

Canita Hardnett-  
Johnson  
Division Manager

# COLUMBUS ANIMAL CARE AND CONTROL



# SHELTER OPERATIONS

# SHELTER RECOMMENDATION

Impoundments

Adoptions

Euthanizing

Return-to-Owner

Zip Code Heat Map

Shelter Software System

# SHELTER SOFTWARE

# SHELTER SOFTWARE COMPARISON CHART

	ShelterLuv	Chameleon	Shelter Pro	AnimalsFirst
Adoption Management	X	X	X	X
Animal Database	X	X	X	X
Case Management	X	X	X	X
Foster Management	X	X	X	X
Fundraising/Donation Management	X	X	X	X
Intake Management	X	X	X	X
Kennel Management	X	X	X	X
Medical Records	X	X	X	X
Volunteer Management	X	X	X	X
Mobile Management	X	X	X	X
Customization				X
Data Import				X
Adopter's Portal				X

# ANIMALSFIRST SHELTER SOFTWARE

- Customizable data fields that allow to track niche data relevant to organization
- Community Support module that allows to storage of information on animals who have never been in custody.
- Field Service module that provided court-ready documents
- Unlimited forms and applications that can be customized to fit exact needs
- Innovative Adopter Portal allowing adopters to have access to their adopted pet's information to include medical records.
- Unique Foster Portal allowing foster parents to be as involved with their animals adoption process.
- Unique Volunteer Portal that allows administrator to give limited access to volunteers.
- AnimalsFirst users are not required to use a specific credit card processor, specific microchip brands or a specific insurance company.

# ADOPTION TRAILER









What a wonderful blessing to have Sam in our life right now. He gives us a reason to get out of the house.  
*Belinda S.*

Misty is our new baby girl. We rescued her and now couldn't imagine life without her. She's the sweetest loving dog.  
*Tara J.*



We adopted Sonny a year ago. He loves our two cats which is a plus. We finally found the missing part of our lives.  
*Susan H.*

Max has worked out great for our family. He loves to go on vacation with us and take a swim in the pool when we're not looking.  
*Kason B.*



When my husband died I ended up adopting Skippy. What a wonderful companion. He seems to know when I'm happy or sad.  
*Tracy C.*



I adopted Boxy a year and a half ago. I think we are becoming more like each other everyday. Love my little boy Boxy XOXO.  
*Benjamin H.*

Buddy has been a great dog for our family, especially our son David. He has connected with Buddy and will be friends for life.  
*Judy L.*



We adopted Bristol when she was 3 years old. We weren't sure if she would bond with us. Bristol is part of our family now and she knows it.  
*Lori T.*





**"To Serve. To Protect. To Care For."**

**4910 Milgen Road  
Columbus, GA**



**MOBILE ADOPTION TRAILER  
706-225-4512**

**THE CUTEST NEW  
ADDITION TO THE  
FAMILY !**





# MOBILE ADOPTION TRAILER

TAKE ONE OF US HOME TODAY!

**706-225-4512**

4910 Milgen Road Columbus, GA







---

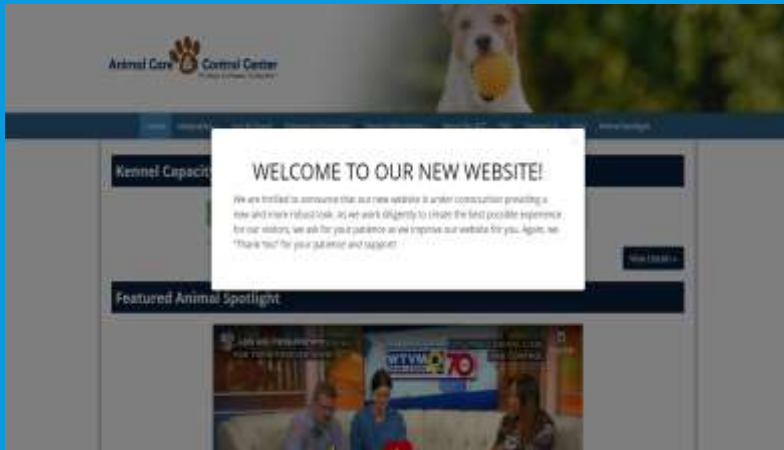
WEBSITE

# 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

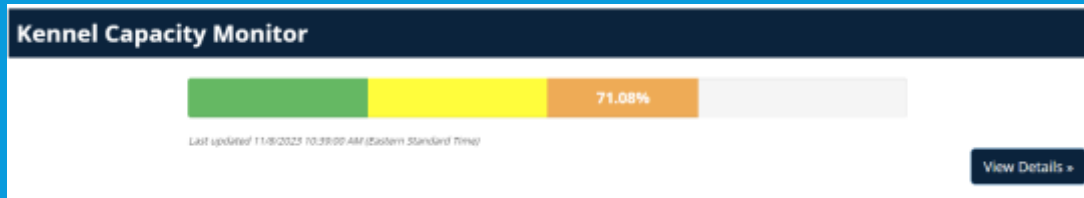
## Quick Links



## ACC Reports

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

The table displays 25 cat kennel slots arranged in three rows. 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 with black text.

