

COW 10/08/07
Item #5
handout

Volunteer/Foster Survey
KCACC Citizens' Advisory Committee
Community Outreach Subcommittee

1. Name (Optional) [REDACTED]
You may choose to remain anonymous if you wish.

2. Are you solely a foster parent, with no other volunteer involvement? NO
If so, please skip to question #15.

3. Have you stopped volunteering for KCACC, or cut down on your volunteer time?
YES, I VOLUNTEER THRU FRIENDS OF KCACC

a. If so, why did you stop or cut down? **THE VOLUNTEERS ARE NOT APPRECIATED OR TRAINED.**

b. When did you last volunteer? **LAST YEAR-FOSTERED**

c. Are there any changes that could be made that would cause you to start volunteering again, or volunteer more often? (Please explain.) **ON GOING PROGRAMS, CLEANER SHELTER, FRIENDLIER ATMOSPHERE**

4. How long have you volunteered/did you volunteer for KCACC? **5 YEARS**

a. How many hours per week do you volunteer? **VARIED**

b. Is this a set schedule or does it fluctuate?

c. What sort of tasks do you normally perform? **FOSTER/RAISE MONEY, DONATE TOYS (WHICH ARE NOT GIVEN TO THE ANIMALS) AND TOWEL DRIVE, ETC.**

d. Who tracks the volunteer time you put in, and the tasks that you do? **NOBODY**

5. Do you volunteer principally at Crossroads, Kent, both shelters, or for offsite adoptions? (If none, please explain.) **KENT**

(We will assume throughout the survey that your comments refer mainly to the location where you principally volunteer. If they refer to both shelters, or to the shelter where you do not principally volunteer, please so indicate.)

6. On a scale of 1 to 5, how would you rate KCACC's volunteer programs, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Volunteer recruiting: **1**

b. Volunteer training: **1**

c. Staff interaction and treatment of volunteers: **1**

d. Volunteer retention: **1**

e. Volunteer supervision: **1**

f. Volunteer recognition: 1. [REDACTED] HONESTLY TRIES TO LET THE FOSTERS KNOW HOW MUCH THEY ARE APPRECIATED. SHE WANTED TO HAVE A RECOGNITION EVENT, BUT THEN AL TOOK IT OVER AND IT WAS TABLED.

g. The value volunteers add to the shelter: 5, IF GIVEN A CHANCE

h. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard. TRAINING PROGRAMS FOR BOTH SHELTER EMPLOYEES AND VOLUNTEERS.

i. In your view, are restrictions placed on the work that volunteers are allowed to do that limits their value to the shelter? YES If yes, please explain. EVERYBODY SEEMS OVERWHELMED WHEN YOU GO DOWN THERE BUT THEY DON'T WANT YOU TO HELP.

7. Have you ever heard KCACC or its staff indicate that it doesn't need any more volunteers, or that the volunteers are not helpful? (Please explain.) THE VICE PRESIDENT OF FRIENDS OF HEARD A STAFF MEMBER TELL A GENTLEMAN AND HIS DAUGHTER THAT THEY WEREN'T TAKING ANY MORE VOLUNTEERS, THAT THEY HAD ENOUGH.

8. On a scale of 1 to 5, how would you rate KCACC's animal care, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Cleaning: 1

b. Feeding: N/A

c. Exercise: 1. [REDACTED] IS THE ONLY ONE I HAVE EVER SEEN TAKE THE DOGS OUT AND EXERCISE THEM. HE TRULY CARES FOR THEM AND IT SHOWS.

d. Socialization: 1

e. Medical care: 3

f. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard: IMPLIMENT A STRONG VOLUNTEER PROGRAM. FOLLOW THROUGH ON SCHEDULED COMMITMENTS. TRAIN VOLUNTEERS ON CLEANING PROCEEDURES AND OTHER JOBS THAT CAN FREE UP TIME FOR SHELTER STAFF TO DO OTHER DUTIES.

