

ANIMAL CONTROL BOARD  
SEMINOLE COUNTY, FLORIDA

REGULAR MEETING AGENDA

Thursday, June 26, 2014 7:00 PM

Sheriff's Office/Public Safety Building  
Community Room (Room #1-152)  
150 Bush Boulevard  
(Seminole County Operations Center)  
Sanford, Florida 32773

- I. Call to Order.
- II. Roll Call.
- III. Minutes: March 20, 2014.
- IV. Public Commentary.
  - o Limited to 3 Minutes Per Speaker
  - o Speaker Request Form Required
- V. Old Business.
  - A. Welcome new Licensed Veterinarian to the Animal Control Board, Dr. Lawrence O. Pultz, DVM of Town and Country Veterinary Clinic.
  - B. Open Air Pet Sales.
  - C. Automatic Phone Call Tracker for SCAS Customer Statistics.
  - D. Review of yearly mandatory training on *The Florida Sunshine Law*, *Ethics and Public Records Law*.
- VI. New Business.
  - A. Upcoming Animal Services and Community Events.
  - B. Future Agenda Items.
    - a. Updates/changes to the Seminole County Code Chapter 20 – Tentative agenda item at September 11, 2014 ACB meeting.

VII. Reports.

- A. Kennel Statistics (Intakes & Outcomes).
- B. Pet Data, Inc. Statistics. – County Tag/License Purchases

VIII. Confirmation of Next Meeting(s).

- o September 11, 2014
- o December 11, 2014

IX. Adjournment.

FOR ADDITIONAL INFORMATION REGARDING THIS NOTICE, PLEASE CONTACT BOB HUNTER, ANIMAL SERVICES MANAGER, AT 407-665-5202. PERSONS WITH DISABILITIES NEEDING ASSISTANCE TO PARTICIPATE IN ANY OF THESE PROCEEDINGS SHOULD CONTACT THE HUMAN RESOURCES DEPARTMENT ADA COORDINATOR 48 HOURS IN ADVANCE OF THE MEETING, AT 407-665-7941.

PURSUANT TO FLORIDA LAW, THE PUBLIC HAS THE RIGHT TO BE HEARD ON ALL PROPOSITIONS. PUBLIC COMMENT TIME ON PROPOSITIONS SHALL BE THREE (3) MINUTES FOR INDIVIDUALS AND SIX (6) MINUTES FOR GROUP REPRESENTATIVES. PROPER DECORUM WILL BE OBSERVED.

PERSONS ARE ADVISED THAT, IF THEY DECIDE TO APPEAL ANY DECISION MADE AT THESE MEETINGS/HEARINGS, THEY WILL NEED A RECORD OF THE PROCEEDINGS AND FOR SUCH PURPOSES, THEY MAY NEED TO INSURE THAT A VERBATIM RECORD OF THE PROCEEDINGS IS MADE, WHICH INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS TO BE BASED, PER SECTION 286.0105, FLORIDA STATUTES.

PLEASE NOTE THAT WHILE MEETINGS OF THE ANIMAL CONTROL BOARD ARE SUBJECT TO THE SUNSHINE LAW AND ALL ARE WELCOME TO ATTEND, NEITHER THE FACILITY NOR, IN MANY CASES, THE MATTERS DISCUSSED BY THE BOARD ARE SUITABLE FOR YOUNG CHILDREN. WE WOULD REQUEST THAT, UNLESS YOUR CHILDREN ARE TESTIFYING BEFORE THE BOARD, THEY REMAIN EITHER AT HOME OR OUTSIDE THE HEARING ROOM, WITH APPROPRIATE ADULT SUPERVISION.

Kennel Statistics Report  
Intakes from 10/01/12 to 09/30/13

	CAT	DOG	FERRET	KITTEN	OTHER	PUPPY	TOTAL
BORN IN THE SHELTER	8	0	0	38	0	0	46
DISPOSAL REQUESTED	387	133	0	6	1541	2	2069
EUTHANASIA REQUESTED	133	280	0	1	15	4	433
FOSTER	81	63	0	297	0	39	480
OWNER SURRENDER	1170	686	4	313	82	112	2367
PROTECTIVE CUSTODY	16	75	2	1	4	4	102
QUARANTINE	99	158	0	14	47	0	318
RETURN	32	153	0	15	0	20	220
STRAY	3370	1877	6	651	1236	174	7314
<b>FERAL</b>	<b>1254</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>1284</b>
TRANSFER	0	36	0	0	0	11	47
<b>TOTAL</b>	<b>5296</b>	<b>3461</b>	<b>12</b>	<b>1336</b>	<b>2925</b>	<b>366</b>	<b>13396</b>

