



INDIANAPOLIS
ANIMAL CARE SERVICES

Indianapolis Animal Care Services Advisory Board Meeting Minutes from Thursday, May 23rd, 2024, Meeting

Board Members Present

Chris Roberson, City Council Appointee
Madison Weintraut, Marion County Public Health Department Representative
Brett Kruger, Mayoral Appointee
Kelly Diamond, Deputy Director of Animal Care Services

Approval of October Meeting Minutes

- Brett Kruger motioned to approve, motion passes, minutes approved.

Field Operations (Billie Bowling)

- Reviewed April statistics report
- 227 total reports, 131 bite reports, 112 citations, 113 investigation impounds, 2,003 service calls
- Average response time – 2 days 16 hours 47 minutes
- Citations were broken down by code and reported

Kennel Report (Billie Bowling)

- Reviewed April statistics report
- Intake: 424 dogs, 317 cats, 37 birds, 2 livestock, 88 others, for a total of 868 animals.
- 205 adopted, 73 returned to owners, 226 transferred, 3 returned to wild, 44 shelter-neuter-return, 114 euthanized, 2 missing/unaccounted for in the system, 16 owner-requested euthanasia, 28 died in care, and 33 other. Total outcome of 744 animals.
- The live release rate was 82.61% for all animals and 82.55% for dogs and 89.45% for cats and 85.00% for dogs and cats combined.
- Length of stay - 22 days
- 29 adoption returns
- Started April with 518 animals in ACS care, 154 animals in foster
- 0 Indy CARES Diversions
- Stray appointments are currently booking 2 days out, owner surrender appointments are 7.5 weeks out.
- Madison: Can you clarify what missing means?
 - Billie: It can mean that an animal was entered twice in the system, it does not necessarily mean an animal is missing.

Volunteer Report (Lauren Wyatt)

- Reviewed April statistics report
- 29 new volunteers in orientation, 78 applications processed, 120 volunteers in training, 262 active volunteers.
- 2,577 hours volunteered at the shelter, 22 hours volunteered at special events, 75 hours volunteered for Freedom for a Day, 121 hours volunteered by service-learning groups. 2,698 total hours volunteered.

Community Outreach Report (Kelly LaRoche)

- Social Media staying pretty consistent with interactions and other metrics. If other metrics are desired let us know so we can make those changes.
- Events:
 - Christel House Middle School Career Fair April 10th
 - Brendon Park Civic Association April 12th
 - FACE Mutt Cup April 25th
- Media Coverage: Fox, AXIOS and WTHR adoptable pet pleas

Staffing Updates (Kelly Diamond)

- 1 Adoptions Coordinator vacancy
- 1 Full-Time Adoption Counselor vacancy
- 4 Full-Time Senior Animal Care Tech vacancies
- 3 Part-Time Senior Animal Care Tech vacancies
- 1 Vet Assistant II vacancy
- 3 Animal Control Officer vacancies
- 1 Part-Time Customer Relations Officer vacancy
- 1 Indy CARES Coordinator vacancy
- 1 Indy CARES Specialist vacancy

New Shelter Update

- Construction Manager contract has been awarded to F.A. Wilhelm. Design is still in process and is currently going through constant changes based on feedback. Shelter Planners of America will also be reviewing design and providing feedback. Looking at June for groundbreaking, expected finish date is January 2026.

Action items – to be carried forward until complete

Item	Owner	Status	Due	Outcome
Bylaws		On hold while waiting on new attorney to be named.	TBD	

Statuses: not started, in progress, complete, tabled, on hold

Old Business

- Donation from Shreve for emergency medical expenses. Decisions are made with looking at a variety of factors, such as staffing at shelter, diagnosis of animal. Estimated to still have \$33,000 left by the end of the month.
- Best Friends update from Mike Sonsalla. Rounds training has been implemented with necessary staff. Behavior Training opportunities will be available next month. Adoptions have been improved, with addition of housing dogs in the lobby cages, working to update medical protocols, discussions have been had with community partners about length of stay and other ways to collaborate, many transports have been done and more to come, discussions are being had with Chameleon about reporting that we are in need of.

