



Community Engagement Summary: Kennel Dig Guards

Overview

On August 28, 2025, the Austin City Council passed [Resolution 20250828-096](#). This resolution aims to improve the safety and welfare of animals at dog boarding facilities. This engagement effort was to inform the community, and get feedback, about the proposed updates to City Code on installation of dig guards at animal kennels and boarding facilities in Austin.

Campaign Summary

Outreach Campaign

The department sent engagement notices through various platforms. These included a PublicInput webpage, social media posts on Nextdoor, information on electronic screens in the Permitting and Development Center, and direct emails, phone calls, and visits to businesses. Specific numbers of reach are included in [Table 1](#).

Method			
Date	Channel	Measure	Value
Jan 23	Stakeholder email	Sends Opens Clicks	86 50 6
Feb 2	Stakeholder email - reminder	Sends Opens Clicks	233 6 3
Feb 18	Stakeholder email	Sends Opens Clicks	85 45 3
Jan 23 – Mar 13	Public Input	Views Participants Comments	233 6 3
Jan 28 – present	Nextdoor	Impressions	1,738
Feb 19 – present	Nextdoor	Impressions	1,300
Feb 11 – Mar 13	Flyer distribution	Contacts	24
Feb 11 – Mar 10	Phone calls	Contacts	23
Feb 4	Virtual meeting	Attendance	6
Mar 2	Virtual meeting	Attendance	6

The ADS Marketing Team created various forms of print and digital collateral to support the outreach effort. Images of the various are in the [Tables and Images](#) section. The pictures were inviting and captivating with smiling dogs and puppies.

Engagement Summary

February 4, 2026, 11:00 – 12:00
Virtual
Presenting Staff: Elaine Garrett
Number of Attendees: 6

March 2, 2026, 11:00 – 12:00
Virtual
Presenting Staff: Elaine Garrett
Number of Attendees: 6

The engagements had small groups of professionals who work and own dog kennels. There were representatives from private businesses and non-profit groups. The insight they provided helped build a more robust understanding of whether the scope of the recommendation was appropriate and alerted the team to potential blind spots. In general, the participants were not opposed to the idea of having new establishments including dig guards but thought there would be minimal impact on the community with the effort as it is written.

Feedback Compilation

Info Session Feedback

Although there was not a large turnout for the Info Sessions, the feedback provided by the attendees was enlightening. The main ideas from attendees are:

- The business owners were not necessarily against the addition of dig guards for new businesses, but retroactively applying the rule to existing facilities could cause excessive financial burden.
- The cost of a business adding additional safe fencing requirements is less expensive than the cost of a lawsuit.
- Would any new Code requirements for new facilities be implemented in existing facilities who go through building renovations and things like that?
- Only applying a dig guard rule to new facilities would have a limited impact on addressing the situation. “It’s closing the barn doors after the horse ran out.”
- How would a new code be enforced for in-home boarding facilities and booked through sites like Rover? How will non-compliant businesses be penalized?
- Is this a systemic issue or just one or two facilities with poor standards of care?
- How would complaints be reported and who would respond to them?
- Taller fencing requirements are also needed to ensure safe enclosures for animals. A safe fence is one of the most critical parts of a dog boarding facility. Invisible fences should not be included as an option for safe fencing.
- If we are looking at updating kennel facilities for the welfare of animals, there are other issues that are not addressed in this proposed Code amendment. We should have kennels inspected for certain safety measures. Kennels are not required to have specific amounts of shade and water available, CPR and first aid certified staff, and ratios of staff members to the number of dogs at the facility. If we don’t look at the issue comprehensively, then we’ll (business owners/operators) will have to go

through the whole feedback process again when another issue occurs and another ordinance is needed.

- North Carolina and Colorado have the most stringent restrictions for pet facilities, and it would be a good idea for the City to research those regulations and decide whether the current dig guard proposal is sufficient.

Public Input Feedback

These comments were provided on the Public Input webpage:

1. Would potentially support this for new facilities, but the cost and time for existing facilities are prohibitive for many of the businesses with extensive fencing, especially fencing that was installed years (or decades) ago when fencing was much cheaper. New kennels would be able to budget for this before opening. - The labor involved in fence installation is, in our experience, typically more than the material cost. This can range greatly and can really drive-up costs well into the \$10s of \$1,000s. - We believe it is imperative to enforce this for Rover (and related companies) as these are people who most often do not have commercial fencing, commercial equipment, and minimal checks on their business. Many could be operating illegally as well, caring for more dogs than are allowed in a residence, not having proper insurance, etc. Also most do not have fencing higher than 4'. Commercial kennels have proper facilities, structured operations, trained employees, histories, reviews, etc. - In general, kennels have a built-in "check" in its customer base, in the form of word of mouth and online reviews.
2. What is the basic quantity of boarding dogs for this kennel dig legislation?
3. Dangerous breeds should be banned from the city, joining peer areas for public safety.