9. On a scale of 1 to 5, how would you rate the level of kindness and compassion that KCACC staff demonstrates toward the animals they handle? 3

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Have you ever witnessed a specific incident in which you believe an animal was mistreated at a KCACC shelter? If so, please describe. AS A BOARD

MEMBER I WAS AWARE OF A CASE AT THE CROSS ROADS SHELTER WHERE A OFFICER WAS SWINGING A CAT FROM A NOOSE. VOLUNTEERS REGISTERED A FORMAL COMPLAINT, BUT AM NOT SURE OF WHAT HAPPENED TO THE OFFICER.

b. Please indicate any suggestions for how KCACC could improve in this regard: MAKE STAFF PERSONAL ACCOUNTABLE FOR THEIR ACTIONS. BOTH GOOD AND BAD. RECOGNIZE THE STAFF THAT GO ABOVE AND BEYOND THEIR DUTIES TO HELP THE ANIMALS IN THEIR CARE.

10. On a scale of 1 to 5, how would you rate the level of training and supervision provided to staff? 2-3

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard: SEVERAL TIMES I HAVE BEEN GIVEN SEVERAL DIFFERENT ANSWERS TO THE SAME QUESTION. I DON'T BELIEVE THAT EVERYBODY IS ON THE SAME PAGE---WHICH INDICATES POOR COMMUNICATION TO STAFF.

11. On a scale of 1 to 5, how would you rate KCACC's facilities, in terms of:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

- a. Comfort for the animals.
 - i. Cats: 2
 - ii. Dogs: 2
- b. Adequacy for their basic needs.
 - i. Cats: 2
 - ii. Dogs: 2
- c. Minimization of stress.
 - i. Cats: 2
 - ii. Dogs: 2
- d. Welcoming atmosphere for the public: 2
- e. Ease of use for staff/volunteers: 2

f. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard: AGAIN TRAINING FOR STAFF/VOLUNTEERS. LET ANIMALS HAVE TOYS, USE THE KURANDA BEDS THAT WERE DONATED BY FRIENDS OF KCAC. THE MORE VOLUNTEERS YOU HAVE THE MORE THE ANIMALS CAN BE EXERCISED AND CATS SOCIALIZED AND NOT JUST SIT IN CAGES

12. On a scale of 1 to 5, how would you rate KCACC's interaction with the public, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

- a. Adoption counseling: 2

- b. Counseling for owners seeking to surrender animals: 1
- c. Phone calls seeking information: 2
- d. Answering of concerns regarding cruelty and neglect: 2

e. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard: **AGAIN TRAINING. USE OF VOLUNTEERS.**

13. On a scale of 1 to 5, please rate the reputation you believe KCACC has within the community. 1

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

Please describe what KCACC could do to improve its community reputation:
EVENTS-AND SHOWING UP AT THESE EVENTS, ORGANIZED AND READY TO TALK TO THE PUBLIC WHEN THEY ARRIVE. ADVERTISE. EDUCATIONAL PROGRAMS.

WHEN WE ARE TABLING OR AT OFF-SITE ADOPTIONS THE TWO MOST HEARD COMMENTS FROM THE PUBLIC ARE: 1- DON'T LIKE GOING TO THE SHELTER. IT'S DITY AND DEPRESSING. 2-SHELTER PEOPLE ARE RUDE

14. On a scale of 1 to 5, please rate KCACC's efforts to place animals in good homes, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

- a. Adoption programs: 2
- b. Foster programs: 2
- c. Publicity: 1
- d. Mobile adoptions: 2
- e. Adoption events: 2
- f. Relationships and transfers to rescue agencies: 2

g. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard: **HAVE MORE EVENTS INVOLVING A COLABERATION OF DIFFERENT AGENCIES. SHOW UP WHEN YOU MAKE A COMMITMENT. ADS IN THE PAPER AND ON THE RADIO ABOUT THE ANIMALS THAT ARE CURRENTLY AT THE SHELTER.ETC.**

15. Foster care volunteers ONLY: (All others please skip to Question # 17).

- a. **What types of animals do you foster?**
- b. **How often do you foster?**
- c. **On average, how long do you foster an animal?**

d. How many animals have you fostered this year?

e. Do the animals you foster go into foster program because (check all that apply):

- i. They are too young for adoption:
- ii. They are sick/injured:
- iii. The shelter is out of space:
- iv. They are in need of socialization or behavior rehabilitation:
- v. Other (please explain):

f. If you fostered an ill/injured animal, or one who became ill or injured while in your care, what medication/veterinary support did KCAC provide for you to foster the animal? Was this support sufficient?

g. If you foster ill/injured animals, has a foster animal ever died while in your care?

