Canita Hardnett-Johnson

Division Manager

COLUMBUS ANIMAL CARE AND CONTROL

AGENDA



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.

	Fully					
Shelter Staff	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



Adoptions

Euthanizing

Return-to-Owner

Zip Code Heat Map

Shelter Software System

SHELTER REPORTING

A	NIMAL CONT	ROL DAILY RE	PORT
CURRENTLY IN ACC	DOGS	CATS	OTHERS
ANIMALS IMPOUNDED		CATS	OTHERS
GIVEN	۰		
OUT OF COUNTY			
	DOGS 0	CATS 0	OTHERS
DISPOSITION RETURN TO OWNER RETO CHARGED BOARDING FEE RTO N\C ADOPTIONS DEF SITE ADOPTIONS EUTHANIZED SICK & CONTAGIOUS EUTHANIZED WILDLIFE EUTHANIZED WILDLIFE EUTHANIZED WILDLIFE EUTHANIZED OUT OF CO.ACC EUTHANIZED OUT OF CO.ACC EUTHANIZED ULL CO. EUTHANIZED LACK OF SPACE EUTHANIZED LACK OF SPACE EUTHANIZED LACK OF SPACE EUTHANIZED VET RECOMMENED EUTHANIZED VET RECOMMENED EUTHANIZED OWNER REQUEST RELEASED TO PAWS ESCAPED ANIMALS BECO PICKUP BY ACO PET COALITION ADOPTION FEE dOM CTO PROGRAM			
TOTAL	0	0	0 0 TOTAL DISPOSED
	DOGS 0	CATS0	OTHERO TOTAL REMAINING IN ACC
PREPARED BY			DATE



SHELTER REPORTING

A	NIMAL CONT	ROL DAILY RE	PORT	
CURRENTLY IN ACC	DOGS	CATS	OTHERS	0 TOTAL IN ACC
ANIMALS IMPOUNDED	0065	CATS	OTHERS	
STRA	Y			
GIVE	N			
OUT OF COUNTY	′ <u> </u>			
	DOGS			0 TOTAL IMPOUNDED
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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 OF DOA				
8620 PICKUP BY ACO PET COALITION ADOPTION Freedom Cat Program TOTAL	0	0	0	0 TOTAL DISPOSED
	DOGS	CATS		D TOTAL REMAINING IN ACC
PREPARED BY				DATE

SHELTER REPORTING

CACC Impoundment Report by Zip Code November 2023

		CATS				DOG	GS			
In	take	Drop Off Stray	Surrendered	Total	Intake	Drop Off Stray	Surrendered	Total	Grand Total	% of Intake
31901	2	<u>.</u>		2	4			4	6	4.3%
31903				0	16	š	3	19	. 19	13.5%
31904	10			10	9		1	10	20	14.2%
31905	0			0	0	<u>}</u>		0	. 0	0.0%
31906	3	-		3	7	ŝ	2	9	12	8.5%
31907	6	2	2	8	45		8	54	62	44.0%
31908				0			1	1	1	0.7%
31909	2		1	3	9		3	12	15	10.6%
31820	4	8		4	2	ŝ		2	6	4.3%
31829	0	ρ		0	0	į		0	0	0.0%
TOTAL	27	C) 3	30	92	-	ı 18	 111	141	100.0%

SHELTER OPERATIONS DEPARTMENT OF AGRICULTURE

Tyler Har Commissio		ebsite: <u>I</u>	http://agr.g	eorgia.gov/				_ 3	Inspection ID	9684	6	
			Anin	al Prote	ection	n Inspe	ction	Repor	t			
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96846		NSPECT	R/ROUTINE	6/2/2022	1	0:30 AM		11:15 AN	1	Terrie	Thuman	
EST NO		ES	T NAME				Туре			License No		
9572		CC	DLUMBUS A	NIMAL CONT	ROL CE			AL SHELT	ER	33957	2	
Physical Add	iress		P	hysical City		Physical St	ate	P	hysical Zip Cod	e County	6	
4910 Milger	n Rd		C	olumbus		GA		3	1907	MUSC	OGEE	
Requireme	ents Detail	ls										
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Follow Up	Status Inf	formatio	n									
Follow Up Da	ate	Fo	ollow Up Reas	on		Follow Up D	uration		Animal Types			
		N	/A									
Follow Up	Notes											
Action Info	ormation											
Quarantine Is	ssued	s	S (Stop Sale)	SU	(Stop Use	e)	SM (Sto	op Movemen	t) Qua	arantine Issu	e Date	

