

Canita Hardnett-
Johnson
Division Manager

COLUMBUS ANIMAL CARE AND CONTROL

AGENDA



Introduction



Recommendation
Status



Updates



Summary

INTRODUCTION

An Audit of Animal Care and Control of Columbus (CACC) was requested by City Councilmen John House and was approved by City Council August 9, 2022. The audit began August 15, 2022 and concluded January 10, 2023.

The scope of the audit include all aspects of the operation to include:

- Field Operations
- Front Desk Operations
- Shelter Operations
- Advisory Board
- Administrative Operations



FIELD OPERATIONS

AUDITOR OVERVIEW

Animal Control Field Officers (ACO) are responsible for taking dispatched calls from Muscogee County citizens. Dispatched calls are received from the Communication Specialists during normal business hours of Monday through Friday from 8:00 am to 5:00 pm. Emergency 911 dispatches call to ACO's on weekdays from 5:00 pm until 8:00 am. On weekends, Emergency 911 dispatches calls from Friday at 5:00 pm until 8:00 am Monday morning.

Findings & Recommendation

Field Operations	Fully Staffed	2018	2019	2020	2021	2022
Special Enforc Supr	1	1	1	0	1	1
Animal Control Officer I	7	6	6	7	4	4
Animal Control Officer II	2	2	2	2	0	0
	10	9	9	9	5	5

AUDITOR OVERVIEW

Current Staffing

Field Operations	Fully Staffed	2018	2019	2020	2021	2022	2023
Special Enforc Supr	1	1	1	0	1	1	1
Animal Control Officer I	7	6	6	7	4	4	5
Animal Control Officer II	2	2	2	2	0	0	2
	10	9	9	9	5	5	8

FIELD OPERATION UPDATES

- Taser Training
- Training classes
 - SACA Conference
 - GACA Training / Progressing through Animal Care and Control World
 - Cruelty Investigation training
 - Animal Abuse training
- Body Cameras



SHELTER OPERATIONS

AUDITOR OVERVIEW

Shelter Operations is responsible for all aspects of the animals once they are brought in for impoundment. Responsibilities include scanning for microchips, administering intake vaccines, entering the animals into the CACC software system, taking pictures of the animals and updating the website and social media platforms for citizens searching for their missing pets or hoping to adopt. The intake process must be completed within 24 hours of impoundment.

Find

Shelter Staff	Fully Staffed	2018	2019	2020	2021	2022
Animal Res Ctr Sup	1	1	1	1	1	1
Maintenance Worker I	1	1	1	0	0	0
Animal Control Officer I	3	2	3	2	2	2
Volunteer Coordinator	1	1	1	1	1	1
Total	6	5	6	4	4	4

AUDITOR OVERVIEW

Current Staffing

Shelter Staff	Fully Staffed	2018	2019	2020	2021	2022	2023
Animal Res Ctr Sup	1	1	1	1	1	1	0
Maintenance Worker I	1	1	1	0	0	0	0
Animal Control Officer I	3	2	3	2	2	2	2
Volunteer Coordinator	1	1	1	1	1	1	0
Total	6	5	6	4	4	4	2

SHELTER RECOMMENDATION

Impoundments

Adoptions

Euthanizing

Return-to-Owner

Zip Code Heat Map

Shelter Software System

SHELTER REPORTING

ANIMAL CONTROL DAILY REPORT

CURRENTLY IN ACC	DOGS	CATS	OTHERS	0	TOTAL IN ACC
ANIMALS IMPOUNDED	DOGS	CATS	OTHERS		
STRAY					
GIVEN					
OUT OF COUNTY					
	DOGS	CATS	OTHERS	0	TOTAL IMPOUNDED
DISPOSITION	DOGS	CATS	OTHER		
RETURN TO OWNER					
RTO CHARGED BOARDING FEE					
RTO N/C					
ADOPTIONS					
OFF SITE ADOPTIONS					
EUTHANIZED SICK & CONTAGIOUS					
EUTHANIZED WILDLIFE					
EUTHANIZED OUT OF CO.ACC					
EUTHANIZED AGGRESSIVE ANIMAL					
EUTHANIZED LACK OF SPACE					
EUTHANIZED VET RECOMMENED					
EUTHANIZED OWNER REQUEST					
RELEASED TO PAWS					
ESCAPED ANIMALS					
RELEASED TO RESCUE					
DIED AT ACC or DOA					
8620 PICKUP BY ACO					
PET COALITION ADOPTION					
Freedom Cat Program					
TOTAL	0	0	0	0	TOTAL DISPOSED
	DOGS	CATS	OTHER	0	TOTAL REMAINING IN ACC
	0	0	0	0	

