 Commissioners: Paul Jolly, President  
Ken Metz  
Kathleen Riordan, Vice-President  
Alex Rubalcava

Members of the public are invited to address the Board of Animal Services Commissioners on any item on the agenda prior to action by the Board on that specific item. Members of the public may also address the Board on any matter within the subject matter jurisdiction of the Board. The Board will entertain such comments during the Public Comment Period. Public comment will be limited to (1) minute per individual for each item addressed and (3) three minutes on any item during the public comment portion of the meeting, unless the limitation is waived by the President of the Board.

Members of the public who wish to address the Board must complete a Speaker card and submit it to the Board Secretary prior to final consideration of the matter.

It is requested that individuals who require the services of a translator contact the Board Secretary no later than the day preceding the meeting. Whenever possible, a translator will be provided. As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities.

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend.

Si require servicios de traduccion, favor de notificar la oficina con 24 horas por anticipado.

REGULAR COMMISSION MEETING, 10:00 A.M.
Commissioner Jolly convened the meeting at 10:03 AM. Members present were Commissioners P. Jolly, K. Riordan, and A. Rubalcava.

1. REPORT OF THE GENERAL MANAGER
A. Pet Finder Response: General Manager Jerry Greenwalt reported that the Department will modify and expand our relationship with posting our animals on their website. More details about our involvement with the program will be presented at the next Commission Meeting.
B. Spay Day LA: Greenwalt reported that a press conference is scheduled in Council Chambers on February 24, 2004 to launch the event. Councilmember attendance has been confirmed.
C. Life Oriented/Low Kill Plan: Greenwalt reported that the Department is still on hold. The
Mayors Office is getting a group together to discuss the plan further. That meeting has not yet taken place.

2. COMMISSION BUSINESS

A. Approval of Minutes for the meeting of February 9, 2004 – The minutes for the meeting of February 9, 2004 were not available for review. The Commission voted to holdover approval of the minutes for the meeting of February 9, 2004 until the next Regular Commission Meeting.

B. Meetings/Events Attended – Commissioner Jolly reported that he visited Denver, CO last week and met with the Humane Society of Bolder Valley. Jolly reported that the program runs at an 85% adoption rate for all animals received. Only 15% of the animals coming into the shelter are euthanized. Jolly confirmed that the agency does temperament testing and has a unique Owner-Surrender Program. The agency offers resources such as pet training and food as an incentive for owners to redeem their pets.

C. Consideration of Future Agenda Items – Commissioner Rubalcava requested that the $96 Rescuer Dog Licensing Deposit issue be scheduled for the meeting on March 22, 2004. Commissioner Riordan requested that a report from the City Attorney also be included.

- Rubalcava requested that lids be placed on the Dog Food Hoppers and that a General Manager Report be submitted by the March 8, 2004 Commission Meeting.
- Commissioner Riordan requested that the TNR issue be addressed some time in May 2004.
- Commissioner Jolly requested that the Department Revisit the Doggy Daycare issue on March 22, 2004. Rubalcava requested that the Department contact the businesses that may be affected by the Board’s decision relative to this matter.

Public Comment:
1. Zsuzsa Blakely – Thanked Rubalcava for checking out the South Los Angeles Shelter. Stated that the dog food hoppers should be removed because they cause dogfights.

3. REGULAR AGENDA ITEMS

A. Update: Service Feedback Form – The Board reviewed the revised form. Commissioner Jolly requested that we add a box to the form to obtain a customer’s email address. Commissioner Rubalcava motioned to accept the form as amended. Commissioner Riordan seconded the motion. The revised Service Feedback Form was approved by a vote of 3:0.

B. Update: Credit Card – Commissioner Rubalcava asked about the outstanding issues that remain relative to the matter. Assistant General Manager, Regina Adams, reported on the various phases involved in implementation.

Public Comment:
1. Zsuzsa Blakely – Expressed the urgency for expediting the process of implementing our Credit Card capability. Wants to make sure that people can use their credit cards over the phone. Asked how long will the process take to implement in the shelters?
2. Jeff Fleis – Expressed his opinion that the delay in implementation is inexcusable.
3. Mary Catalano – Emphasized that the Credit Card Capability of the Department needs

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to be expedited because animals are dying everyday.

**GENERAL MANAGER RECOMMENDS FOR BOARD ACTION**

C. **Board Report: Penal Code Infraction for Attacks on Service Animals** – In behalf of Commissioner Metz, Commissioner Riordan moved to have this item held over for consideration until the next Commission Meeting. Commissioner Rubalcava seconded the motion. The motion to table the matter was approved 3:0.

D. **Board Report: Vote to Include Promotional Materials in Adoption Packages along with City Endorsement Disclaimer** – Commission Jolly recused himself from voting on policy matters relative to pet insurance and product promotions.

Assistant City Attorney, Frank Orozco, reported that the City’s endorsement of any outside product or service is prohibited. Promotional materials may be passed out to the public for public benefit as long as no agency is excluded from offering their materials. The Department must issue a disclaimer in such instances indicating that this is not an endorsement of that product or service.