DEPARTMENT OF AGRICULTURE

Tyler Har Commissio		ebsite: <u>I</u>	http://ac	r.geo	orgia.gov,	L						h	spection II		10495	57
			An	ima	al Pro	tectio	on	Inspe	cti	ion	Rep	ort				
Inspection II	D In	spection	Reason	S - E	Inspectio	n Date	Ins	spection Sta	art T	ime	Inspe	ction	End Time	Ins	Inspector Name	
104957		SPECT	R/ROUT	INE	11/10/20	22	10	00 AM			11:30	AM		Terrie Thuman		
EST NO		ES	TNAME							Туре				License No		
9572		CC	DLUMBU	SAN	IMAL CO	NTROL	CEN	TER		ANIMA	AL SH	ELTE	R	33	39572	2
Physical Add	Iress			Phy	sical City			Physical St	ate			Phy	vsical Zip Co	de Co	ounty	
4910 Milger	n Rd			Col	umbus			GA				31	907	M	USC	OGEE
Requireme	nts Detail	5														
Premises	Current Lic Displayed	ense	Houseke	eping	Lighting		iequ: mpe	ate Frature Contr	ol	Adequi	ate		Fire Extings Device	uishing	1	
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Perfomance	Record Ke	eping	Storage		Pest Con	trol Sa	initat	lion		Waste	Dispo	sal				
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Animal Care	nal Care Class Adequate Adequate Separation Food Water				Selling or Adopting Injured or Diseased of Abnormal Animals			Minimum Age	Te	thering	Euth	anasi	a Humane Care	Negati Coggii		Evacuatio Plan
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companio	Animai L	Jetans														
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106		13	10													
Follow Up	Status Info	ormatio	n													
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11/22/2022		vi	olation co	nplian	ce check				_							
Follow Up	Notes						-									
Action Info	rmation															
Quarantine Issued SS (Stop Sale)			ale)	4	SU (Stop L	Jse)		SI	M (Stop	Move	ment)	9	uarantine	e lissue	e Date	
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SHELTER OPERATIONS DEPARTMENT OF AGRICULTURE

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105221 REINSPECTION 11/22/2022 10.00 AM 10.30 AM Terrie Thuman EST NAME EST NAME EST NAME Terrie Thuman Terrie Thuman 972 COLUMBUS ANIMAL CONTROL CETTER ANIMAL SHELTER 338072 Physical Address Columbus Columbus ANIMAL SHELTER 338072 Requirements Columbus Columbus Columbus ANIMAL SHELTER 33807 Requirements Columbus Columbus Columbus Columbus Columbus Columbus Premises Corrent License Moleckeeping Lighting Adequate Terrigerature Device MUSCOGEE Pass N/A Pass <td< th=""><th></th><th></th><th></th><th></th><th>Anima</th><th>al Prot</th><th>ecti</th><th>on</th><th>Inspe</th><th>ct</th><th>ion I</th><th>Report</th><th>t</th><th></th><th></th><th></th><th></th></td<>					Anima	al Prot	ecti	on	Inspe	ct	ion I	Report	t				
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Companion Animal Details Approximate Number of Mumber of Stall/Enclosure Number of Breeding Animals Number of Monthly Bird Inventory 57 110 Inventory Follow Up Status Information Follow Up Date Follow Up Reason Follow Up Duration Animal Types Follow Up Notes N/A Intervention Intervention Action Information Stil (Stop Use) Stil (Stop Movement) Quarantime Issue Date		Pass	Pasa	-	Pass	Pass		_	Pess	N	/A	Pass	1	20:00	N/A		Pass
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Follow Up Date Follow Up Reason Follow Up Duration Animal Types N/A Image: Constraint of the second s	Follow Up	Status Info	rmatic	m				- 1					-				
Action Information Quarantine Issued 55 (Stop Sale) SU (Stop Use) SM (Stop Movement) Quarantine Issue Date	A CONTRACTOR OF A CONTRACT	Sector Se		1010-	Up Reason		_	ľ	Follow Up Di	arat	tion		Ani	mai Type	*	_	
Action Information Quarantine Issued 55 (Stop Sale) SU (Stop Use) SM (Stop Movement) Quarantine Issue Date			N	I/A				-									
Guarantine Issued 55 (Stop Sale) SU (Stop Use) SM (Stop Movement) Quarantine Issue Date	Follow Up	Notes						-									
Guarantine Issued 55 (Stop Sale) SU (Stop Use) SM (Stop Movement) Quarantine Issue Date																	
	Action Info	rmation															
	Quarantine h	unued.	ľ	55 (S	itop Sale)	5	U (Stop	Use)		5	iM (fitop	Movement)		Qu	aranti	ne lasu	e Date
			r	-		-	3			te			-	_			

