



Johnnie W. Mays
Executive Director
P.O. Box 480851
Kansas City, MO 64148

NATIONAL ANIMAL CONTROL ASSOCIATION

Dear Animal Control/Care Professional,

Thank you for your inquiry into the National Animal Control Association's (NACA) evaluation process. The attached information details the benefits of a NACA evaluation.

NACA's evaluation team is made up of people who are actively working in the animal care and control field, in management positions from agencies all over the country. Our team members are experienced and knowledgeable in all aspects of the profession. Their years of direct involvement in animal control/care is of great benefit to the evaluation process.

The evaluation team receives compensation for the time lost from their current jobs, but most choose to donate many hours to further NACA's primary goal which is to provide the best possible training and information to all those who desire excellence in this field.

The fees charged for evaluations offset our expenses in producing the final report and will aid NACA in continuing to provide information and services to its members and communities. Our motivation is not to use the evaluation process as a revenue producing program but rather to provide solid technical advice to professionalize agencies who are sincere in their efforts to progress and improve. NACA is committed to keeping expenses to a minimum and will work with the contracting agency to this end.

NACA is comprised of agencies and organizations whose budgets are often spartan at best. We therefore are very sensitive to the fact that many organizations and communities which have a need for such an evaluation may feel they are unable to afford it. Because of that sensitivity, NACA is committed to providing a quality service at our lowest and most reasonable cost.

All program evaluations are assessed a minimum charge based on the areas to be reviewed, plus expenses. **Once you appraise the depth of the study, NACA will submit a detailed, written proposal outlining all costs and commitments required by both the contracting agency and NACA.**

Please look over the enclosed material. I hope that it will assist you in the decision making process. Feel free to contact me at 913-768-1319, extension 6, if you have any further questions or comments.

Sincerely,

Johnnie W. Mays

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Executive Director
National Animal Control Association

What Will NACA Evaluate?

The team's report will include, but is not limited to, the following:

A. SHELTER

1. Facility construction
 - (a) materials used
 - (b) use of space
 - © traffic patterns
 - (d) disease control
 - (e) lighting
 - (f) public access areas
 - (g) storage areas
 - (h) security
 - (l) office area & resources
2. Operations
 - (a) sanitation
 - (b) air exchange
 - (c) record accountability
 - (1) calls for services
 - (2) for tracking animals
 - (3) finances
 - (d) Policies & Procedures
 - (1) current
 - (2) valid
 - (3) written
 - (e) Euthanasia
 - (1) methods
 - (2) safety
 - (3) humane
 - (f) Adoptions
 - (1) counseling
 - (2) spay/neuter

4. Equipment
 - (a) capture
 - (b) safety
5. Record Keeping
 - (a) in the field
 - (b) fee collection
6. Dangerous/Wild/Livestock
 - (a) dangerous dogs
 - (b) wild animal problems
 - (c) astray livestock
7. Citations
8. Investigation Procedures

C. COURT

1. Preparation
2. Appearance

D. TRAINING

1. Internal
2. External

E. ADMINISTRATION

1. Resources
2. Chain of Command
3. Public Relations

F. COMMUNITY RELATIONS

1. Programs
2. Volunteers

B. FIELD

1. Vehicles
 - (a) appearance
 - (b) type
 - (c) identification
2. Communications
 - (a) radios
 - (b) dispatch
 - (c) procedures
3. Uniforms
 - (a) required
 - (b) written regulations

NACA's Background and Capabilities

The National Animal Control Association is a nonprofit corporation of the State of Kansas. The organization was founded in 1978 for the express purpose of assisting its members to perform their duties in a professional manner. Only carefully selected and properly trained animal control personnel can correct community problems resulting from irresponsible animal ownership. NACA's purpose is to preserve the human/animal bond by insisting on responsible animal ownership.

Team members utilized in the evaluation process are currently involved in animal care/control at the management level. They have well-earned reputations for managing effective programs and understand government responsibilities and limitations. In view of the staff's practical experience in animal care/control, as lecturers at the university level, and as consultants, NACA provides a full spectrum of services for non-profit and government agencies.

All NACA evaluations are confidential with a written report given only to the contracting agency. Media contact, or the release of the report to additional individuals or agencies, is at the discretion of the contracting agency.