Commissioner Rubalcava motioned to accept the City Attorney opinion; and

That the Department continue the current policy of including in both, the adoption packages, and other shelter informational materials, a broad range of goods and services that are in the public good without endorsement; and

That the Department place “Wildlife Handling” materials in each shelter immediately. Commissioner Riordan seconded the motion. The motion was approved by a vote of 3:0.

Commissioner Riordan requested that the Department revisit this issue and include a subsequent motion instructing the Department to include insurance materials in the adoption packages, as well as notification of the availability of such insurance in signage and through staff training at the March 8, 2004 meeting.

**Public Comment:**

1. **Jo Ann Wagner** – Raised the issue that there are other situations at the shelters where individuals are allowed to advertise and distribute their services. Presented a flyer advertising Pit Bull Training. Questioned why the Department allowed such ads without a formal contract in place? Requested that a consistent policy be approved and implemented. Requested that ads for ShelterCare Pet Insurance be placed in the adoption packages. Requested that signage be placed in the shelters in advanced.

2. **Zsuzsa Blakely** – Requested that signs be placed outside the Isolation Unit and shelter entrance, informing people about the location of promotional materials in English and Spanish, and directing people to the promotional and informational materials.

3. **Mary Cummins of Animal Advocates** – Asked if the Board would accept her offer and advertise her wildlife flyers about humane wildlife control and what to do if residents find ill, injured, or orphaned animals? Stated that the service is free and provides a list of Wildlife Rehabbers. Willing to modify the flyer and print that the City has not written the

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ad and does not endorse the service.
4. Isabel Csaki – Thanked the Board for listening and helping the animals.
5. Mary Catalano – Gave an example of why the insurance is so important. Encouraged the Board to instruct staff to explain the purpose, benefits, and availability of the insurance. Urged the Board to make signs in English and Spanish.

E. Board Report: Wildlife Proposal – Commander Diliberto gave an update on the Department’s efforts in addressing resident and other customer inquiry about wildlife. Acknowledged that the Department Manual needs some work in addressing wildlife issues and that some conflicting issues need to be resolved. Diliberto will work with staff to gather written information from the Department of Fish and Game and prioritize the completion of the Wildlife Handling Section of the Department Manual. Issues include: How to handle animals causing property damage? When to euthanize a nuisance animal and when to release such animal?

Commissioner Riordan requested that the Department not Receive and File this matter. Riordan moved that the Board table its decision until a Committee has been formed which includes representation from the Wildlife Rehabilitation Community, the Department of Fish and Game, Department staff, Commission representation, and others. Greenwalt agreed that standard protocols should be written to assist the entire staff and the public in handling wildlife situations. Rubalcava seconded the motion. The motion to table the matter and form a Committee was approved by a 3:0 vote.

Rubalcava requested that the Department get representatives from the Department of Fish and Game and other interested parties to help present ideas for a plan at the May 10, 2004 meeting.

Public Comment:
1. Zsuzsa Blakely – Has been informed that all wildlife coming into the shelters are euthanized. Demanded that Wildlife Rehabbers, Rescuers and other members of the public be permitted to adopt wildlife from the shelters.
2. Jo Ann Wagner – Reported that Shelter staff has informed her that the Department does not rehabilitate wildlife. Reported a recent incident when shelter staff allegedly abused and mishandled an injured pigeon.
3. Mary Catalano – Stated that the shelters need more information available about wildlife and wildlife contacts.

4. PUBLIC COMMENT PERIOD

A. Phyllis Daugherty, Animal Issues Movement – Informed the Board that the City Council approved the License Canvassers Program unanimously. Reported statistical information about Los Angeles County animal licensing and revenue generation. Stated that Post will accept the information in her film for their Post Training.
B. Jo Ann Wagner – Reported that she has been harassed and attacked at the South Los Angeles shelter. Reported that her car was vandalized and that she has had her camera snatched.
C. Jeff Fleis, United Animal Rescuers – Reported on an Expo that he attended and met Department staff. Also reported that he stopped by a City Adoption Event. Explained how he became

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involved in animal issues. Thinks the City should make its database of available animals available to other websites as well as with the County of Los Angeles.

D. Daniel Guss – Stated that he has been following ongoing Department investigations and allegations. Guss claims to have 17 other files of photos and reports that he plans to release about the Department misconduct. Made a one-week offer to the Department to sit down with him and four people of his choosing to address staff conduct and performance.

E. Mary Catalano – Reported that she has also been victimized and had her car tires slashed while at the South Los Angeles shelter. Requested that books entitled “Why You Should Spay/Neuter Your Pets” be placed at the South Los Angeles shelter. Complained that shelter staff are allowing their children to use the shelter business lines. Urged the Department to address the $96 Rescuer Licensing Deposit issue as soon as possible.

F. Mary Cummins – Asked if the Board would encourage staff to provide the public with the names of wildlife rehabbers over the phone.

G. Zsuzsa Blakely – Asked why are some recently raise issues get priority over other issues that have been on the Commission Calendar for months? Reported that there are not only rehabbers but also rescuers and other options for caring for sick and injured wildlife. Requested that the agendas be placed on the LAAS website faster. Reported that the website arrangement is very difficult to navigate through.

5. ADJOURNMENT
Commissioner Jolly adjourned the meeting at 12:10 PM.