- i. If so, please explain the circumstances, and how KCACC responded:

h. How would you rate KCACC's foster programs overall, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

- i. Foster care recruiting:
- ii. Foster care training:
- iii. Staff interaction and treatment of foster care volunteers:
- iv. Foster volunteer retention:
- v. Foster volunteer supervision:
- v. Foster care volunteer recognition:

RESUME QUESTIONS FOR ALL VOLUNTEERS, INCLUDING FOSTER HOMES

16. How would you rate King County Animal Care and Control overall? 2

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard. EDUCATE, EDUCATE, EDUCATE

17. In your view, what are KCACC's strongest points? THERE ARE SHELTER STAFF THAT ARE COMPASSIONATE,(BUT COMPLAIN ABOUT NOT HAVING THE EQUIPMENT AND SUPPORT THAT THEY NEED TO DO A BETTER JOB).

18. What are the top things you would like to see changed about KCACC's policies or programs? BETTER PUBLIC IMAGE. MORE PROGRAMS TO GET THE

ANIMALS OUT OF THE SHELTER. BETTER ASSESSMENT OF ANIMALS IN THE SHELTER. SOMETIMES I FEEL THAT IT IS EASIER FOR THEM TO BE EUTHANIZED THAN TO GET THEM ADOPTED.

19. Please make any addition comments about KCACC that you believe the committee should consider. IF WE ARE TO BECOME A NO-KILL SHELTER WE NEED THE PUBLIC SUPPORT!! THERE ARE SO MANY PEOPLE WHO WOULD BE WILLING TO HELP IF THEY WERE GIVEN A CHANCE AND FELT THAT IT WOULD MAKE A DIFFERENCE-----INCLUDING MYSELF!!!!

I TALK TO PEOPLE EVERY WHERE I GO ABOUT ADOPTING ANIMALS, FOSTERING, VOLUNTEERING TO WALK ANIMALS. MOST OF THEM WOULD BE WILLING TO PARTICIPATE IF THERE WERE PROGRAMS THAT THEY COULD JOIN. TRAINING TO DO ON-GOING JOBS AT THE SHELTER AND HELP AT OFF-SITE ADOPTIONS. BASICALLY, THEY ARE WILLING TO HELP BUT ARE HESITANT TO GO TO THE SHELTER.

I HAVE TRIED TO BE HONEST WHEN I COMPLETED THIS SURVEY. MORE THAN ANYTHING I WANT THE SHELTER TO SUCCEED AND BECOME A PLACE TO BE PROUD OF AND KNOW THAT THE ANIMALS THAT ARE TAKEN THERE ARE WELL CARED FOR, APPRECIATED, AND GIVEN THE CHANCE TO LIVE THE REST OF THEIR LIVES IN A LOVING ENVIRONMENT-----A FOREVER HOME.

COW 10/8/07
Item # 5
handout

Volunteer/Foster Survey
KCACC Citizens' Advisory Committee
Community Outreach Subcommittee

1. **Name** (Optional) anonymous because I still have to work with the officers and I don't want them being mad at me and ruining what little bit of a relationship we have now.

2. **Are you solely a foster parent, with no other volunteer involvement?** No
If so, please skip to question #15.

3. **Have you stopped volunteering for KCACC, or cut down on your volunteer time?**

a. If so, why did you stop or cut down?

b. When did you last volunteer? I walked the dogs this morning at the Bellevue Shelter and will walk them again tomorrow morning I work during the week so my volunteer time is always the weekends and usually the mornings because it's the least popular time as most people like to sleep in.

c. Are there any changes that could be made that would cause you to start volunteering again, or volunteer more often? (Please explain.) The biggest change I could ever hope for is that the officers care about the animals and do more than the basic minimum for them.

4. **How long have you volunteered/did you volunteer for KCACC?** 2 years

a. How many hours per week do you volunteer? it's pretty much the same as I mentioned above. I work the weekend/holiday mornings.

b. Is this a set schedule or does it fluctuate? fluctuates when I'm out of town or on vacation.

c. What sort of tasks do you normally perform? walking the dogs, cleaning up after them, bathing them if they need it to help them become more adoptable. On Sunday afternoons I go to Petco to clean up cages and feed the 6 cats that are in-house there for adoption

d. Who tracks the volunteer time you put in, and the tasks that you do? [redacted]
[Another volunteer] pretty much knows my schedule but doesn't track it.

5. **Do you volunteer principally at Crossroads, Kent, both shelters, or for offsite adoptions? (If none, please explain.)** Crossroads and Petco and offsite adoptions as well

(We will assume throughout the survey that your comments refer mainly to the location where you principally volunteer. If they refer to both shelters, or to the shelter where you do not principally volunteer, please so indicate.)