All the off-site work will be completed at the NACA Corporate Office located at 101 N. Church Street, Olathe, Kansas, 66061.

References

NACA has completed the assessment surveys listed below:

City of Henderson **(4/92)**
Ms. Vicki Cameron
240 N. Water Street
Henderson, Nevada 89015
702-565-2314

Door County **(5/93)**
Polly Vennell, President
Peninsula Animal Lovers Society (PALS)
P.O. Box 242
Bailey's Harbor, Wisconsin 54202
920-839-2931

City of New Orleans **(11/91)**
Marina Kahn
Assistant City Administrator
City of New Orleans
City Hall
New Orleans, LA 70112
504-565-7115

Maricopa County Rabies-A/C **(11/96)**
Carol Munroe, Director
2323 S. 35th Avenue
Phoenix, AZ 85009
602-506-2737 or 602-506-7387

Austin/Travis Co. Animal Services **(7/97)**
Mary Stewart, Unit Manager
1156 W. Cesar Chavez
Austin, TX 78703-4603
512-472-7387

City of Reno Animal Control **(10/97)**
Trudy Cross, Internal Auditor
490 S. Center Street
Reno, NV 89501
702-334-2212

Richland Co. Animal Control **(1/98)**
Debby Eloussan, Research Analyst
2020 Hampton St., Room 4058
Columbia, SC 29202
803-748-4926

Nebraska Humane Society **(3/98)**
Judy Varner, Executive Director
8801 Fort Street
Omaha, NE 68134
402-444-6716

City of Chattanooga **(4/98)**
Robert B. Doak
Animal Control Task Force
Suite 100, City Hall
East Eleventh Street
Chattanooga, TN 37402
423-757-5200

Clark Co. Animal Control **(5/98)**
Joseph Boteilho, Manager
4800 W. Dewey Drive
Las Vegas, NV 89112
702-455-7710

City of Nashville **(6/98)**
Christine Bradley, Chief of Staff
107 Metropolitan Courthouse
Nashville, TN 37201
615-862-6000

City of Clarksville **(9/98)**
Ron Edmondson, Councilman
P.O. Box 625
Clarksville, TN 37041
615-645-7451

References

City of West Memphis (10/98)

Julanne Ingram
Animal Control Commission
211 N. Sixth Street
West Memphis, AR 72301
501-735-4347

City of Los Alamos (11/98)

Capt. Wayne Brownlee
Los Alamos Co. Police Dept.
2500 Trinity Drive
Los Alamos, NM 87544
505-662-8226

City of Dubuque (12/98)

Mary Rose Corrigan
Health Services Department
1300 Main Street
Dubuque, IA 52001
319-589-4181

City of Houston (1/99)

John Nix
Bureau of Animal Regulation & Care
3200 Carr
Houston, TX 77026
713-238-2182

City of Henderson (2/99)

Jeffrey J. Broughton
Office of the City Manager
Henderson Municipal Center
Henderson, KY 42420
502-831-1200

City of Farmers Branch (5/99)

Alvin M. Black, R.S.
Environmental Health Manager
P.O. Box 819010
Farmers Branch, TX 75381-9010
214-247-3131

Animal Licensing & Placement (8/99)

Connie Sanders, D.V.M.
Anchorage Animal Control Center
4711 S. Bragaw Street
Anchorage, AK 99507
907-343-8118

Mat-Su Borough Animal Control (9/99)

Kevin Koechlein
Dept. of Public Safety
680 N. Seward Meridian Parkway
Wasilla, AK 99654
907-373-8800

Kent Co. Animal Control (10/99)

David Kraker
Environmental Health Division
700 Fuller NE
Grand Rapids, MI 49503
616-336-3089

Metro Animal Control (10/99)

G. Brent Hager
Bureau of Environmental Health Service
311 23rd Avenue North
Nashville, TN 37203
615-340-5653

Cumberland Co. A/C (12/99)

Clifford Strassenburg
County Manager
117 Dick Street, Suite 502
Fayetteville, NC 28302
910-678-7723

Yucca Valley Animal Services (1/00)

Melanie Crider
Community Improvement Supervisor
58928 Business Center Drive
Yucca Valley, CA 92284
760-228-1771

