



# Animal Services Program Follow-Up

---

OFFICE OF THE CITY AUDITOR  
AUGUST 24, 2022



# Background

- Initial audit conducted in 2015
- Issued 3 recommendations

## Why we did this audit:

- Stakeholder concerns regarding Animal Services operations



# 2015 Audit Recommendations

OCA verified implementation in 2017

---



Evaluate kennel shelter operations and implement strategies to ensure compliance with state requirements and best practices



Establish Policies and procedures to ensure information collected is complete and accurate

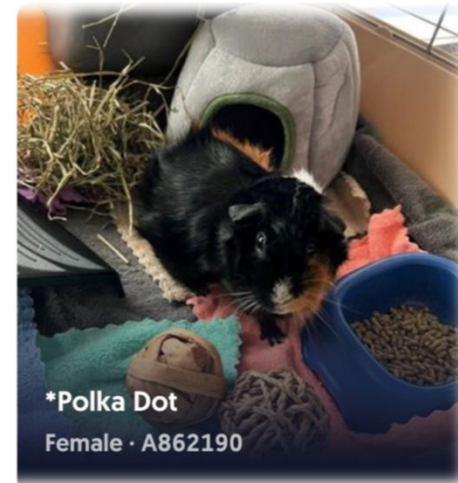
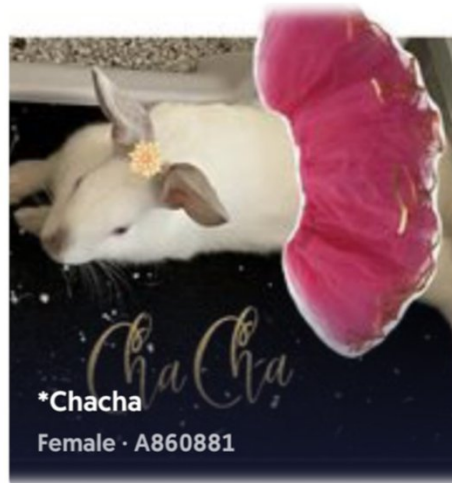


Establish policies and procedures to safeguard shelter drug inventories

# Recommendation 1a Status

Determine the optimum level of staff needed for kennel operations:

- Action Needed: No evidence this staffing evaluation was done since 2015
- Staffing for kennel/field operations done annually based on observed need



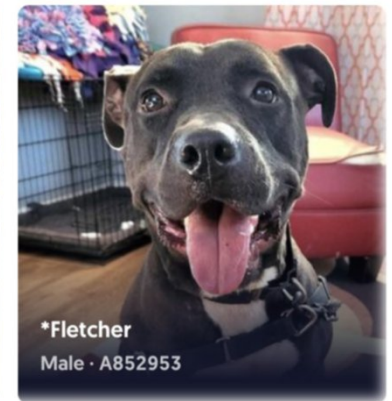
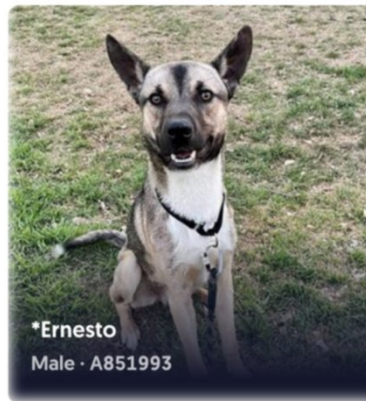
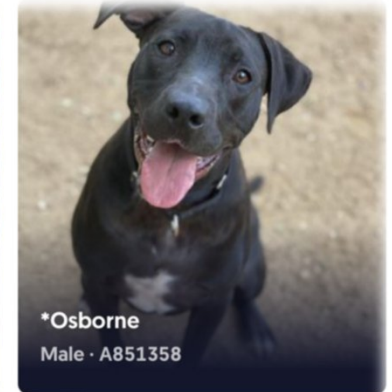
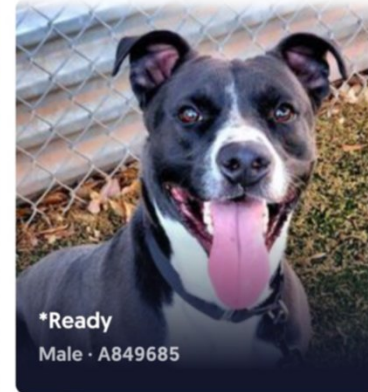
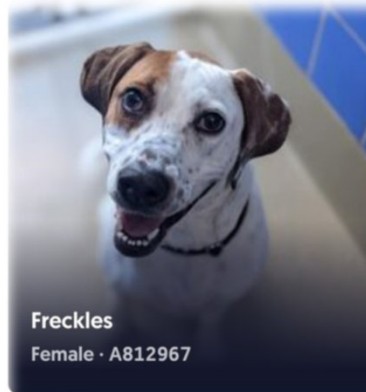
Adopt a pet at: <https://www.austintexas.gov/departments/adopt-pet>



# Recommendation 1b Status

Develop strategies to meet requirements related to capacity and animal care:

- City moved out of Town Lake Animal Center facility
- Efforts designed to keep animals out of the shelter
- Action Needed: Population of dogs consistently exceeds shelter capacity

