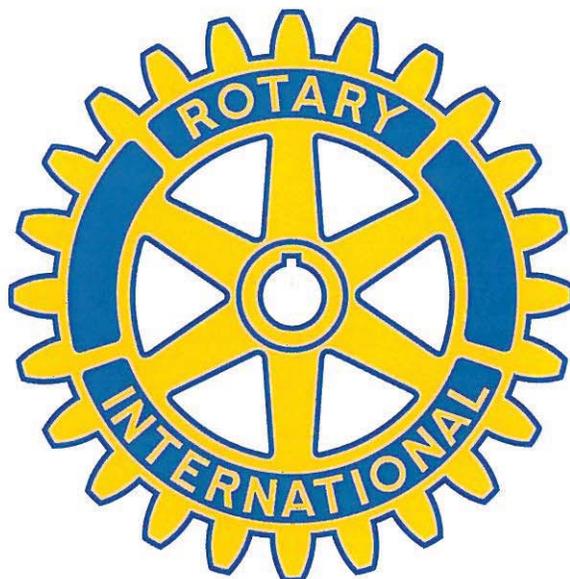


**Addendum One  
To the Report**

to

**Mayor A C Wharton, Jr.**



**Submitted by:**

**The Memphis Rotary Club**

**Memphis Animal Shelter Evaluation Committee**

**November 18, 2011**

## **Minutes of Memphis Rotary Club MAS Committee Meeting with Director Janet Hooks, November 17, 2011**

**CAMERAS** – It was agreed as to the importance of the recording system being totally secure from any editing or manipulation. According to the City, the Real Time Crime Center will receive the feeds from this system and should keep the records for up to a year, at least. In addition we felt that the cameras and locks on the doors available for access during the time the Shelter is closed should be set to trigger an alarm in RTCC any time the doors are opened and the video of who is entering should be flagged for review.

**GPS SYSTEM** – In addition to installing the system in all trucks, it was agreed that a procedure of review be established so that a complete record of the truck's route of travel, location of stops, and time spent in each, be available for the Shelter Director, and Division Director's Office. This is of particular important now that the base from which the trucks will be traveling is so far removed from where the bulk of calls will be emanating.

**SHELTER VOLUNTEERS** –This group must be expanded to meet the needs of the new facility and should include individuals who have been critical of the operation in the past. NO area of the Shelter should be OFF-LIMITS, per se, to Shelter Volunteers. Obviously, this includes a set of rules by which the Volunteers must comply, but to say there are areas, or activities, which they are excluded from seeing, or being aware of, runs contrary to the expressed desire for transparency voiced by the Mayor. It was agreed that the Volunteer situation has greatly improved since the review was initiated, and that people are much more willing to be involved.

CONDUCTED BY THE MEMPHIS ROTARY CLUB

Memphis Animal Shelter												Page 1 of 2	
Rotary Report on Inventory of Animals Prepared By Karen Hill													
Date of Report - November 17, 2011													
Records Requested By Chelton Beamon:													
Printouts of inventory with Glenn Andrews' handwritten notes for each day of July, 2011													
Printouts of final inventory (after Glenn made changes) in Chameleon software for each day of July, 2011													
See Memo on Karen Hill's Interview with MAS Employees Chelton Beamon and Glenn Andrews													
Goal of This Worksheet - To Determine if Procedures for Inventory As Detailed in MAS Manual Are Being Followed.													
See Explanation of Numbers in Parentheses, Conclusions and Recommendations On Second Page of Worksheet													
												Chameleon Inventory List With Glenn's Notes Provided to Karen Hill?	
Pre Euthansia Report (Chameleon Software)													
Date of Printout	"Missing inventory" Report(6)	Pre Euthanasia Report	Pre Euthansia Report For	Cats Listed	Dogs Listed	Animals Listed	Marked To Be ** Euthanized		# of Animals Listed That Are Pending(1)		Total Pending on Pre-Euthansia List	Animals Marked NIC (Not in Cage)	Notes
6/30/2011	No	Yes	7/1/2011	12	181	193	0	69	4	46	50	0	No
7/1/2011	No	Yes	7/2/2011	15	145	160	3	46	12	56	68	0	No
07/02/11	No	Yes	7/5/2011	8	119	127	0	40	4	43	47	0	No
7/5/2011 (2)	No	Yes	7/6/2011	5	117	122	0	29	4	43	47	0	No
7/6/2011 (4)	No	No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes
07/08/11	No	Yes	7/9/2011	10	125	135	4	59	4	44	48	4(5)	No
07/11/11	Yes	No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	No
07/12/11	No	Yes	7/12/2011	18	126	144	9	29	4	41	45	6(5)	No
07/13/11	No	Yes	7/13/2011	13	125	138	5	22	4	41	45	4(5)	No
07/14/11	No	Yes	not indicated	13	88	101	6	16	4	41	45	0	No
07/21/11	No	Yes	not indicated	0 (7)	37	37	0	21	0	0	0	0	No
07/22/11	No	Yes	not indicated	0(8)	43	43	0	0	0(8)	33	33	0	No
07/29/11	No	Yes	7/29/2011	14(9)	49	63	9	24	0	0	0	0	No
07/30/11	No	Yes	(10)	(10)	(10)	(10)	(10)	(10)	(10)	(10)	(10)	(10)	No
**Notes on the PreEuthansia Reports are difficult to follow. The animals are listed above as "marked to be euthanized" if the animal identification number is highlighted. Many of the lines of the highlighted animal also have initials. Some have a checkmark by the animal cage number. MAS employee Glenn Andrews is the one who marks the reports.													