Tables and Images

Emails

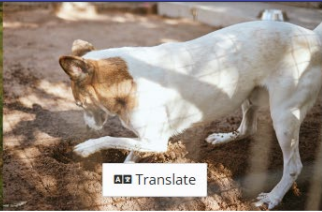
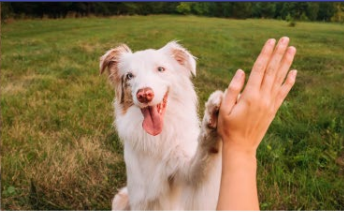
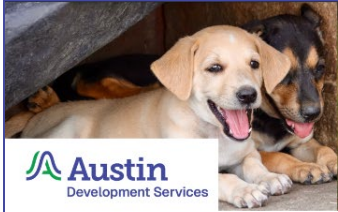
 Provide Input on Proposed New Kennel Requirements The Austin City Council recently passed a resolution to improve safety at new dog boarding facilities. Austin Development Services is gathering input from the community on the proposed requirements. We hope you will join us for one of two engagements in February to share your feedback: Feb. 4, 11 a.m. Virtual on Zoom Feb. 19, 6 p.m. Permitting and Development Center 6310 Wilhelmina Delco Drive We are exploring possible updates to the City Code to prevent dogs from escaping safe enclosures, along with other possible safety requirements. Current proposals would require new dog boarding facilities to install dig guard protection systems and consider other improvements that make sense for all dog boarding facilities. The proposed changes aim to keep dogs safe, protect the public, and support responsible pet care by kennel owners. These feedback sessions will offer you an opportunity to learn more, ask questions, and share your thoughts. Learn more and register at publicinput.com/kennelguard. Please feel free to share this invitation with others who may be interested. If you have questions about the engagement, please contact DSDCommunications@austintexas.gov. Austin Development Services	 Reminder: Provide Input on Proposed New Kennel Requirements The Austin City Council recently passed a resolution to improve safety at new dog boarding facilities. Austin Development Services is gathering input from the community on the proposed requirements. We hope you will join us for one of two engagements in February to share your feedback: Feb. 4, 11 a.m. Virtual on Zoom (updated registration link now available) Feb. 19, 6 p.m. Permitting and Development Center 6310 Wilhelmina Delco Drive We are exploring possible updates to the City Code to prevent dogs from escaping safe enclosures, along with other possible safety requirements. Current proposals would require new dog boarding facilities to install dig guard protection systems and consider other improvements that make sense for all dog boarding facilities. The proposed changes aim to keep dogs safe, protect the public, and support responsible pet care by kennel owners. These feedback sessions will offer you an opportunity to learn more, ask questions, and share your thoughts. Learn more and register at publicinput.com/kennelguard. Please feel free to share this invitation with others who may be interested. If you have questions about the engagement, please contact DSDCommunications@austintexas.gov. Austin Development Services
 New Meeting Added for Proposed Kennel Safety Requirements We know you care about dogs in Austin, and we want your feedback about protecting them when they are not home with the people who love them. Austin Development Services has two upcoming meetings, one in person and one online, to discuss possible updates to the City Code. These updates would include adding requirements for dig guards, and other options to keep dogs safe at boarding facilities. Thursday, Feb. 19, 2026, 6 p.m. Austin Permitting and Development Center, 6310 Wilhelmina Delco Drive Monday, March 2, 11 a.m. Zoom We hope you will join us to learn more, ask questions, and let us know your thoughts. You can register for the meetings or provide written comments through March 6 at publicinput.com/kennelguard. Austin Development Services	

Digital Signs

Provide Input on Proposed Kennel Safety Requirements   Feb. 19, 6 p.m., PDC March 2, 11 a.m., Zoom	  PublicInput.com/KennelGuard 
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Public Input Page

Translate



Kennel Dig Guard Stakeholder Engagement

On August 28, 2025, the Austin City Council passed [Resolution 20250828-096](#). This resolution aims to improve the safety and welfare of animals at dog boarding facilities.

