programs.

CHAIR DUERR: Recommended doing a PSA with Member Dobbs. Closing Item 8.

**9. PUBLIC COMMENT [Non-Action Item]**

JUDITH SNELL: Commented on Director Schull and her progress with WCRAS. Also commented on Mandy's ability to communicate with her. Commented on attending meetings via zoom.

Also discussed Anna Orchard's previous presentation. They are long time friends. Anna is being harassed due to her situation.

CHAIR DUERR: Commented that the harassment issue on a future agenda item to find a way to effectively interact and how to protect from retaliation.

DIRECTOR SCHULL: Reminded everyone the next meeting is October 21, 2022, at 9:30 a.m.

**10. ADJOURNMENT [Non-Action Item]**

CHAIR DUERR: Concluded the meeting and confirmed it is adjourned.