Kennel Statistics Report  
Outcomes from 10/01/12 to 09/30/13

	CAT	DOG	FERRET	KITTEN	OTHER	PUPPY	TOTAL
ADOPTION	380	1201	0	432	26	205	2244
DIED	48	11	0	23	44	6	132
DISPOSAL	407	146	0	9	1568	3	2133
EUTH	4177	872	1	475	582	9	6116
FOSTER	68	65	0	318	2	46	499
LOST/ESCAPED	1	0	0	0	0	0	1
MISSING	1	0	0	0	1	0	2
RELOCATE	0	0	0	0	59	0	59
RTO	150	859	2	1	10	7	1029
TRANSFER	144	330	9	13	641	43	1180
<b>TOTAL</b>	<b>5376</b>	<b>3484</b>	<b>12</b>	<b>1271</b>	<b>2933</b>	<b>319</b>	<b>13395</b>

	CAT	DOG
TOTAL INTAKE	5296	3461
TOTAL ADOPTION	380	1201
TOTAL RECLAIMED	150	859
TOTAL EUTHANIZED	4177	872

Kennel Statistics Report  
Intakes from 10/01/13 to 05/31/14

	CAT	DOG	FERRET	KITTEN	OTHER	PUPPY	TOTAL
BORN IN THE SHELTER	3	0	0	25	0	16	44
DISPOSAL REQUESTED	254	85	0	3	859	1	1202
EUTHANASIA REQUESTED	88	160	2	0	8	2	260
FOSTER	60	34	0	152	0	16	262
OWNER SURRENDER	588	279	2	178	53	17	1117
PROTECTIVE CUSTODY	6	44	0	2	6	2	60
QUARANTINE	58	80	0	3	15	0	156
RETURN	23	117	0	4	0	4	148
STRAY	1779	1200	2	254	679	83	3997
<b>FERAL</b>	<b>736</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>746</b>
TRANSFER	0	3	0	0	0	0	3
<b>TOTAL</b>	<b>2859</b>	<b>2002</b>	<b>6</b>	<b>621</b>	<b>1620</b>	<b>141</b>	<b>7249</b>

Kennel Statistics Report  
Outcomes from 10/01/13 to 05/31/14

	CAT	DOG	FERRET	KITTEN	OTHER	PUPPY	TOTAL
ADOPTION	268	697	0	220	10	64	1259
DIED	44	8	0	38	33	4	127
DISPOSAL	267	89	0	3	871	1	1231
EUTH	2130	460	2	146	327	4	3069
FOSTER	50	32	0	174	0	12	268
LOST/ESCAPED	3	1	0	0	0	0	4
MISSING	1	0	0	0	0	0	1
RELOCATE	0	0	0	0	54	0	54
RTO	92	599	0	2	6	10	709
TRANSFER	42	149	3	19	312	25	550
<b>TOTAL</b>	<b>2897</b>	<b>2035</b>	<b>5</b>	<b>602</b>	<b>1613</b>	<b>120</b>	<b>7272</b>

	CAT	DOG
TOTAL INTAKE	2859	2002
TOTAL ADOPTION	268	697
TOTAL RECLAIMED	92	599
TOTAL EUTHANIZED	2130	460

Licensing Summary Report From PetData FY2013/2014  
 TOTAL LICENSESES PURCHASED

	UNALTERED CAT	UNALTERED DOG	ALTERED CAT	ALTERED DOG	TOTAL
JANUARY					
FEBRUARY					
MARCH					
APRIL	11	230	513	1684	2438
MAY	16	202	426	1509	2153
JUNE					
JULY					
AUGUST					
SEPTEMBER					
<b>TOTAL</b>	<b>27</b>	<b>432</b>	<b>939</b>	<b>3193</b>	<b>4591</b>