6. **On a scale of 1 to 5, how would you rate KCACC's volunteer programs, including:**

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

- a. Volunteer recruiting: 1
- b. Volunteer training: 3
- c. Staff interaction and treatment of volunteers: it varies, a few of the officers are average (3) but most are very poor (1)
- d. Volunteer retention: 1. we have lost so many volunteers due to some of the officers cruel treatment to volunteers and animals, bad attitudes towards the volunteers and animals, it's atrocious.
- e. Volunteer supervision: 1, you are pretty much on your own.
- f. Volunteer recognition: 1
- g. The value volunteers add to the shelter: 5 we are the animals saving grace

h. Please indicate any suggestions for how KCACC could improve in this regard. Basically most of the officers appear not even to like the animals and leave them in their hot trucks for hours, don't check on them at the end of the shift to see if they still have water in their cages or have maybe gone to the bathroom again. They clean the cages once in the morning and if a dog have a bowel movement after that they have to live with it until the next morning... that's just not right.

. You generally get the idea that some of the officers would be happy if we never showed up again because we are aware of what they are and are not doing and that makes them be somewhat accountable. If none of us showed up they could do things on their own terms or not or do even more substandard work because who would know? Dogs can't tell anyone what horrible things are going on.

i. In your view, are there any additional services could safely assist KCACC with to improve animal care? yes If yes, please explain. yes, because they won't let us clean up a cage if an animal does go to the bathroom on the floor or it's blanket which most of us don't mind doing so the animals at least have a clean/warm space to spend the day/night in. They don't like when we bring up a cage needs to be recleaned or this dog needs a new blanket. So we just have to take matters in our own hands sometimes and do it ourselves.

7. On a scale of 1 to 5, how would you rate KCACC's animal care, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

- a. Cleaning: cleaning is pretty good first thing in the morning but that's where it ends so it's hard to rate this one. Some officers do a more thorough job than others.
- b. Feeding: I feel sorry for the dogs that get a big scoop of tasteless, stale, boring, and unappealing food thrown in a bowl. When I'm there I try to add some canned dog food to the mix which the dogs are so grateful for. I only know of one officer who adds canned dog food for the dogs and the rest could care less

c. Exercise: I've never seen an officer take a dog out... I don't think they do, do they? The walking/exercise is totally up to the volunteer... if we don't take the dogs out... they don't get out.

d. Socialization: except for 1 officer I know there is no socialization because the officers do interact with the dogs because they really don't like them.

e. Medical care: they are not quick to act on this... you can point out a huge cut on a dog, blood around a sore, diarrhea, a dog having seizures, etc. and they don't really want to deal with it generally. I've gone many times to the 711 next door and gotten medicine to give to the dogs for some of these problems. I have offered to take a dog to the vet and pay for it myself to get treatment and been turned down. We (the volunteers) need to be able to care for the dogs even if they don't want us to. (especially if we are willing to pay for it ourselves then please release the dog to us so we can get it medical help) We need some power.

f. Please indicate any suggestions for how KCACC could improve in this regard:

9. On a scale of 1 to 5, what is your perception of the level of kindness and compassion that KCACC staff demonstrates toward the animals they handle?

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Please explain this ranking. A couple of the officers are caring and sweet with the animals but the rest of them as I've mentioned before really DO NOT EVEN LIKE them... why else would you leave an animal in your hot truck for hours on end, not release them for medical treatment when they are in their cage and too weak to even get a drink of water, or are having seizures and could die, etc. I could go on and on with the atrocious I have witnessed. Animal cruelty in the shelter by neglect is not what I expected to encounter when I volunteered. b. Hire people that truly care about animals and their well being. A lot of your officers are just hardened at this point and come from the old school where you just grab them, put them in a cage and wait for someone to come pick them up or send them off to get put down. No compassion, no caring... it's incredible. So we just have to wait for these officers to retire or get transferred because they are not all of a sudden going to start caring... you either have a heart or you don't!!!