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Memphis Animal Shelter													Page 2 of 2	
Date of Report - November 17, 2011														
Explanation of Numbers in Parentheses on Page 1, Conclusions and Recommendations														
Explanation of numbers in parentheses:														
(1) None of pending animals were marked to be euthanized. It should be noted that Glenn Andrews stopped classifying animals as pending when he took over inventory during 2011. As a result there are additional animals listed that are not marked to be euthanized that are not present, but Chameleon software was not updated.														
(2) Two identical copies of "Pre Euthasia Report" provided to Karen Hill. One copy was marked and the other had no marks on it.														
(3) Glenn Andrews indicates "X" if he cannot find the animal. He does not reclassify the animal to pending in the Chameleon software.														
(4) This is the only inventory provided to Rotary for July, 2011. There is indication that Glenn ran out of time as he completed the inventory. On page 14 of the 28 page inventory, the notes stopped. "Missing animals" (see further explanation at (6) below) are not on the report. Following is a breakdown of this inventory:														
Per Chameleon Inventory List													Animals	
													Less	
Date of Inventory														
# of Cats														
# of Dogs														
# of Livestock														
Total Animals														
Pending Cats														
Pending Dogs														
Pending Livestock														
Total Pending														
# of "X's" (3)														
Total X's														
Pending & X's														
7/6/2011	84	380	4	468	18	109	0	127	8	33	0	41	300	
(5) All marked NIC (not in cage) were highlighted to be euthanized.														
(6) Per Glenn Andrews on 9/18/11 with MAS "missing inventory" is "Missing animals are the ones who's outcome wasn't updated pre Matt Pepper or right when he started and pending are the same but during the former supervisors era which would be from June of last year till about April of this year." The "missing inventory" report listed 18 cats and 24 dogs for a total of 42.														
(7) Pre euthasia report listed no cats and there are no totals on this printout.														
(8) No individual cats are listed, but the final page says the list has 138 animals of which 125 are dogs, so there must have been 13 cats on a report that was not given to Rotary.														
(9) Report had no totals, so animals listed were counted.														
(10) Many pages of pre euthasia reports were provided. There are no pages numbers, but there is duplication in the printouts provided. There are no handwritten notes or any indication that the list was used to determine which animals would be euthanized.														
<b>Conclusions from the July, 2011, inventory records MAS provided to Karen Hill:</b>														
Inventory was not taken every day as the manual requires. The only day in July that an inventory was performed (per the records MAS provided Rotary member Karen Hill) was on 7/6/11. It appears the inventory on 7/6/11 was not completed. The first 14 pages have notes on the sheets, and then the notes stop.														
Pre Euthasia reports were printed out on 12 days in July.														
Records provided Karen Hill indicate there are approximately 210 unaccounted for animals in the Chameleon software. The breakdown is as follows:														
approximately 42 animals "missing" in the Chameleon software before Matt Pepper became the Director of MAS.														
an additional 127 animals "pending" that had not been accounted for between the time Matt Pepper became Director and before Glenn Andrews took over inventory in April of 2011														
an additional 41 animals Glenn Andrews had not accounted for between April of 2011 (when he took over inventory) and July 6, 2011 (last inventory provided Rotary)														
<b>Recommendations:</b>														
MAS needs to follow procedures in their manual for inventory of the animals each day. This will require substantially more time than is currently allocated to inventory.														
It is critical that a complete inventory be performed each day. The number of animals present must be reconciled to the Chameleon software daily to have control over the facility.														
When an animal has been euthanized, adopted out or sent to a rescue group, the Chameleon software should immediately be updated.														
MAS employee over inventory should be able to update Chameleon records as they walk through the shelter taking inventory.														
MAS should keep paper copies of Chameleon daily inventories with handwritten notes in a three ring binder in date order.														
MAS should use the "pending" status in the Chameleon software each time an animal cannot be located. Before the status of the animal is changed to "pending," employee needs to type in the Chameleon notes the last cage location of the missing animal.														
MAS must make a decision regarding how to update the Chameleon software for the approximately 210 "unaccounted for" animals.														
MAS should consider using a UPC code on the kennel card to help keep up with the animals.														