Commissio			Anin	al Pro	tecti	on	Inspe	cti	on	Repor	t		
Inspection II	D h	nspection	Reason	Inspectio	on Date	Ins	spection Sta	art Ti	me	Inspection	End Time	Inspec	tor Name
114502			R/ROUTINE	8/7/2023	3	10	:15 AM			11:50 AM		Robin	Flory
EST NO		ES	TNAME					1	ype			Licen	se No
9572		CC	LUMBUS A	NIMAL CO	ONTROL	CEN	NTER	4	NIMA	AL SHELT	ER	3395	72
Physical Add	ress	11.00	P	hysical City			Physical St	ate		Ph	ysical Zip Cod	e Coun	by
4910 Milger	n Rd		C	olumbus			GA			31	907	MUS	COGEE
Requireme	nts Detail	s	1	2.000						1000	00100		
Premises	Current Lic Displayed	cense	Housekeepir	g Lighting		dequ	ate erature Contr	ы	Adequ Ventili	sate ation	Fire Extingui Device	shing	
-	Pass		Pass	Pass	P	395			Pass		Pass	2.5	
Endosures	Space Requireme	ent	Interior Surface	Structura		heite	r / Elements		Draina	ige			
	Pass		Pass	Pass	P	ass			Pass		1		
Perfomance	Record Ke	eping	Storage	Pest Co	ntroi Si	anitat	tion		Waste	Disposal	1		
2	Pass		Pass	Pass	P	ass		-	Pass		1		
Animal Care	Class Separation	Adequ Food	ate Adequat Water	Injured o	or Adopting or Disease al Animals	d or	Minimum Age	Tet	hering	Euthanas	ia Humane Care	Negative Coggins	Evacuati Plan
	Pass	Pass	Pass	Pass	Pass		Pass N		A Pass		Pass	N/A	Pass
Companio		Details					Lister of B				1	- Alexandre	
Approximate Animats	Number of	N	umber of Stal	/Enclosure	1	ľ	Number of B	reed	ing An	imals	Number of M	onthly Bird	Inventory
114		10	01			-							
Follow Up	Status Inf	ormatio	n										
Follow Up Da	ate	Fe	ollow Up Reas	on		ľ	Follow Up Du	aratio	n		Animal Type	*	
		N	A			-		_					
F-11						-		_					
Follow Up	Notes												
Action Info	rmation												
Quarantine Is	ssued	s	S (Stop Sale)		SU (Stop	Use)		SM	t (Stop	Movement	Qui	arantine Is	sue Date
				0									