PREPARED BY _____ DATE _____



SHELTER REPORTING

ANIMAL CONTROL DAILY REPORT

CURRENTLY IN ACC	DOGS	CATS	OTHERS	0	TOTAL IN ACC
ANIMALS IMPOUNDED					
	DOGS	CATS	OTHERS		
STRAY	_____	_____	_____		
GIVEN	_____	_____	_____		
OUT OF COUNTY	_____	_____	_____		
	DOGS	CATS	OTHERS	0	0
DISPOSITION				TOTAL IMPOUNDED	
RETURN TO OWNER					
RTO CHARGED BOARDING FEE					
RTO N/C					
ADOPTIONS					
OFF SITE ADOPTIONS					
EUTHANIZED SICK & CONTAGIOUS					
EUTHANIZED WILDLIFE					
EUTHANIZED OUT OF CO.ACC					
EUTHANIZED AGGRESSIVE ANIMAL					
EUTHANIZED LACK OF SPACE					
EUTHANIZED VET RECOMMENED					
EUTHANIZED OWNER REQUEST					
RELEASED TO PAWS					
ESCAPED ANIMALS					
RELEASED TO RESCUE					
DIED AT ACC or DOA					
8620 PICKUP BY ACO					
PET COALITION ADOPTION					
Freedom Cat Program					
TOTAL	0	0	0	0	TOTAL DISPOSED
	DOGS	CATS	OTHER	0	0
	_____	_____	_____	_____	TOTAL REMAINING IN ACC

PREPARED BY _____ DATE _____


SHELTER REPORTING

CACC Impoundment Report by Zip Code November 2023

	CATS				DOGS				Grand Total	% of Intake		
	Intake	Drop Off	Stray	Surrendered	Total	Intake	Drop Off	Stray			Surrendered	Total
31901	2				2	4				4	6	4.3%
31903					0	16			3	19	19	13.5%
31904	10				10	9			1	10	20	14.2%
31905	0				0	0				0	0	0.0%
31906	3				3	7			2	9	12	8.5%
31907	6			2	8	45	1		8	54	62	44.0%
31908					0				1	1	1	0.7%
31909	2			1	3	9			3	12	15	10.6%
31820	4				4	2				2	6	4.3%
31829	0				0	0				0	0	0.0%
TOTAL	27	0	0	3	30	92	1	18	111	141	141	100.0%

SHELTER OPERATIONS

DEPARTMENT OF AGRICULTURE

		Georgia Department of Agriculture Companion Animal/Equine Division 19 Martin Luther King Jr. Dr. SW, Rm. 122 Atlanta, Georgia 30334 Phone: 1-404-656-4914 Website: http://agr.georgia.gov/								
Tyler Harper <small>Commissioner</small>		Inspection ID 96846								
Animal Protection Inspection Report										
Inspection ID	Inspection Reason	Inspection Date	Inspection Start Time	Inspection End Time	Inspector Name					
96846	REGULAR/ROUTINE INSPECTION	6/2/2022	10:30 AM	11:15 AM	Terrie Thuman					
EST NO	EST NAME		Type	License No						
9572	COLUMBUS ANIMAL CONTROL CENTER		ANIMAL SHELTER	339572						
Physical Address		Physical City	Physical State	Physical Zip Code	County					
4910 Milgen Rd		Columbus	GA	31907	MUSCOGEE					
Requirements Details										
Premises	Current License Displayed	Housekeeping	Lighting	Adequate Temperature Control	Adequate Ventilation	Fire Extinguishing Device				
	Pass	Pass	Pass	Pass	Pass	Pass				
Enclosures	Space Requirement	Interior Surface	Structural Strength	Shelter / Elements	Drainage					
	Pass	Pass	Pass	Pass	Pass					
Performance	Record Keeping	Storage	Pest Control	Sanitation	Waste Disposal					
	Pass	Pass	Pass	Pass	Pass					
Animal Care	Class Separation	Adequate Food	Adequate Water	Selling or Adopting Injured or Diseased or Abnormal Animals	Minimum Age	Tethering	Euthanasia	Humane Care	Negative Coggins	Evacuation Plan
	Pass	Pass	Pass	Pass	Pass	N/A	Pass	Pass	N/A	Pass
Companion Animal Details										
Approximate Number of Animals		Number of Stall/Enclosure			Number of Breeding Animals			Number of Monthly Bird Inventory		
89										
Follow Up Status Information										
Follow Up Date		Follow Up Reason			Follow Up Duration			Animal Types		
		N/A								
Follow Up Notes										
Action Information										
Quarantine Issued	SS (Stop Sale)	SU (Stop Use)	SM (Stop Movement)		Quarantine Issue Date					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Disease type										