Austin Development Services invites community members to share their feedback and discuss potential updates to the City Code for dog boarding facilities. The updates currently proposed would require safety features, such as dig guards, in new boarding facilities to help prevent dogs from escaping safe enclosures. The goal is to keep dogs safe, protect the public, and support responsible pet care. Your feedback will be considered in crafting our recommendations to Council.

Printed Flyer

Provide Input on Proposed Kennel Safety Requirements

The City of Austin is considering requiring new dog boarding facilities to install dig guard protection systems and possible other improvements that make sense for all dog boarding facilities.

The goal is to keep dogs safe, protect the public, and support responsible pet care.

We want to hear from you!



Upcoming Meetings

Feb. 19, 6 p.m., PDC
March 2, 11 a.m., Zoom

Learn more and register at publicinput.com/kennelguard



Table 1

Business Name	Registered	Clicks	Opens	Clicks	Opens	Flyer Date	Call Date
Agape Acres Kennel	-	-	-	-	-	2/26	2/27
All Dogs Unleashed		0	1	4	3		
All That Wag		0	0	0	2		
Allandale Veterinary Clinic		0	0	0	1		
ASAP Vet Austin		-	-	-	-	2/25	
ATX Animal Clinic		0	0	0	0		
Austin Animal Services	3/2	-	-	-	-		
Austin Canine Central		0	0	0	0		
Austin Dog Academy		-	-	-	-		3/9
Austin Dogtown Boarding & Daycare		0	2	0	3		
Austin Happy Pets		0	0	0	1		
Austin Human Society		-	-	-	-	2/25	
Austin Medical Center of Austin		-	-	-	-	2/25	
Austin Pet Ranch		0	0	0	0		
Austin Pets Alive!	3/2	-	-	-	-	2/26	
Austin Pup Culture		0	3	2	6		
Austin Urban Vet		2	1	3	1		
Austinite Dogstead		-	-	-	-		3/6
Austin's Pet Escape (Local Favorite)		-	-	-	-	2/26	
Backyard Tails		-	-	-	-	2/26	
Bark&Zoom		0	0	0	0		2/27
Barking Mad Boarding		0	0	0	0		
Barking Springs Dog Ranch		0	1	0	1		
Barkingham Place - Dog Daycare ad Boarding		1	1	1	1		
Bed & Biscuit Austin		0	1	1	1		
Begin Balanced, LLC		0	0	0	0		
Best Vet Austin		-	-	-	-		3/5
BHV Austin		0	5	0	2		
Bluebonnet - Circle C		0	1	0	1		
Bluebonnet - Riverside		0	1	0	1		
Bluebonnet - South Lamar		0	1	0	1		
Bobbi Colorado's Canine Camp		0	1	0	1		
Brushy Creek Veterinary Clinic		0	1	0	1		
Camp Bow Wow Austin		-	-	-	-	2/25	
Camp Zoo and Pet Ranch		-	-	-	-		3/6
Capital Veterinary Clinic		1	2	0	1		
Central Texas Vet Specialty & Emergency Hospital		-	-	-	-		3/3
Chinatics Small Dog Boarding		-	-	-	-		2/27
Circle C Animal Hospital		0	0	0	0		

City Vet		-	-	-	-	2/26	
Crestview Veterinary Clinic		0	0	0	0		
Crestview Veterinary Clinic - Airport		0	0	0	0		
Crestview Veterinary Clinic - Tech Ridge		0	0	0	0		
Crossing Animal Clinic		0	3	0	2		
D Pet Hotels Austin		-	-	-	-		2/27
Dean's List Dog Training & Services		0	1	0	0		
Dessau Vet Clinic		-	-	-	-		3/9
DogCentric Society		0	1	0	1		
Doggie Howser Pet Social Club		0	2	1	1		
Dogtopia of Austin		0	0	0	0		
Dogtopia of North Austin		0	0	0	0		
Dogtopia of South Austin		0	0	0	0		
Emancipet - Levander Loop		-	-	-	-	2/26	
Emancipet - Norwood Park		-	-	-	-	2/25	
Exmoor Pet Care Services		8	54	0	1		
Far West Veterinary Clinic		-	-	-	-		3/5
Firehouse Animal Health Center		0	0	0	0		
Fossil Ridge Doggie Playcare		0	3	0	0		
Four Paws at Four Points		0	0	0	0		
Foxy Roxy Doggy Day Out	3/2	2	2	0	2		
Fur Seasons		-	-	-	-	2/26	
Georgia Norman Dog Boarding	3/2	2	1	0	0		
Green Acres Pet Ranch		0	1	0	0		
Happy Mailman Dog Retreat		0	1	0	0		
Happy Tails Pet Resort		0	0	0	0		2/27
Hearts & Paws		0	1	0	0		
Highland's Pet Medical Center		0	1	0	0		
Highmark Kennel		0	0	0	0		2/27
Hill Country Pet Resort		0	1	0	1		
Hound for Hound		0	2	0	1		
Howl N Woof		0	9	1	6		
Innovetive Petcare		4	4	6	5		
Jackie's Luxury Boarding and Enrichment Center		0	2	0	0		
Josh Doggo		0	2	0	0		
Jumping Jack Dog Ranch		0	7	0	7		
Lake Travis Animal Hospital		0	1	0	1		
Livewell Animal Hospital of Austin		0	0	0	0		
Love and Puppy Paws Dog Rescue		0	4	1	1		
Love-a-Bull Rescue		0	1	0	0		
Loving Pet Care		0	0	0	0		
Lucky Star Dog Training		-	-	-	-		3/9