# Licensing Summary Report – Seminole Co, FL

Activity from 4/1/14 through 4/30/14

Clinic	Clinic Name	Unaltered	Altered	Police	License		Replacement & Transfer	Donation	Exception
					Total				
<i>PetData Corporate</i>									
SEM900	PETDATA MAIL	85	1,315	0	1,400	2	80	175	
		\$803.00	\$6,936.00	\$0.00	\$7,739.00	\$4.00	\$696.00	\$950.00	
SEM901	PETDATA ONLINE	25	338	0	363	0	31	87	
		\$209.00	\$1,842.00	\$0.00	\$2,051.00	\$0.00	\$204.50	\$556.00	
<i>Subtotal PetData Corporate</i>		<i>110</i>	<i>1,653</i>	<i>0</i>	<i>1,763</i>	<i>2</i>	<i>111</i>	<i>262</i>	
		<i>\$1,012.00</i>	<i>\$8,778.00</i>	<i>\$0.00</i>	<i>\$9,790.00</i>	<i>\$4.00</i>	<i>\$900.50</i>	<i>\$1,506.00</i>	
<i>Municipal Locations</i>									
SEM800	SEMINOLE COUNTY ANIMAL S	127	548	0	675	0	0	0	
		\$1,397.00	\$3,262.00	\$0.00	\$4,659.00	\$0.00	\$0.00	\$0.00	
<i>Subtotal Municipal Locations</i>		<i>127</i>	<i>548</i>	<i>0</i>	<i>675</i>	<i>0</i>	<i>0</i>	<i>0</i>	
		<i>\$1,397.00</i>	<i>\$3,262.00</i>	<i>\$0.00</i>	<i>\$4,659.00</i>	<i>\$0.00</i>	<i>\$0.00</i>	<i>\$0.00</i>	
<b>TOTAL REGISTRATIONS</b>		<b>237</b>	<b>2,201</b>	<b>0</b>	<b>2,438</b>	<b>2</b>	<b>111</b>	<b>262</b>	
		\$2,409.00	\$12,040.00	\$0.00	\$14,449.00	\$4.00	\$900.50	\$1,506.00	
					<b>TOTAL REVENUE</b>				
					<b>\$16,859.50</b>				

# Licensing Summary Report – Seminole Co, FL

Activity from 5/1/14 through 5/31/14

Clinic	Clinic Name	Unaltered	Altered	Police	License Total	Replacement & Transfer	Donation	Exception	
<i>PerData Corporate</i>									
SEM900	PETDATA MAIL	95	1,187	0	1,282	1	57	114	
		\$929.00	\$6,204.00	\$0.00	\$7,133.00	\$2.00	\$380.00	\$587.00	
SEM901	PETDATA ONLINE	25	261	0	286	0	31	64	
		\$253.00	\$1,470.00	\$0.00	\$1,723.00	\$0.00	\$186.00	\$419.00	
<i>Subtotal PerData Corporate</i>		<i>120</i>	<i>1,448</i>	<i>0</i>	<i>1,568</i>	<i>1</i>	<i>88</i>	<i>178</i>	
		<i>\$1,182.00</i>	<i>\$7,674.00</i>	<i>\$0.00</i>	<i>\$8,856.00</i>	<i>\$2.00</i>	<i>\$566.00</i>	<i>\$1,006.00</i>	
<i>Municipal Locations</i>									
SEM800	SEMINOLE COUNTY ANIMAL S	82	503	0	585	0	0	0	
		\$902.00	\$2,995.00	\$0.00	\$3,897.00	\$0.00	\$0.00	\$0.00	
<i>Subtotal Municipal Locations</i>		<i>82</i>	<i>503</i>	<i>0</i>	<i>585</i>	<i>0</i>	<i>0</i>	<i>0</i>	
		<i>\$902.00</i>	<i>\$2,995.00</i>	<i>\$0.00</i>	<i>\$3,897.00</i>	<i>\$0.00</i>	<i>\$0.00</i>	<i>\$0.00</i>	
TOTAL REGISTRATIONS		<b>202</b>	<b>1,951</b>	<b>0</b>	<b>2,153</b>	<b>1</b>	<b>88</b>	<b>178</b>	
		\$2,084.00	\$10,669.00	\$0.00	\$12,753.00	\$2.00	\$566.00	\$1,006.00	
		TOTAL REVENUE							<b>\$14,327.00</b>



Seminole County, FL  
Animal Licensing  
1st Quarter, 2014



### Customer Service

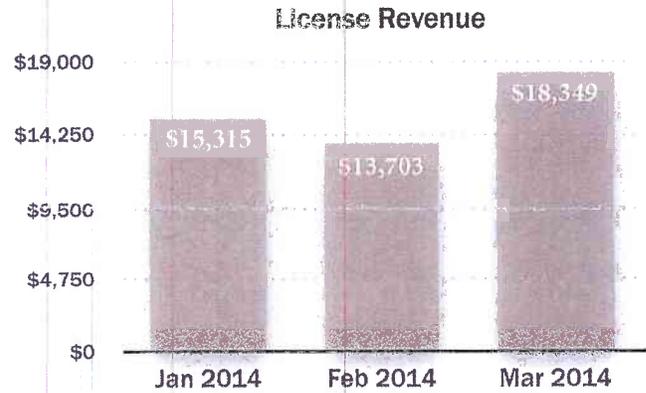
370 Total Calls  
988 Minutes on Phone  
154 Emails  
1,671 Web Hits