DEPARTMENT OF AGRICULTURE



Tyler Harper
Commissioner

Georgia Department of Agriculture

Companion Animal/Equine Division

19 Martin Luther King Jr. Dr. SW, Rm. 122 Atlanta, Georgia 30334
Phone: 1-404-656-4914

Website: <http://agr.georgia.gov/>

Inspection ID **104957**

Animal Protection Inspection Report

Inspection ID	Inspection Reason	Inspection Date	Inspection Start Time	Inspection End Time	Inspector Name
104957	REGULAR/ROUTINE INSPECTION	11/10/2022	10:00 AM	11:30 AM	Terrie Thuman

EST NO	EST NAME	Type	License No		
9572	COLUMBUS ANIMAL CONTROL CENTER	ANIMAL SHELTER	339572		
Physical Address		Physical City	Physical State	Physical Zip Code	County
4910 Milgen Rd		Columbus	GA	31907	MUSCOGEE

Requirements Details

Premises	Current License Displayed	Housekeeping	Lighting	Adequate Temperature Control	Adequate Ventilation	Fire Extinguishing Device				
	Pass	Pass	Pass	Pass	Pass	Pass				
Enclosures	Space Requirement	Interior Surface	Structural Strength	Shelter / Elements	Drainage					
	Pass	Pass	Fail	Pass	Pass					
Performance	Record Keeping	Storage	Pest Control	Sanitation	Waste Disposal					
	Pass	Pass	Pass	Pass	Pass					
Animal Care	Class Separation	Adequate Food	Adequate Water	Selling or Adopting Injured or Diseased or Abnormal Animals	Minimum Age	Tethering	Euthanasia	Humane Care	Negative Coggins	Evacuation Plan
	Pass	Pass	Pass	Pass	Pass	N/A	Pass	Pass	N/A	Pass

Companion Animal Details

Approximate Number of Animals	Number of Stall/Enclosure	Number of Breeding Animals	Number of Monthly Bird Inventory
106	110		

Follow Up Status Information

Follow Up Date	Follow Up Reason	Follow Up Duration	Animal Types
11/22/2022	violation compliance check		

Follow Up Notes

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Action Information


Quarantine Issued	SS (Stop Sale)	SU (Stop Use)	SM (Stop Movement)	Quarantine Issue Date
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Disease type

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SHELTER OPERATIONS

DEPARTMENT OF AGRICULTURE

		Georgia Department of Agriculture Companion Animal/Equine Division 19 Martin Luther King Jr. Dr. SW, Rm. 122 Atlanta, Georgia 30334 Phone: 1-404-656-4914 Website: http://agr.georgia.gov/				Inspection ID 105221				
		Tyler Harper Commissioner								
Animal Protection Inspection Report										
Inspection ID		Inspection Reason		Inspection Date		Inspection Start Time	Inspection End Time	Inspector Name		
105221		REINSPECTION		11/22/2022		10:00 AM	10:30 AM	Terrie Thuman		
EST NO		EST NAME			Type		License No			
9572		COLUMBUS ANIMAL CONTROL CENTER			ANIMAL SHELTER		339572			
Physical Address			Physical City		Physical State		Physical Zip Code	County		
4910 Milgen Rd			Columbus		GA		31907	MUSCOGEE		
Requirements Details										
Premises	Current License Displayed	Housekeeping	Lighting	Adequate Temperature Control	Adequate Ventilation	Fire Extinguishing Device				
	Pass	Pass	Pass	Pass	Pass	Pass				
Enclosures	Space Requirement	Interior Surface	Structural Strength	Shelter / Elements	Drainage					
	Pass	Pass	Pass	Pass	Pass					
Performance	Record Keeping	Storage	Pest Control	Sanitation	Waste Disposal					
	Pass	Pass	Pass	Pass	Pass					
Animal Care	Class Separation	Adequate Food	Adequate Water	Selling or Adopting Injured or Diseased or Abnormal Animals	Minimum Age	Tethering	Euthanasia	Humane Care	Negative Coggins	Evacuation Plan
	Pass	Pass	Pass	Pass	Pass	N/A	Pass	Pass	N/A	Pass
Companion Animal Details										
Approximate Number of Animals		Number of Staff/Enclosure			Number of Breeding Animals		Number of Monthly Bird Inventory			
57		110								
Follow Up Status Information										
Follow Up Date		Follow Up Reason			Follow Up Duration		Animal Types			
		N/A								
Follow Up Notes										
Action Information										
Quarantine Issued		SS (Stop Sale)		SU (Stop Use)		SM (Stop Movement)		Quarantine Issue Date		
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>				
Disease type										