10. On a scale of 1 to 5, how would you rate KCACC's facilities, in terms of:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Comfort for the animals. 1. the cages are very small and there is no dog runs for the dogs to get outside for fresh air and a break from their small cage. It's way too small, cold concrete, not very dog friendly place. It's like a prison.

b. Adequacy for their basic needs. 1. basic needs are barely met

c. Minimization of stress. it's a totally stressful place, you can feel in when you enter into the backrooms.

d. Welcoming atmosphere for the public: whenever I've been out front when people come in, I've witnessed people asking about the dogs in the back and an officer saying that there's not any good ones back there now for adoption where there were adoptable dogs back there. She just doesn't like them so is not recommending them because she could care less if they got adopted or not. It's definitely not warm and fuzzy at the desk

e. Ease of use for staff/volunteers: 1. nothing is easy there.

f. Please describe what KCACC could do to improve in this regard: maybe you should hire an outside receptionist that likes animals and encourages people to go have a look, take a dog or cat out of it's cage and interact with it. Someone perky and helpful... not depressed, discouraging and acting like they are not happy to be there and would rather be some where else.

12. On a scale of 1 to 5, how would you rate KCACC's interaction with the public, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Adoption counseling: 1

b. Counseling for owners seeking to surrender animals: 1

c. Phone calls seeking information: 1

d. Answering of concerns regarding cruelty and neglect: 1

e. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard: see above for details... it doesn't appear to be a friendly, helpful place in any situation.

13. On a scale of 1 to 5, please rate the reputation you believe KCACC has within the community. N/A

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

Please describe what KCACC could do to improve its community reputation: N/A on the community but I know that all the volunteers I work with pretty much feel the same about the officers... not a very high opinion and not good relations with them.

14. On a scale of 1 to 5, please rate KCACC's efforts to place animals in good homes, including: N/A

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

a. Adoption programs:

b. Foster programs:

c. Publicity:

d. Mobile adoptions:

- e. Adoption events:
- f. Relationships and transfers to rescue agencies:
- g. Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard:

15. Foster care volunteers ONLY: (All others please skip to Question # 17).

- a. What types of animals do you foster?
- b. How often do you foster?
- c. On average, how long do you foster an animal?
- d. How many animals have you fostered this year?
- e. Do the animals you foster go into foster program because (check all that apply):
 - i. They are too young for adoption:
 - ii. They are sick/injured:
 - iii. The shelter is out of space:
 - iv. They are in need of socialization or behavior rehabilitation:
 - v. Other (please explain):
- f. If you fostered an ill/injured animal, or one who became ill or injured while in your care, what medication/veterinary support did KCACC provide for you to foster the animal? Was this support sufficient?
- g. If you foster ill/injured animals, has a foster animal ever died while in your care?
 - i. If so, please explain the circumstances, and how KCACC responded:
- h. How would you rate KCACC's foster programs overall, including:

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

 - i. Foster care recruiting:
 - ii. Foster care training:
 - iii. Staff interaction and treatment of foster care volunteers:
 - iv. Foster volunteer retention:
 - v. Foster volunteer supervision:
 - v. Foster care volunteer recognition:

RESUME QUESTIONS FOR ALL VOLUNTEERS, INCLUDING FOSTER HOMES

16. How would you rate King County Animal Care and Control overall? 1

(1=Very Poor, 2=Poor, 3=Average, 4=Good, 5=Very Good. N/A indicates you do not have enough information to form an opinion.)

Please describe any problems, and indicate any suggestions for how KCACC could improve in this regard. I've listed pretty much all my complaints throughout this survey in the above information.

17. In your view, what are KCACC's strongest points? That they have loving and kind volunteers to do the socializing, walking, and caring for the animals that they (for the most part) have no desire to do.

18. What are the top things you would like to see changed about KCACC's policies or programs? Give the volunteers more options to care for the animals and have a say in their care and well being. Hire some people that really care about the animals and force the old codgers that hate the animals to retire or transfer them to Siberia.

19. Please make any additional comments about what you think KCACC can do to become a model animal care program. Seriously, all the volunteers including myself are there to help the animals. All the injustices we see that happen to the animals, breaks our hearts. Many people have quit because it's so painful. I have come close to quitting myself but then I see the pain that these animals are suffering and they need to have advocates so we must put our feelings aside and show up to help them as much as we can. When we try to complain or tell the "higher-ups" what's going on they seem to be blind or side with their officers. So I really don't know what else we can do at this time. I pray that this meeting and our survey answers will help change things for the animals as we have to be their voices! Please help!!!!