SHELTER OPERATIONS DEPARTMENT OF AGRICULTURE

Tyler Har Commissio	ner We	bsite: h	ttp://agr.g	eorgía.gov	2				inspection ID	118	480
			Anin	al Pro	tection	n Inspe	ction	Repor	t		
Inspection II	D Ins	pection	Reason	Inspectio	n Date In	nspection 51	art Time	Inspection	End Time	Inspect	lor Name
118480	0	itreach		9/27/202	3 1	12:30 PM		3:30 PM		Robin	Flory
EST NO			T NAME				Type			Licent	
9572	10107	cc	LUMBUS A		NTROL CE			AL SHELT		3395	
Physical Add 4910 Milger				hysical City olumbus		Physical 5 GA	Liste		ysical Zip Cioc 907		COGEE
a local de la desaute de la seguer	And the owner water of			onamous		UM		101	907	MUG	COGEE
Requireme		-		- In the second	1000	1	1.0		Inter Protect		
Premises	Current Lice Displayed	000	Housekeepe	Lighting	Adeq	perature Cont		liation	Fire Extingui Device	aning	
	N/A	-	N/A	N/A	N/A		N/A		N/A		
Enclosures	Space Requirement	t	Interior Burtace	Strength	Shell	ler / Elementa	Drai	nage			
	N/A		N/A	N/A	N/A		N/A				
Perfomance	Record Kee	ping	Storage	Pest Con	trol Sanit	tation	Web	te Disposal	1		
	N/A		NVA	N/A	N/A		N/A		1		
Animal Care	Separation Food Water				r Adopting r Diseased o I Animals	n Minimum Age	Tetherin	g Euthanae	ia Humane Care	Negative Coggina	Evacuation
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Follow Up	Status Info	rmation	n			'					
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18255/2014/9183	1997	100	(NACE STREET)			010000000108	5855W02		Section 2010		
		N/	A								
Follow Up	Notes										
Action Info	mation										
Quarantine le	CANAL COMPANY	1.92	S (Stop Sale)	- D	SU (Stop Us	ei	SM (Ste	p Movement	i lau	anantine iss	ue Date
THE REAL PROPERTY OF THE	1000		Courses		100000	SAV	- Com	A MONTANIA	· · · · ·	000000000	3033700
		C	1								
Disease type	16			-	0				1		

Action Notes	-		
CONTRACTOR OF CONTRACTOR			0
Action Notes			0
Violation Information	20		
Inspection Commen			
mappendir commun			
		e request of shelter director Canita J	lohnson. The following shelter person
were present at the t	raining	14	
1. Canita Johns	on-Shelter director		
2. Alexander Pir	mentel-supervisor		
3. Corren Odorr			
 Reginald Log Tennile Tolliv 	an-supervisor		
6. Tanner Appe			
7. Phillip Copela	ind-ACO		
	ns-kennel staff		
9. Micah D. Mar 10. Chastian Will			
The GDA approved p	owerpoint presentation provided by back and multiple questions asked	/ Tammie Cowart entitled ANIMAL S	SHELTER POWERPOINT was used.
There was good root	Interest and transport datasets in asked	and anamerou.	

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	Fully					
Manager	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

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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



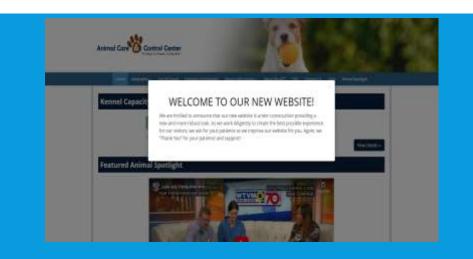
WEBSITE

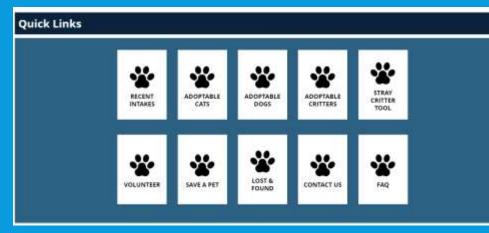
RECOMMENDATION

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 Case and Control Center, is a Division of the Department of Addic Warks. This Division provides animal control services for the observe of Columbus, Georgia and same for approximately 8.4% strap, atlantistication of 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 Reart traps to catch nuisance animals.
- Pickup of dead and unwarted animals.
- · Enforce day ordinance and state laws pertaining to domestic animals.