Tyler Harper
Commissioner

Georgia Department of Agriculture

Companion Animal/Equine Division

19 Martin Luther King Jr. Dr. SW, Rm. 122 Atlanta, Georgia 30334
Phone: 1-404-656-4914
Website: <http://agr.georgia.gov/>

Inspection ID **114502**

Animal Protection Inspection Report

Inspection ID	Inspection Reason	Inspection Date	Inspection Start Time	Inspection End Time	Inspector Name
114502	REGULAR/ROUTINE INSPECTION	8/7/2023	10:15 AM	11:50 AM	Robin Flory

EST NO	EST NAME	Type	License No	
9572	COLUMBUS ANIMAL CONTROL CENTER	ANIMAL SHELTER	339572	
Physical Address	Physical City	Physical State	Physical Zip Code	County
4910 Milgen Rd	Columbus	GA	31907	MUSCOGEE

Requirements Details

Premises	Current License Displayed	Housekeeping	Lighting	Adequate Temperature Control	Adequate Ventilation	Fire Extinguishing Device				
	Pass	Pass	Pass	Pass	Pass	Pass				
Enclosures	Space Requirement	Interior Surface	Structural Strength	Shelter / Elements	Drainage					
	Pass	Pass	Pass	Pass	Pass					
Performance	Record Keeping	Storage	Pest Control	Sanitation	Waste Disposal					
	Pass	Pass	Pass	Pass	Pass					
Animal Care	Class Separation	Adequate Food	Adequate Water	Selling or Adopting Injured or Diseased or Abnormal Animals	Minimum Age	Tethering	Euthanasia	Humane Care	Negative Coggins	Evacuation Plan
	Pass	Pass	Pass	Pass	Pass	N/A	Pass	Pass	N/A	Pass

Companion Animal Details

Approximate Number of Animals	Number of Stalls/Enclosure	Number of Breeding Animals	Number of Monthly Bird Inventory
114	101		

Follow Up Status Information

Follow Up Date	Follow Up Reason	Follow Up Duration	Animal Types
	N/A		

Follow Up Notes


Action Information

Quarantine Issued	SS (Stop Sale)	SU (Stop Use)	SM (Stop Movement)	Quarantine Issue Date
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Disease type

SHELTER OPERATIONS

DEPARTMENT OF AGRICULTURE

 Georgia Department of Agriculture
Companion Animal/Equine Division
 19 Martin Luther King Jr. Dr. SW, Rm. 122 Atlanta, Georgia 30334
 Phone: 1-404-656-4914
 Website: <http://agr.georgia.gov/>
 Tyler Harper
 Commissioner

Inspection ID **118480**

Animal Protection Inspection Report

Inspection ID	Inspection Reason	Inspection Date	Inspection Start Time	Inspection End Time	Inspector Name
118480	Outreach	9/27/2023	12:30 PM	3:30 PM	Robin Flory

EST NO	EST NAME	Type	License No
9572	COLUMBUS ANIMAL CONTROL CENTER	ANIMAL SHELTER	339572

Physical Address	Physical City	Physical State	Physical Zip Code	County
4910 Milgen Rd	Columbus	GA	31907	MUSCOGEE

Requirements Details

Premises	Current License Displayed	Housekeeping	Lighting	Adequate Temperature Control	Adequate Ventilation	Fire Extinguishing Device
	N/A	N/A	N/A	N/A	N/A	N/A

Enclosures	Space Requirement	Interior Surface	Structural Strength	Shelter / Elements	Drainage
	N/A	N/A	N/A	N/A	N/A