10/8/07
Item #5
handout
COW

Date Created:	10/3/07
Drafted by:	mwc
Sponsors:	Patterson, Constantine, Hague, Phillips, Ferguson
Attachments:	

1 ..Title

2 A MOTION accepting the King County animal care and
3 control citizen's advisory committee's report on improving
4 the humane care of animals in King County's shelters and
5 requesting that the executive take immediate steps to
6 implement specific recommendations identified in the
7 report.

8 ..Body

9 WHEREAS, on May 29, 2007, the council adopted Ordinance 15801 to reduce
10 rates of euthanasia, redefine the roles and responsibilities of the animal care and control
11 citizen's advisory committee, and reduce access to animals by individuals convicted or
12 charged with animal cruelty, and

13 WHEREAS, on May 29, 2007, the council passed Motion 12521 relating to the
14 provision of services to animals and requesting that the executive transmit a report to
15 include recommendations to improve the humane care of animals and develop a model
16 animal services program, and

17 WHEREAS, Motion 12521 further requested that the executive work with the
18 animal care and control citizen's advisory committee to develop the report, and

19 WHEREAS, the animal care and control citizen's advisory committee has
20 completed a special report to the council and the executive, and

21 WHEREAS, the animal care and control citizen's advisory committee's special
22 report states that King County's animal services program has deplorable shelters, does not
23 offer sufficient programs to move animals out of the shelter or stem the flow of animals
24 into the shelter and systemically fails to properly investigate animal cruelty, and

25 WHEREAS, the animal care and control citizen's advisory committee's special
26 report contains forty-seven recommendations to improve King County's humane care of
27 animals and develop a model animal services program;

28 NOW, THEREFORE, BE IT MOVED by the Council of King County:

29 A. The metropolitan King County council accepts the report of animal care and
30 control citizen's advisory committee recommending improvements for the humane care
31 of animals and the development of a model animal services program. The executive is
32 requested to seriously consider the report and work diligently to implement, at minimum,
33 the following recommendations:

34 1. Develop a facilities plan for King County's animal shelters with identified
35 renovations that are aligned with current best practices in animal sheltering and
36 architecture;

37 2. Reorganize staff and evaluate appropriate staffing levels and training to
38 address access to medical care, the coordination of volunteers, community and media
39 outreach and improve the safety of employees, the humane care of animals and customer
40 service;

41 3. Institute an intake exam for every animal, to be performed by clinic staff;

42 4. Review and implement cleaning protocols to reduce rates of disease and
43 improve sanitation;

- 44 5. Cover open sewer drain in the Kent shelter;
- 45 6. Develop new performance measures that increase accountability for
46 euthanasia decisions, record keeping, animal care and other activities;
- 47 7. Purchase new animal control transport enclosures for all vehicle chassis that
48 are insulated and temperature controlled for the humane transport of animals;
- 49 8. Provide social housing and enrichment programs and protocols to improve
50 socialization of animals and reduce behavior problems;
- 51 9. Increase the spay/neuter program and participate in spay/neuter awareness
52 campaigns to reduce the flow of animals into the shelters;
- 53 10. Oversee discussions between the sheriff and prosecuting attorney's office to
54 develop a plan to improve in animal cruelty investigations;
- 55 11. Revitalize the volunteer program to maximize community participation and
56 care for animals in the shelters;
- 57 12. Develop a media plan to maximize community exposure to information
58 about animals available for adoption and resource needs;
- 59 13. Revise shelter hours to be open additional evenings and weekends when the
60 public is more likely to visit the shelters; and

61 B. The metropolitan King County council reasserts its policy directive for the
62 executive to implement a "no-kill" type animal services program that reflects King
63 County's prosperity, compassion, and generosity. A "no-kill" type animal services
64 program would save all healthy and treatable cats and dogs and euthanize only those cats
65 and dogs with severe health problems that preclude a reasonable quality of life or
66 temperament problems that pose a threat to public safety. A "no-kill" type animal

67 services program would permanently place animals into homes within its community and
68 have a euthanasia rate of less than fifteen percent, and potentially as low as ten percent.
69 This program would require an aggressive and innovative approach to achieve "no-kill"
70 standards and draw upon the available resources in King County and reflect community
71 values. This program should pursue grants, donations and partnerships to accomplish its
72 objectives and look to the model jurisdictions identified in the animal care and control
73 citizen's advisory committee's special report as well as local programs such as the
74 Humane Society for Seattle/King County and the Seattle Animal Shelter for information
75 on how to meet these objectives.