References

Broken Arrow Animal Control **(3/00)**
Capt. Norman Stephens
Broken Arrow Police Department
2302 South First Place
Broken Arrow, OK 74012
918-259-8309

Multnomah County Animal Control **(3/00)**
Larry F. Nicholas, P.E.
Department of Environmental Services
1600 SE 190th Avenue, #224
Portland, OR 97233
503-248-5000

Animal Services Division **(4/00)**
Mary Wengraf Meier
Montgomery County
Office of Inspector General
51 Monroe Street, Suite 802
Rockville, MD 20850
240-777-8245

Dept. of Animal Services **(4/00)**
Greg Gorden, Administrative Officer
St. Tammany Parish
P.O. Box 628
Covington, LA 70434
504-898-2362

Tangipahoa Parish A/C **(6/00)**
Gordon Burgess, Parish President
P.O. Box 215
Amite, LA 70422
504-748-3211

Memphis Animal Shelter **(7/00)**
Donnie Mitchell, Director
Public Services & Neighborhoods
125 N. Main Street, #200
Memphis, TN 38103
901-576-6564

Little Rock Animal Services **(1/01)**
Jimmy Pritchett
Dept. of Housing & Neighborhood Prog.
500 W. Markham, Suite 120 W.
Little Rock, AR 72201
501-399-3461

Pueblo City/Co. Animal Control **(3/01)**
David J. Galli
Assistant City Manager
P.O. Box 1427
Pueblo, CO 81002
719-584-0800

County of Hawaii **(6/01)**
Rory Flynn
Office of the Legislative Auditor
County of Hawaii
25 Aupuni Street
Hilo, HI 96720
808-961-8388

County of Rockland **(7/01)**
Nancy Baker
Rockland County Executive's Office
11 New Hempstead Road
New City, NY 10956
845-638-5495

Augusta-Richmond Co. A/C **(7/01)**
Dr. Bonnie Bragdon, Director
4164 Mack Lane
Augusta, GA 30906
706-790-6836

Animal Care Services Division **(8/01)**
Dr. William E. Lammers, Manager
210 Tuleta Drive
San Antonio, TX 78212
210-207-8780

References

City of Birmingham (9/01)

Albert D. Herbert, Jr.
Mayor's Office
710 N. 20th Street, 3rd Floor
Birmingham, AL 35202
205-254-2388

Henderson Co. Animal Control (11/01)

Thomas Bridges, Health Director
1347 Spartanburg Highway
Hendersonville, NC 28792
828-692-4223

Martin Co. Animal Care & Control (1/02)

Steven Wolfberg, Emergency Services
2401 SE Monterey Road
Stuart, FL 34996
561-288-5693

Collier Co. Animal Services (3/02)

Jodi Walters, Director
7610 Davis Boulevard
Naples, FL 34104
941-530-7387

Caddo Parish Animal Control (4/02)

Trey McMillan, Director
1500 Monty Street
Shreveport, LA 71107
318-226-6624

Kalamazoo Co. Animal Control (5/02)

Duane Triemstra, Corporation Counsel
201 West Kalamazoo Avenue
Kalamazoo, MI 49007
616-384-8111

Hutchinson Animal Control (7/02)

Nancy Scott, Director of Planning
125 East Avenue B
Hutchinson, KS 67504
620-694-2638

Plano Animal Services (4/03)

Brian Collins, Health Director
City of Plano Health Department
1520 Avenue K, Suite 210
Plano, TX 75074
972-941-7143

Summit Co. Animal Control (3/04)

Craig Stanley, Deputy Director
Summit County Facilities
2525 State Road
Cuyahoga Falls, OH 44223
330-926-2494

Coconino Humane Association (6/04)

Dennis Pugh, Executive Director
P.O. Box 66
Flagstaff, AZ 86002
928-526-1076

Evansville Animal Control (12/04)

Edward Ziemer, Executive Director
Civic Center Complex, Room 321
1 N.W. Martin Luther King, Jr. Blvd.
Evansville, IN 47708
812-436-4988

DuPage County A/C & Control (4/05)

Beth Welch, Administrator
DuPage Convalescent Center
400 N. County Farm Road
Wheaton, IL 60187
630-665-6400