Performance	Record Keeping	Storage	Pest Control	Sanitation	Waste Disposal
	N/A	N/A	N/A	N/A	N/A

Animal Care	Class Separation	Adequate Food	Adequate Water	Selling or Adopting Injured or Diseased or Abnormal Animals	Minimum Age	Tethering	Euthanasia	Humane Care	Negative Coggins	Evacuation Plan
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Companion Animal Details

Approximate Number of Animals	Number of Stall/Enclosure	Number of Breeding Animals	Number of Monthly Bird Inventory
0			

Follow Up Status Information


Follow Up Date	Follow Up Reason	Follow Up Duration	Animal Types
	N/A		

Follow Up Notes

Action Information

Quarantine Issued	SS (Stop Sale)	SU (Stop Use)	SM (Stop Movement)	Quarantine Issue Date
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Disease type

 Georgia Department of Agriculture
Companion Animal/Equine Division
 19 Martin Luther King Jr. Dr. SW, Rm. 122 Atlanta, Georgia 30334
 Phone: 1-404-656-4914
 Website: <http://agr.georgia.gov/>
 Tyler Harper
 Commissioner

Inspection ID **118480**

Complaint Unfounded	Complaint Resolved	Complaint Resolved Date	Complaint Reference Number
<input type="checkbox"/>	<input type="checkbox"/>		0

Action Notes

Violation Information

Inspection Comments

I performed a shelter training for this agency today at the request of shelter director Canita Johnson. The following shelter personnel were present at the training:

1. Canita Johnson-Shelter director
2. Alexander Pimentel-supervisor
3. Corren Odom-ACO
4. Reginald Logan-supervisor
5. Tensie Tolliver-ACO
6. Tanner Apperson-ACO
7. Phillip Copeland-ACO
8. Dina P. Collins-kennel staff
9. Micah D. Maney-ACO
10. Chastian Wilson-ACO

The GDA approved powerpoint presentation provided by Tammie Cowart entitled ANIMAL SHELTER POWERPOINT was used. There was good feedback and multiple questions asked and answered.

DIVISION MANAGER AND VETERINARIAN SERVICES



AUDITOR OVERVIEW

The Division Manager of Animal Care and Control is responsible for reporting to the Department of Agriculture and to the public.

Findings and Recommendations

Staffing, through October 2022, is reflected below.

Interim Division Manager	Fully Staffed	2018	2019	2020	2021	2022
Veterinarian	1	1	1	1	0	0
Division Manager	1	0	0	0	0	0
Admin Coord	1	1	1	1	1	1
Total	3	2	2	2	1	1

AUDITOR OVERVIEW

Current Staffing

Division Manager	Fully Staffed	2018	2019	2020	2021	2022	2023
Veterinarian	1	1	1	1	0	0	0
Division Manager	1	0	0	0	0	0	1
Admin Coordinator	1	1	1	1	1	1	1
Total	3	2	2	2	1	1	2



Columbus Animal Care and Control Veterinarian position is currently vacant. Veterinarian services is currently being filled by a part-time, retired veterinarian



The supervising veterinarian provides the guidelines for shelter operations to include but not limited to, protocols for vaccinations, care of the animals in the custody of CACC, facility cleaning, and medical evaluation.

VETERINARIAN SERVICES

VETERINARIAN SERVICES

EUTHANASIA PROTOCOL

Dr. Hank Hall



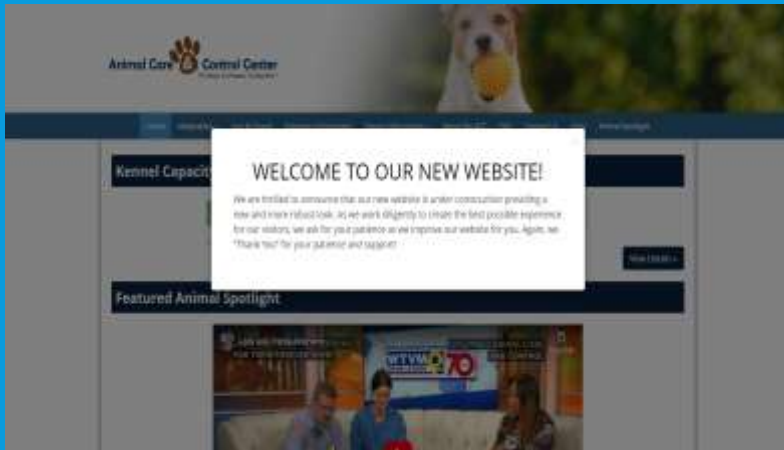
WEBSITE

RECOMMENDATION

Website

- 1) Slow response to user commands (especially when scrolling through pictures of the animals up for adoption)
- 2) No obvious appearance of a “processing” indicator or other indicator confirming user requests are being processed
- 3) Outdated information was posted throughout the website
- 4) A calendar whose last posting was in March 2020
- 5) An automatic scrolling information board that the user is unable to control

