

## Communication from Public

**Name:** Laura Plante

**Date Submitted:** 07/19/2022 11:06 AM

**Council File No:** 00-9999

**Comments for Public Posting:** Special meeting July 19 2022 Animal Welfare at LAAS I have made a civilian request at CA Dept of Agriculture and Food - which regulates Animal shelters Also, US rep Barragan, Assemblyman Patrick ODonnell approved and granted millions \$ of federal money to the LAAS 2021. And POLA granted millions specifically to HARBOR shelter- federal audit has been requested. Over 100 young Vets from VA of LA applied for jobs at LAAS yet 0 apps were processed Another federal inquiry. UC Davis granted million\$ for training of LAAS staff in 2020 yet no verification any staff took the training These inquiries will be escalated at state and federal levels

## Communication from Public

**Name:** Lori Hartwell

**Date Submitted:** 07/18/2022 08:42 PM

**Council File No:** 00-9999

**Comments for Public Posting:** Re: Shelter System The leadership has contributed to the overcrowded animal shelters with their lack of action. 1. Shelter Volunteers or New Hope partners are forbidden from speaking up. This is not a good policy, nor does it foster the type of community to be a team and do the hard work. An independent party should take suggestions and complaints from volunteers and employees. 2. The voice mail system (as of last Thursday) still says they are closed due to Covid and Mayor's order. I complained so many times and nothing was done. 3. I've been on hold for hours and use the system to call me back. I'm called back and put on hold. Often, I get my call dropped when it's at the shelter. This system was changed a little over a year ago and it made it worse. I call to make an appt and if I'm lucky enough to get through there are no appts for 2 weeks. I've had appts and could not make it because of an emergency and was unable to get through to cancel appt. 4. There is not enough people to handle the weekends so it can be an all-day event to meet an animal you want to adopt. I was going to go to a shelter on a Saturday and one of the workers there said we will only have 2 staff members and one must do licenses. Even if they had limited hours during the week, it would help people adopt. The shelter should be open for working people until at least 6pm. 5. In a world where everyone has a phone a video does so much to help animal social media networkers. Volunteers used to go during the week when it was not so busy to get a video and post to help the animals be seen and get adopted. A strategic plan should be created to get more video of animals. 6. There is no assistance to help families pick a dog that would be right for them. You are lucky if you can find a person at South LA. I have seen people leave due to feeling lost. An online video educational screen at the entrance could help people understand the process. 7. Technology/Video conferencing can be used so not everyone has to be onsite to help people at the shelter. 8. The animals must have enrichment and walks or their mental health declines. 9. Work with other organizations to help mobiles and educate volunteers. Can some of the training to be a volunteer be online or via zoom? 10. Have random checks to see if animals have food and water and that cages are kept sanitary. I have been by cages that were filthy, and the water is dirty. 11. The website is very hard to navigate and not mobile friendly. 12. Have a separate

number for rescues to call. I get that this is a tough job. I have met some of the nicest LA Animal Services personnel and some whom I wonder if their goal is to help the animals at all. Case in point, we were interested in a small black dog. We asked about the dog and the representative said that dog is "Pure evil." I insisted on seeing anyways. Another representative helped us. They could not find the dog. We walked through the kennels and finally it dawned on the shelter employee to lift the raised bed and there was the little 12lb dog shivering and scared to death. She said there he is. I could not in good conscience leave the dog, so I said I'll take him. She lassoed him and he was a bit fearful but after a few steps he strutted down the hallway. I said to the other employee - is the dog that is "pure evil" and she replied I must have gotten it mixed up. He has a great home and is wonderful dog. Employees need to remember they are there to help not hinder an animal getting seen. I can't tell you how many times I have heard "that dog is fearful." Wouldn't you be? A thorough investigation of where the deficiencies are and strategic and implantation plan to resolve so no more harm is inflicted on the animals that are in the LA Cities care.

## Communication from Public

**Name:**

**Date Submitted:** 07/22/2022 03:39 PM

**Council File No:** 00-9999

**Comments for Public Posting:** Test