



## OFFICE OF THE CITY AUDITOR

### MEMORANDUM

**TO:** Mayor and Council Members

**FROM:** Corrie Stokes, City Auditor,  
Office of the City Auditor

**DATE:** September 23, 2022

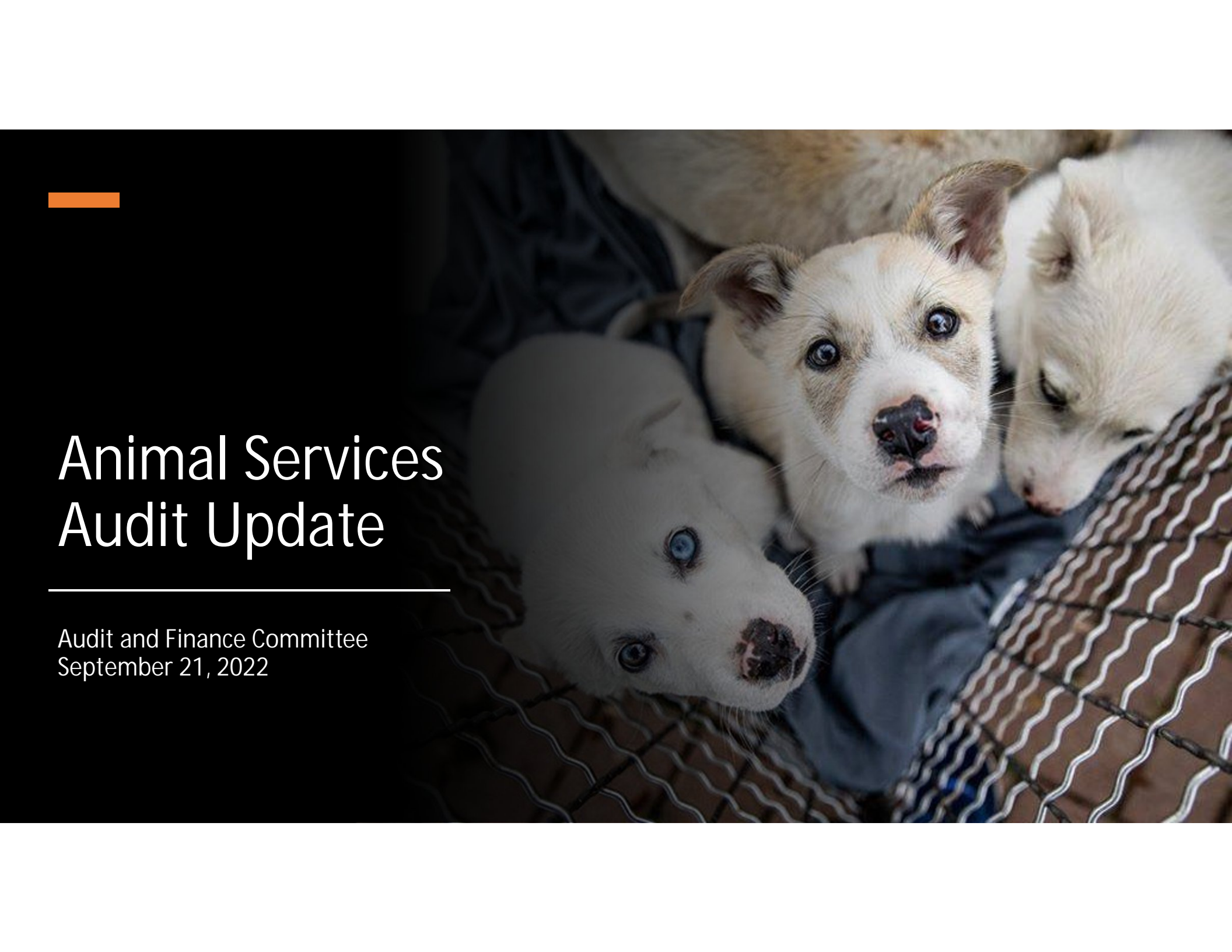

**SUBJECT:** Staff Update to Resolution No. 20220728-098

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On July 28, Council passed Resolution No. 20220728-098 directing the City Auditor to perform an audit of Animal Service Office effectiveness and to identify an external animal sheltering expert knowledgeable in No Kill policies and practices to assist identifying strategies and recommendations for improved flow of operations, quality care for animals, and a successful, sustainable No Kill Shelter. On September 21, the City Auditor provided an update to the Audit and Finance Committee, as directed in the Council resolution. Attached please find the presentation. Staff anticipates providing a final report in Summer 2023. Please contact Corrie Stokes if you have further questions.