WEBSITE UPDATES



Welcome to Animal Care and Control Center

The Animal Care and Control Center, is a Division of the Department of Public Works. This Division provides animal control services for the citizens of Columbus, Georgia and cares for approximately 8,400 stray, abandoned and surrendered animals annually at the shelter.

The Animal Care and Control Center assists with these issues:

- Adoption of stray and unwanted animals.
- Temporary shelter for lost/unwanted animals.
- Reunite owners with lost pets.
- Have-A-Heart traps to catch nuisance animals.
- Pickup of dead and unwanted animals.
- Enforce city ordinance and state laws pertaining to domestic animals.

Please note: Due to the increase of daily inquiries on the disposition of ACC Animals, as well as due to our shortage in staff, we will no longer be able to respond to individual e-mails asking questions concerning the disposition of specific Tag numbers or Run numbers.

Upcoming Events

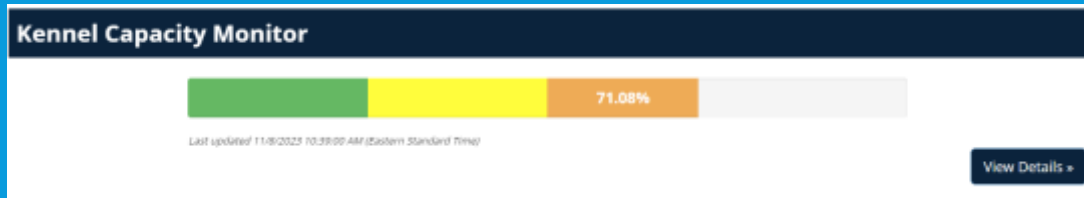
Quick Links



ACC Reports

- Euthanasia Report
- ACC Statistics Report
- Off Site Monthly Report
- Annual Capacity Report
- GA State AAPP Inspection Report

WEBSITE UPDATE (CONT'D)



Cat Kennels

C-1	C-2	C-3	C-4	C-5	C-6	C-7	C-8	C-9
C-10	C-11	C-12	C-13	C-14	C-15	C-16	C-17	C-18
C-19	C-20	C-21	C-22	C-23	C-24	C-25		

Detailed description: A grid of 25 cat kennel slots labeled C-1 through C-25. Slots C-13, C-14, C-16, C-17, and C-21 are highlighted in red, indicating they are occupied. All other slots are white.

Dog Kennels

Dog Kennels Main Runs

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22
23	24	25	26	27	28	29	30	31	32	33
34	35	36	37	38	39	40				