Pima Animal Care Center (1/06)

Dennis Douglas, Director
Pima County Health Department
150 W. Congress St., Suite 237
Tucson, AZ 85701
520-740-8267

References

Humane Soc. Pikes Peak Region **(6/06)**

Wesley Metzler, Executive Director
610 Abbot Lane
Colorado Springs, CO 80905
719-473-1741

Summit Co. Animal Control **(6/06)**

Craig Stanley, Deputy Director
Summit County Facilities
2525 State Road
Cuyahoga Falls, OH 44223
330-926-2494

Vincennes Pet Port **(12/06)**

Dan Ravellette, Chief of Staff
City of Vincennes
201 Vigo Street
Vincennes, IN 47591
812-882-7285

Cedar Rapids Animal Control **(02/07)**

Captain Steve M. O'Konek
Cedar Rapids Police Department
505 First Street, SW
Cedar Rapids, IA 52404
319-286-5525

Edmond Animal Welfare Unit **(03/07)**

Major Steve Thompson
Deputy Chief of Police
23 East First Street
Edmond, OK 73034
405-359-4401

Broken Arrow Animal Control **(04/07)**

Major Brandon Berryhill
Broken Arrow Police Department
2302 S. First Place
Broken Arrow, OK 74012
918-451-8211

Study Requirement Options

The examination of your program will involve (circle as many that apply):

Field Operations

Shelter Operations

Administration

The following requirements will be studied under each category circled above.

A. An examination of the department structure, organizational hierarchy, and command structure. Identify strengths, weaknesses and community perspectives of the current structure, morale and effectiveness.

B. An evaluation of the current deployment of resources (budget, equipment, facilities and staffing) and suggested productivity improvements.

C. A specific review of the scheduling and coverage requirements for the agency.

D. A review of field operations, including vehicles, communications, uniforms, equipment, record keeping, enforcement and investigation procedures.

E. An examination of training for both officers and their supervisors.

F. Analysis of current overall operations and suggested ways of improving productivity and efficiency.

G. A review of court preparation and appearance of those involved.

H. An analysis of the adequacy of current levels of office automation, communication and computer support systems.

I. An examination of shelter operations, including facility construction, operations, record accountability, policies and procedures, euthanasia and adoptions.

J. Examination of the effectiveness of community relations, i.e., programs, volunteers, etc.

K. An analysis of the mission statement for the agency and examination of the policies, procedures and workplans for each major function. Solicit input from members of the governing body and members of the community.

Please provide the following additional information:

Current Staffing Levels / Number of Animal Holding Facilities / Field Responsibilities / Area of Coverage Served / Population of Area Served / Number of Contractual Agencies

What Does It Cost?

All program evaluations are assessed a minimum charge based on the areas to be reviewed, plus expenses. **Once you appraise the depth of the study, NACA will submit a detailed, written proposal outlining all costs and commitments required by both the contracting agency and NACA. You MUST complete the "Study Requirements Options" page and return this form to NACA before any firm bid can be provided.**

As an Example: For a smaller agency, a detailed assessment would cost you \$6,000 plus expenses (for one or two Study Team Members, on-site for five days). Larger agencies may require additional Study Team Members, which would increase your base costs.

Expenses for On-Site NACA Team Members

As stated earlier, any and all costs related to travel, meals, and living expenses for the NACA on-site team member(s) will be the responsibility of the contracting agency. These expenses would be incurred in arranging travel for each team member from his/her home city to the contracting agency, and back, along with meals and lodging during the entire stay. **NACA encourages the contracting agency to find a cost-efficient method for travel and lodging arrangements.** It will also be the responsibility of the contracting agency to provide ground transportation and a driver for the study team when it becomes necessary to do so.

Types of NACA Expenses

Options for the Contracting Agency

Airfare (round-trip)	Use Agency's discounted travel agent
Rental car for duration of study	Agency provides driver or a car
Lodging x number of team members	Agency uses discounted rate
Food (\$35 per-diem x number of members)	No other options

Please keep in mind that "airfare wars," coupons for discounted rental car/lodging/food would lower our anticipated costs. NACA does not include these expenses as part of the budget since the contracting agency may offer other cost-efficient methods for travel or lodging.