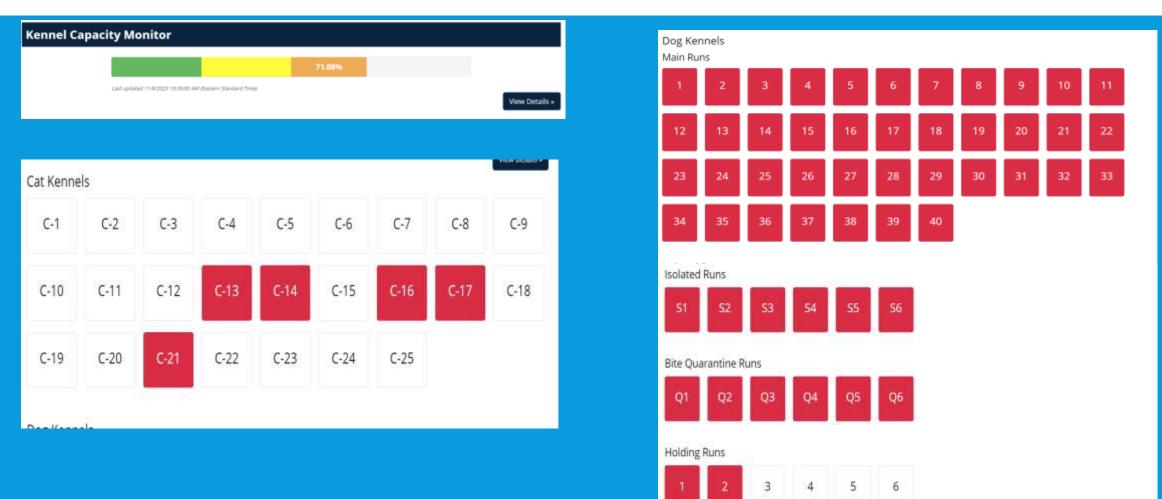
Hease note: Due to the increase of daily inquines on the disposition of ACE Animain, as well as due to our shortage in staff, we will no longer be able to respond to individual 4-mails asking questions concerning the disposition of specific Tag numbers or Run numbers.

Upcoming Events

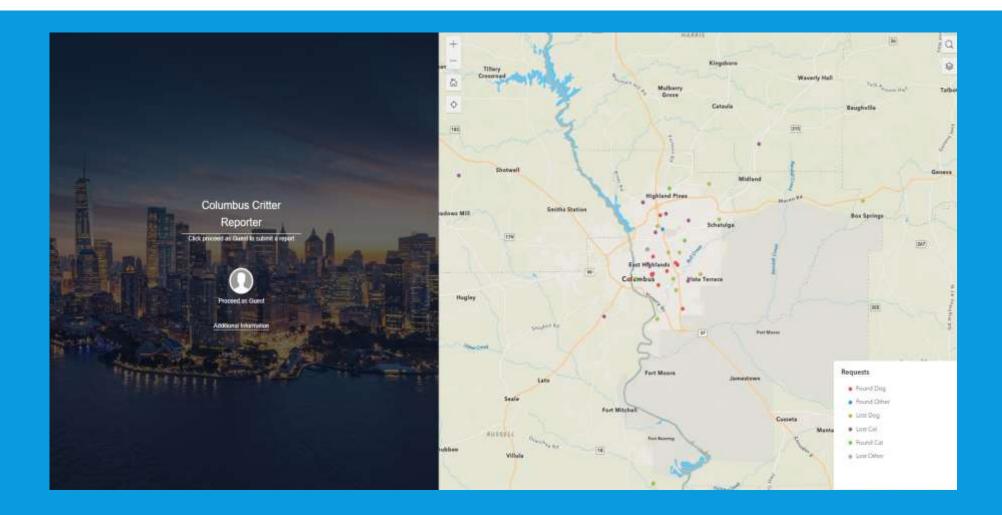
ACC Reports

- Eithanasta Report
- ACC Statistics Report.
- Off Site Monthly Report
- Annual Capacity Report
- GA State AAPO Inspection Report

WEBSITE UPDATE (CONT'D)



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!





QUESTIONS/ANSWERS