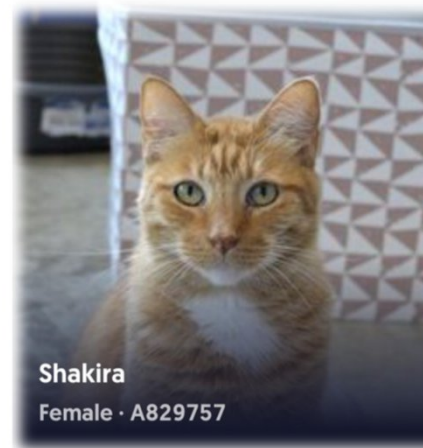
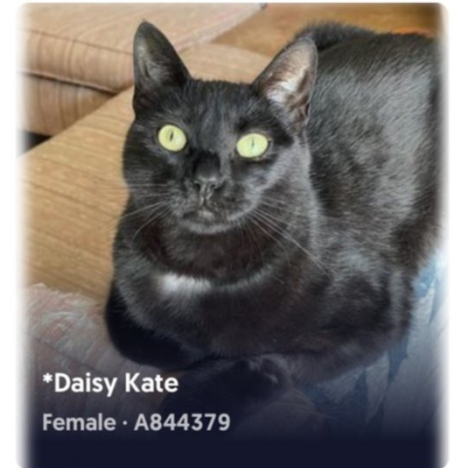


Adopt a pet at: <https://www.austintexas.gov/departments/adopt-pet>

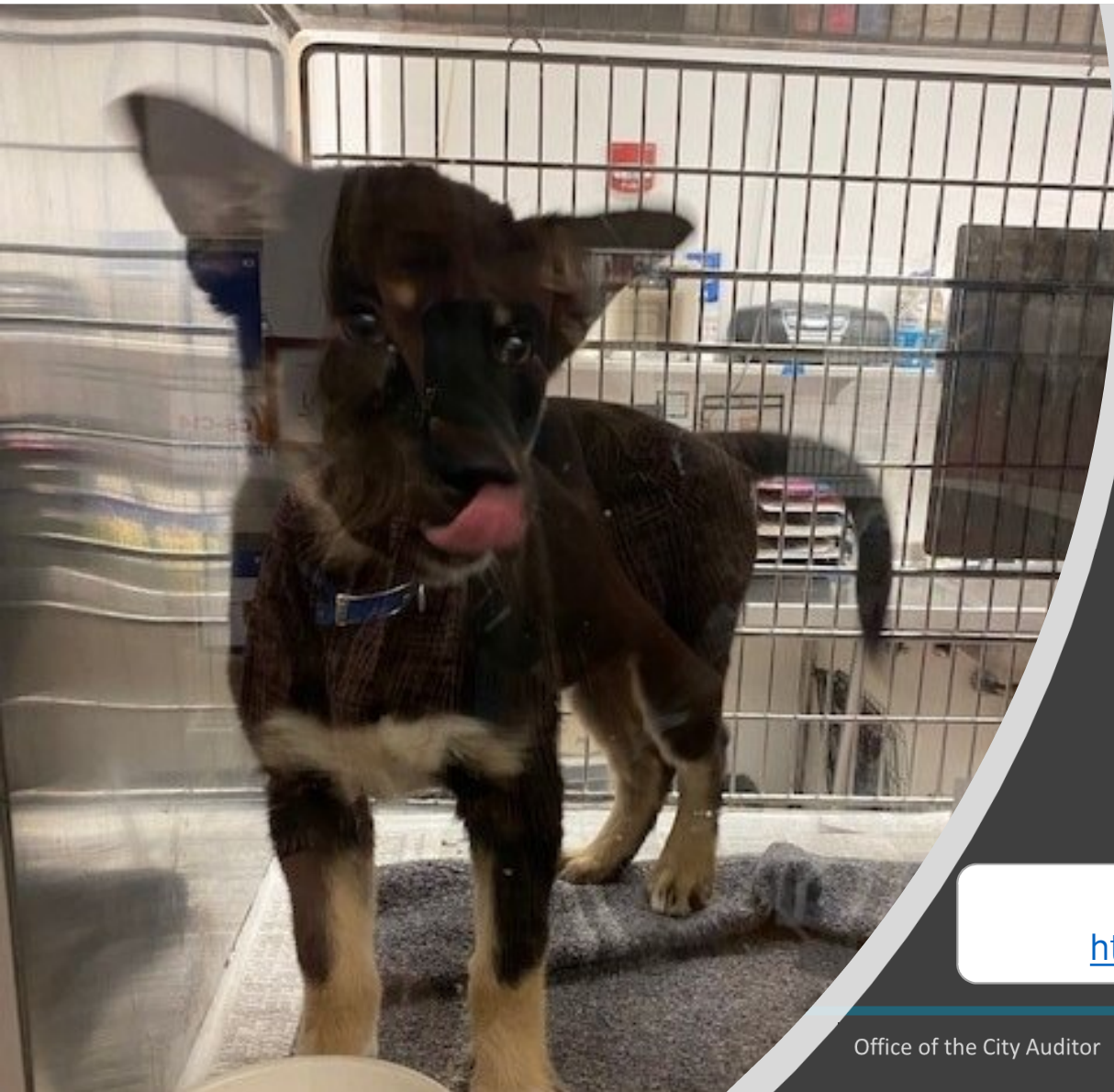
# Recommendation 1c Status

Develop and implement strategies to ensure **Animal Services** responds timely to emergency service calls:

- Allocated more staff, but reported challenges
- Service call information not always complete:
  - Dispatch/Arrival times missing
  - Information maintained differently since 2015 audit
- Action Needed: Continue to face challenges with information and responding timely to calls



Adopt a pet at: <https://www.austintexas.gov/departments/adopt-pet>



# Discussion

Adopt a pet at:  
<https://www.austintexas.gov/departments/adopt-pet>

# 2015 Audit Findings



Did not have sufficient facilities and resources allocated to meet the City's live outcome goal and remain in line with state requirements and industry practices



Did not have sufficient processes to record and prioritize calls



Did not provide adequate monitoring and safeguarding of medications