Isolated Runs

S1	S2	S3	S4	S5	S6
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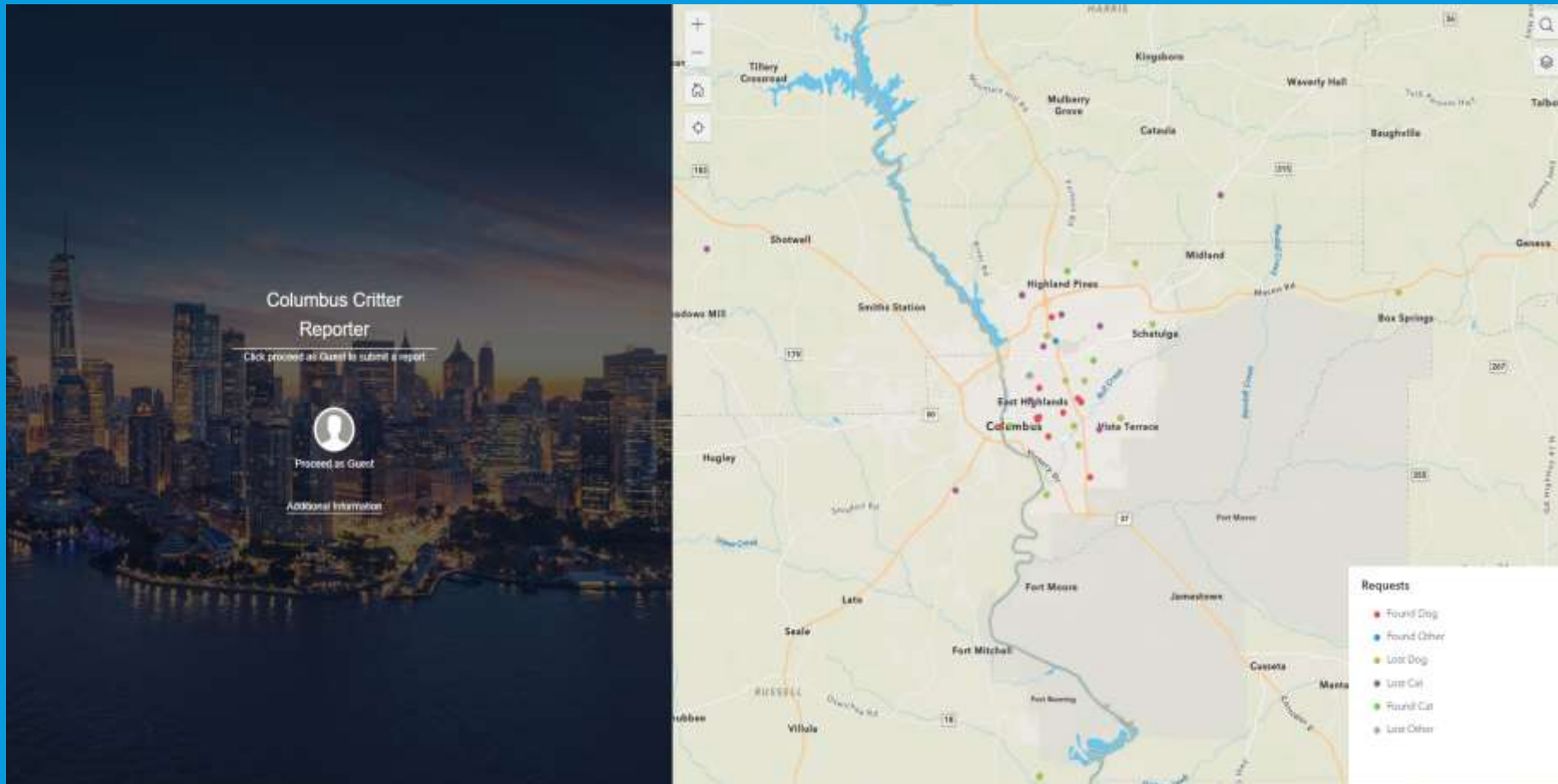
Bite Quarantine Runs

Q1	Q2	Q3	Q4	Q5	Q6
----	----	----	----	----	----

Holding Runs

1	2	3	4	5	6
---	---	---	---	---	---

WEBSITE UPDATES





ANIMAL CARE AND CONTROL ADVISORY BOARD



ANIMAL CARE AND CONTROL ADVISORY BOARD OVERVIEW

According to Columbus's city ordinance, the advisory board has three main objectives:

1. Monitor the operation of animal control and render guidance and assistance as deemed appropriate encouraging responsible pet ownership.
2. Review the annual budget prior to submission
3. Make decisions regarding the classification of dangerous or vicious dogs and cats

AUDIT FINDINGS

Frustration regarding board responsibilities, involvement, number of board meetings and general ineffectiveness of the board.

Recommendations

- Include the board in discussions regarding standard operating procedures and budgeted funds for CACC.

RECOMMENDATION UPDATES

In the June 2023 Advisory Board Meeting, the board was provided an overview of the budget for CACC and advised that due to budget deadlines, the board is encouraged to provide budget suggestions to the Division Manager throughout the year to ensure the budget is ready for their review prior to submission to Director of Public Works.

AUDIT SUMMARY

Unfortunately, some in the community do not have a complete understanding of the operations at Animal Control. Opinions and issues are discussed publicly without having all the facts. During my time at Animal Control, I experienced emails, internet posts and citizens' complaints sent to Council Members, the Mayor and various online websites that simply were not true. Posting and reporting of incomplete/inaccurate information, perpetuates failed relationships, lack of trust with those working with Animal Control and low morale among the staff. If you feel improvement needs to be made at Animal Control, please become a volunteer; get involved and make a positive difference!

THANK YOU



QUESTIONS/ANSWERS