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
----	----	----	----	----	----

### Bite Quarantine Runs

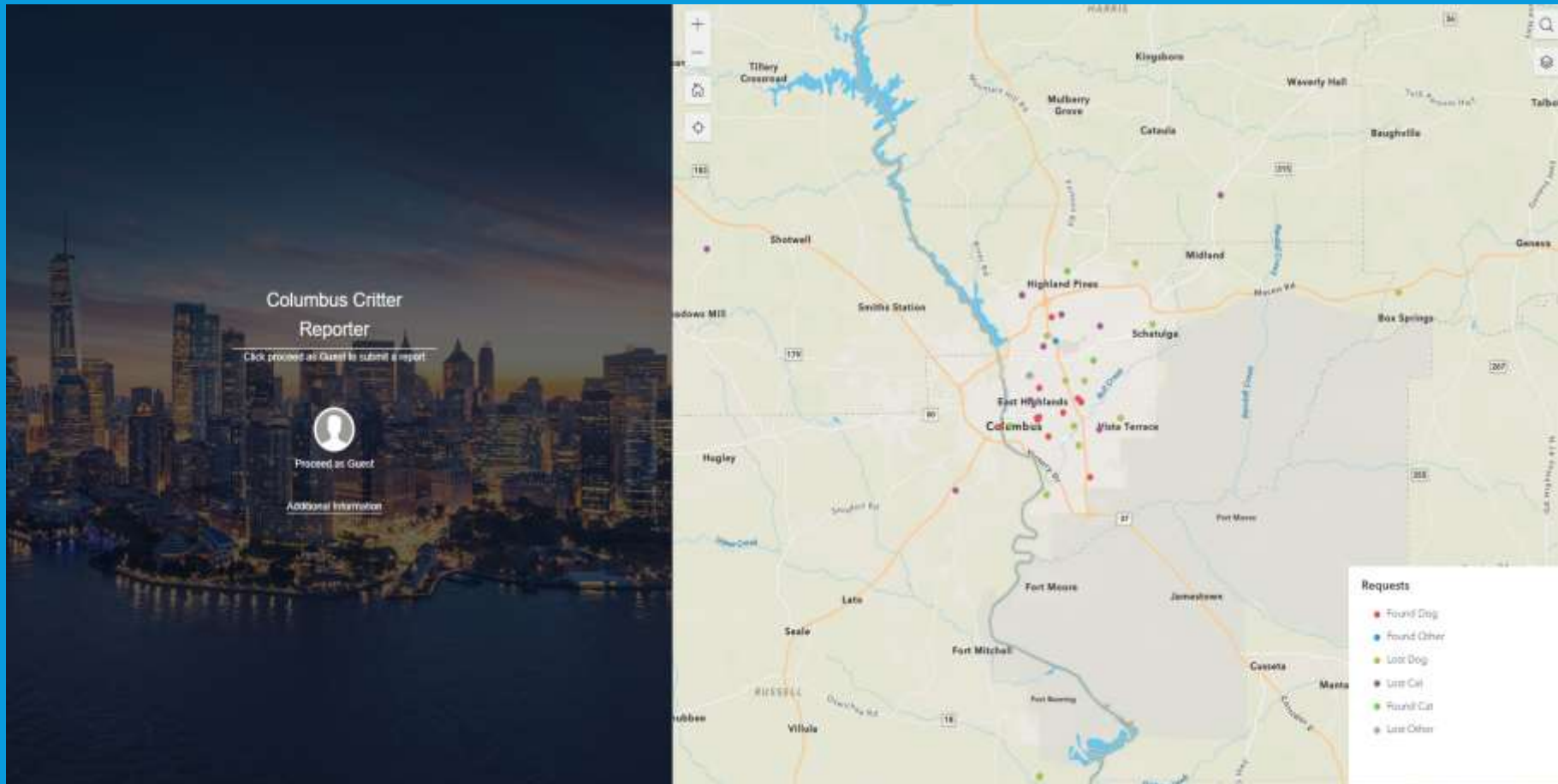
Q1	Q2	Q3	Q4	Q5	Q6
----	----	----	----	----	----

### 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