### Mailings

4,655 New Tags  
7,258 Renewals  
2,771 Past Due Renewals  
5,034 Billing Notices  
4,896 2nd Billing Notices  
656 Exception Letters

### Licenses & Revenue

6,769 Total Licenses Sold  
\$47,366 Revenue Collected  
978 Licenses Sold Online  
\$8,171 Online Sales



### PetData News



- ◆ PetData welcomes our newest client, Manatee County, Florida!
- ◆ New features for PetAccess are here! City Name has been added as an available search field. If you have notified us that a pet is potentially dangerous, that pet can now be flagged in the pet information area in PetAccess. Lastly, pets with a non-renewal status will have a gray background instead of blue for a better visual indicator.
- ◆ We will be exhibiting at several conferences, including Transforming Local Government in Denver, CO; HSUS in Daytona Beach, FL; New York State Clerks in Saratoga Springs, NY; and Florida City/County Management Association in Orlando, FL. Please stop by and say hello to Ann!

Over 6 MILLION  
Animal Licenses  
Issued Since 1994



## PETDATA NEWS

**PetData processed nearly 760,000 licenses during 2013 and we began working with clients in 3 new states - Oregon, Colorado and Maryland!**

### New Clients in 2013:

- Cedar Park, TX
- Eugene, OR
- DeKalb County, GA
- Foothills Animal Shelter/Jefferson County, CO
- Baltimore, MD
- Lake County, FL
- Denver, CO
- Waunakee, WI
- Prescott, AZ

During 2013, PetData continued to grow, and with that growth came the need for additional office space. We were able to add space in November which allowed us to immediately expand our capacity and gives us plenty of room for continued growth.

We added a new position to manage our day-to-day operations, and the results have been fantastic. Our turnaround times have been reduced and we have remained well below our 10-business day turnaround for license processing. Our phone wait times have also stayed very low, and we have received very positive feedback from pet owners.

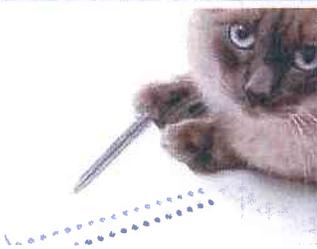
PetData visited a number of conferences throughout the U.S., and we were pleased to be able to visit with many of our clients that attended. We always welcome your ideas and feedback, so continue to let us know what your needs are and what we can do to help you meet your goals.



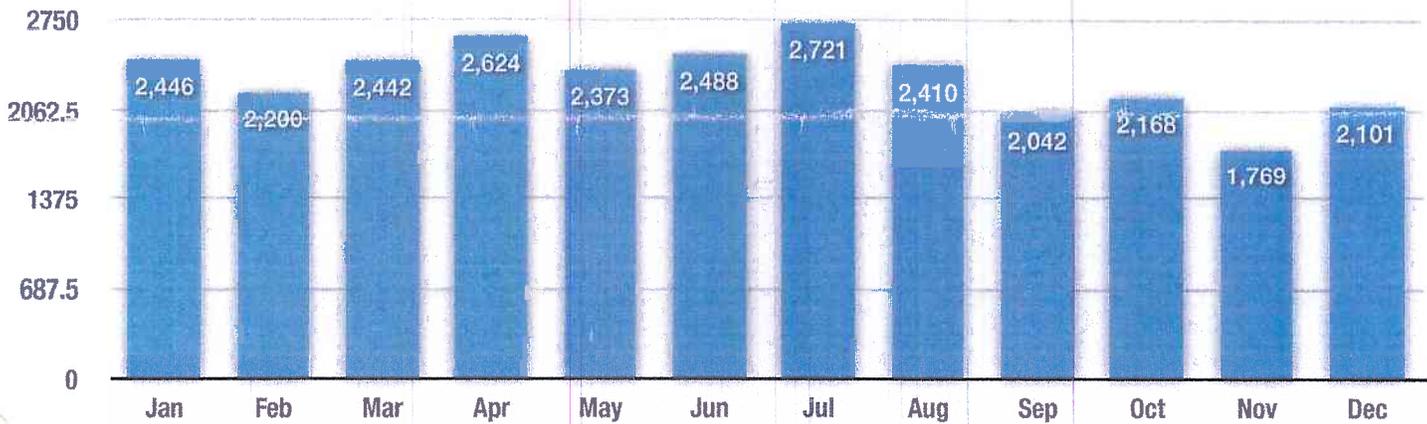
### In This Report

- We have included your animal licensing statistics for 2013 as well as some useful information like our 2014 holidays and contact information for our staff.