New Business/Sub-Committee Update (*IACS feedback in italics*)

- Background checks have been removed as part of the adoption process to align with best practices of other shelters around the country. We are working to create a more welcoming environment; we will be removing the plexiglass at the front desk. We are letting potential adopters meet animals before we process their adoptions.
- Upcoming large adoption event on June 15th and 16th. In addition to adoptable dogs there will be live music, food trucks and other attractions.
- Transport vehicle has been requested to allow for more than 6 dogs to be transferred at a time
- Strategic plan update. Beginning comparative study through July. Comparing to cities that are similar

in population, city budget and demographics. Vision and goal setting meeting later this year and another community survey.

- Medical Sub-Committee
 - Not Currently Meeting.
- Volunteer Sub-Committee
 - Met on May 2nd
 - May 20th meeting focused on Advocacy
 - Ordinance is currently sitting with Director Brands and the Prosecutors Office. Hope is for it to go before the full council next month.
 - One topic was the volunteers wanting the weekly e-mails from Kelly Diamond to continue. They want their voice heard and to be able to contribute.
 - Volunteer involvement in dog introductions and dog play groups. These have been discussed previously with Kelly Diamond.
 - Request to communicate with volunteers when staff members leave.
 - Exploring the possibility for in person sub-committee meetings.
 - Advocacy group would like more details about the budget process for the shelter.
 - Sunday, June 9th is date for next meeting. TBD if virtual or in person.
- Field Operations Sub-Committee
 - Did a deep dive about Enforcement. We will be talking to other Cities about their ordinances and how they enforce them. We came up with questions or information that we would like to get from them and how their structure works.
- Rescue Sub-Committee
 - Not Currently Meeting.
- Foster Sub-Committee
 - Not Currently meeting.
- Laundry. What are the plans to improve it?
 - *Laundry is a never-ending issue. We are trying to figure out all the ways to navigate it. There has been a misunderstanding about what staff can do about it. We are putting together actual information to share. There have been machine issues, and they were not expected to take as long to get repairs as it did take. Residential machines will not work, and we appreciate everyone wanting to donate or purchase them for the shelter. New processes will be put in place along with training for staff.*

Public Comments (IACS and Board feedback in italics)

- Sydney Clemens: What other shelters is IACS being compared to for the strategic plan?
 - *Brett: Austin TX is one that we have specifically identified. We will be looking at all major shelters in each community we have identified.*
- Sydney Clemens: How are we preventing overburdening our partners with animals?
 - *Kelly Diamond: It is so hard to come up with something to prevent this from happening, we cannot predict things that will happen. This will be an everchanging process that we will be making changes based on what is working for other shelters and what Best Friends recommends.*
- Sydney Clemens: What is being done to boost morale in staff and volunteers?
 - *Kelly Diamond we would love to know how to open communication more with staff. We are listening and hearing the issues around the shelter. We would love to know how to do things differently.*
- Lauren Nelson: What plans or goals do you have for the enforcement department?
 - *Kelly Diamond, I am going to defer to Billie for this. We haven't really dived into that yet. We have been focusing more on the outcomes so far.*
- Lauren Nelson: Are there any specific goals to reduce the number of open runs?
 - *Billie opening over-time for the Animal Control Officers so they can address these open runs.*
- Lauren Nelson: What is the plan for large animal impounds with the shelter being so full? Especially for after-hours impounds.
 - *Kelly Diamond: I will have to defer to how we have handled these in the past and how other shelters handle these situations.*
- Lauren Nelson: What is the plan for making sure that there is coverage for other departments that are short-staffed without pulling Animal Control Officer's to cover?
 - *Kelly Diamond to Billie: Is that something we are doing? Billie: Yes.*
 - *Kelly Diamond: I know that transports are new due to us losing transports with*

our partner organizations.

- Lauren Wyatt: I wanted to offer a different viewpoint about discontinuing use of MyCase to check adopters. One of the biggest examples that is brought up is about Deron who was adopted from the shelter to an individual that had strangulation and battery listed. Volunteers are afraid of a dog going into a home with someone who has neglect or abuse charges involving dependents. *Lauren read an excerpt from an article published by the FBI about the dynamic of domestic animals, domestic violence victims and the perpetrators.* We do not allow individuals to volunteer if they have battery charges or neglect of a dependent but we will adopt animals to them.

Adjourned at 7:33 p.m. The next meeting is Tuesday, June 18th, 2024, at 6:00 pm.