Manchaca Road Animal Hospital		0	1	0	0		
Manchaca Village Veterinary Care		0	1	0	1		
Mary's Buddies Dog Walking & Pet Sitting		-	-	-	-	2/26	
Midtown Groom & Board		0	3	0	3		
Moontower Veterinary Surgery Center		-	-	-	-	2/26	
Mud Puppies (FM 620)		-	-	-	-		3/6
Mud Puppies (North MoPac)		-	-	-	-		3/6
Neighbors Dog Park and Café		-	-	-	-	2/26	
North Austin Animal Hospital		0	0	0	0		
Northwest Austin Veterinary Center		-	-	-	-		3/5
Northwest Veterinary Hospital		0	0	0	0		
Oliver Animal Hospital		0	0	0	0		
Parker Animal Care		0	0	0	0		
Paz East Veterinary		2	1	3	1		
Paz North Veterinary		0	0	0	0		
Paz South Veterinary		2	1	3	1		
Paz West Veterinary		2	1	3	1		
Pet Paradise Cedar Park	-	-	-	-	-		2/27
Pups & Pals Pet Lounge (Oak Hill)		0	1	0	1		
Pups & Pals Pet Lounge (South Park)		2	3	2	6		
Right at Home Pet Boarding		0	1	0	0		
Riverside Veterinary Clinic		0	1	0	0		
Second Home Boarding		0	0	0	0		
Sit Stay Walk		-	-	-	-	2/26	
SkyBlue Dog Kennels		0	1	0	1		
SoCo Pet Lounge		0	0	0	0		
South Branch Pet and Bird Clinic		-	-	-	-	2/26	
South Park Animal Hospital		-	-	-	-	2/26	
Southpaws Playschool		0	2	0	1		
Spicewood Springs Animal Hospital		-	-	-	-		3/9
Star of Texas Veterinary Hospital		0	1	0	1		
Stay n Play Dogs		0	2	0	0		
Sunbury Vet		-	-	-	-		3/3
Taurus Academy (Burnet)		-	-	-	-		3/5
Taurus Academy (Lake Travis)		-	-	-	-		3/9
Taurus Academy (Lamar)		-	-	-	-	2/26	
Taurus Academy (McNeil)		-	-	-	-		3/5
Taurus Academy (Metric)		-	-	-	-		3/9

Tech Ridge Pet Hospital		0	0	0	0		
The Acre: Dog Boarding and Daycare		-	-	-	-	2/26	
The Bone Inn		0	2	0	2	2/26	
The Watering Bowl ATX		0	1	0	0		
The Wayside Inn		1	2	0	0		
This Must Be the Place		-	-	-	-		3/6
Town and Country Vet Hospital		-	-	-	-	2/25	
Traction Dog Training Club		0	2	0	0		
Train My Dogs Austin		-	-	-	-	2/25	
Upper Paw Urban Pet Resort		-	-	-	-		3/3
VCA Anderson Mill Animal Hospital		-	-	-	-		3/3
Walk! ATX Pet Care		0	2	0	0		
Wells Branch Pet and Bird Clinic		-	-	-	-		3/3
West Gate Pet and Bird Hospital		0	1	0	1		
West Lynn Veterinary Clinic		0	1	0	0		
Winter Kennels	-	-	-	-	-		2/27
Work and Woof		-	-	-	-	2/26	