# 2013 LICENSING ACTIVITY

JANUARY - DECEMBER	TOTAL SALES	ONLINE SALES	DONATIONS	RABIES VACCINATIONS ENTERED
	<b>27,784</b> <b>\$192,758</b>	3,644 \$30,663	\$9,801	46,969

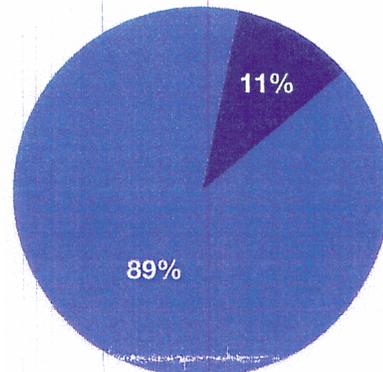
Sales By Month



## License Type Breakdown

This chart shows the breakdown of license types sold in 2013.

● Unaltered      ● Altered



## Mailings and Customer Service

### Notices

27,066 Renewal Notices	26,645 Past Due Billings
13,242 Past Due Renewals	2,526 Exception Letters
24,604 Billings Based on Vaccination Reports	20,560 License Tags

### Customer Service

1,705 Phone Calls  
4,547 Talk Minutes  
617 Emails  
6,569 Website Hits

## 2014 HOLIDAYS

PetData's offices and customer service are closed on the holidays listed below, but our website, online licensing and auto attendants are available for basic licensing information.

January 1  
New Year's Day  
February 17  
President's Day  
May 2  
Memorial Day  
July 4  
Independence Day  
September 1  
Labor Day  
November 27 and 28  
Thanksgiving  
December 24 and 25  
Christmas



## FREQUENTLY ASKED QUESTIONS ABOUT PETACCESS

### How can I send you changes?

Please use the links from within PetAccess to send us owner, pet or license updates. They will come as an email to us with the email address of the user that sent them. We will make the updates as soon as possible, usually within 1-2 business days.

### When will I see an update or new record in PetAccess?

We upload records and updates to the web server overnight, so anything we post during the day will be visible to you the following day.

### What is Reporting Access?

We are posting the monthly closing reports to PetAccess beginning with the January 2013 reports. With reporting access, you'll be able to see the closing reports once they have been prepared, and you can also run a report on the number of pets with a current license as of a given date.



### Who can set up new logins?

Each one of our clients has one Admin user designated who can set up and edit user accounts for you. Feel free to contact us if you're not sure who the Admin is or if the Admin user needs to be changed.

### How do I search for an address?

Use the street number and the street name only without any apartment numbers or street types. For instance, if you are searching for 1256 N Cedar St, put 1256 in the Street Number field, and put Cedar in the Street Name field. Do not include N or St. If you want to find all the records in the 1200 block, use 12\*. The asterisk is a wild card search that may be used in any of the search fields.

Tip: Search fields on the left side may be combined to help narrow your search.

## MOST POPULAR PET NAMES

From all the current licenses in our database across all of our clients, we've found the most common dog and cat names. Three names made both lists!

### Top 5 Dog Names

1. Bella
2. Max
3. Buddy
4. Lucy
5. Molly

### Top 5 Cat Names

1. Tiger
2. Max
3. Lucy
4. Bella
5. Buddy

## Contact Information

Animal control staff and veterinarians may reach a customer service representative at PetData any time between 8 AM and 7 PM Monday through Friday at 1-888-738-3463 by pressing 4.

Please refer pet owners to the toll-free customized number for your community:

**1-866-297-7763**

### Marilee Seay

VP, Client Services

- [mseay@petdata.com](mailto:mseay@petdata.com)
- 1-888-738-3463, x516

### Elissa Torretta

Asst. Director, Client Services

- [etorretta@petdata.com](mailto:etorretta@petdata.com)
- 1-888-738-3463, x518

### Street Address

1850 Crown Dr, Ste 1110  
Farmers Branch, TX 75234

### Mailing Address

PO Box 141929  
Irving, TX 75014-1929

### Fax

1-888-738-5556