

# Updates to Audit on the Animal Services Office

Don Bland

Chief Animal Services Officer

*Audit and Finance Committee*

*March 27, 2024*

A woman with blonde hair, wearing a blue baseball cap and a blue t-shirt with a logo, is kneeling and kissing a dark-colored dog on the cheek. The background is slightly blurred, showing what appears to be an outdoor setting with a metal structure.

# Recommendation # 1

*To ensure AAC knows what to do if its animal welfare priorities conflict, the City Manager's Office (CMO) should work with Council, Austin Animal Center (AAC), and key stakeholders to establish a policy that balances the City's no-kill goals, the community's intake needs, and the humane treatment of its animals.*

## Update

- Council approved Ordinance No. 20240201-002 to help create efficiencies within the Animal Services Office.
- Working with Real Estate on expansion options.
- Procuring third party consultant to provide a space needs analysis.



# Recommendations Approved By Council

Three recommendations were approved on February 1st, 2024:

1. Adopt new bite scale.
2. Clarify components of live outcome rate.
3. Code Clean Up: Determine start of impoundment.



## Recommendation # 2

*To ensure AAC had adequate guidance to manage the operations of the shelter, the Chief Animal Services Officer (CASO) should work with stakeholders to develop, implement, and monitor a strategic plan.*

### Update

- Third-party vendor and stakeholders to develop a strategic plan.
- Continuous Improvement Team will assist with the strategic plan.



## Recommendation # 3

*To ensure the health and welfare of animals and shelter staff is protected and to minimize the risk of infectious diseases in the shelter.*

### Update

- AAC no longer houses animals in crates.
- ASO Managers and Supervisors reviewed protocols for cleanliness.
- Building Services is working with AAC.



A woman with dark curly hair and glasses, wearing a teal t-shirt, is smiling and holding a small, fluffy white dog. She has a tattoo on her left arm and is wearing several bracelets. The background is blurred, suggesting an outdoor setting.

## Recommendation # 4

*To ensure AAC programs operate effectively, the Chief Animal Services Officer should ensure staff and volunteers are trained and monitored.*

### Update

- Regular department staff meetings.
- Staff trainings for specific topics.
- Training workshops for volunteers.



## Recommendation # 5

*To address strained relationships and build trust among the shelter's stakeholders, the City Manager should:*

- Work with an independent third party to facilitate engagement sessions with key shelter stakeholders.*
- Implement an approach for building and maintaining trust across the shelter's internal and external stakeholders.*

## Update

- Stakeholder meetings.*
- Meeting with municipal shelter directors from the region.*
- Quarterly volunteer meetings.*



A woman with her hair in a bun, wearing a red and white jacket, is sitting on the grass. Next to her is a large, brown and white dog, possibly a pit bull mix, sitting upright and looking towards the camera. The background is a blurred outdoor setting with trees and a fence.

## Recommendation # 6

*The Animal Services Officer should periodically verify data to ensure that it is accurate, complete, and consistent across different systems.*

### ***Update***

- New IT position hired.
- Implement database requirements and standards.





# Questions?

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