Thank you.

**CC:**  
Spencer Cronk, City Manager  
Stephanie Hayden-Howard, Assistant City Manager  
Don Bland, Chief Animal Services Officer

A photograph of three small puppies in a wire cage. One puppy is white with blue eyes, looking up. Another is white with tan patches and dark eyes, looking forward. A third is white with tan patches, looking down. The cage floor has a brown and white wavy pattern.

# Animal Services Audit Update

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Audit and Finance Committee  
September 21, 2022



## Resolution 20220728-098

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Directs the City Auditor to conduct an audit of the Animal Services Office using an outside expert in no-kill practices and shelter operations.



# City Auditor Role and Process

- Independent and objective office reporting to City Council
- Work is conducted in three parts:



Initial Information  
Gathering



Detailed Test Work



Reporting

# Audit Scope



Austin Animal Center operations,  
including:

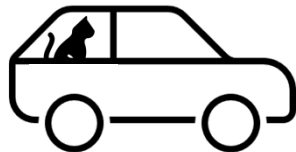
 Intake

 Shelter care

 Outcomes



 No-Kill Policies



 Contracts with external partners



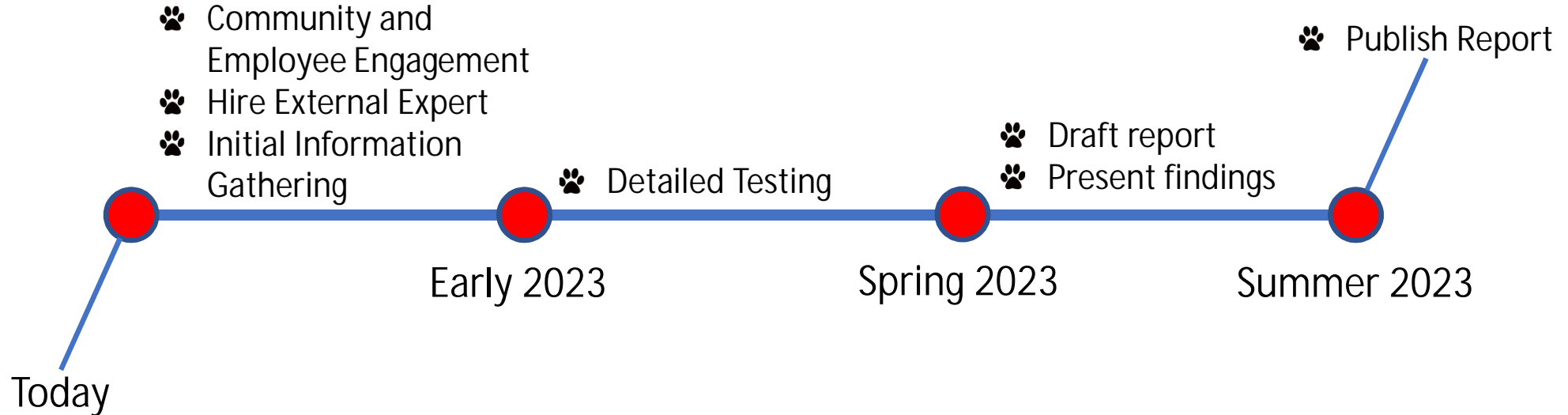
# What we've been doing:

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- 🐾 Organizing our team
- 🐾 Reviewing Animal Service's policies and procedures
- 🐾 Planning for community and employee engagement
- 🐾 Compiling potential external experts



# What to Expect





Questions?

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