



# City of San Antonio

## Agenda Memorandum

**File Number:**15-2811

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**Agenda Item Number:** 5.

**Agenda Date:** 4/28/2015

**In Control:** Audit Committee

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### **AUDIT COMMITTEE SUMMARY**

**May 5, 2015**

#### **Animal Care Services Dispatching and Operations**

Report Issued March 13, 2015

#### **Background**

Animal Care Services (ACS) is responsible for protecting the health and safety of the citizens and their pets in San Antonio. The department accomplishes this objective through the following three priorities: (1) enhanced enforcement of existing laws and codes, (2) controlling the stray animal population, and (3) increasing the live release rate. A key component in these priorities is the ACS dispatching and operations related to stray animals, aggressive and dangerous animals, and bite investigations.

#### **Audit Objective**

Are dispatching and operations of Animal Control Officers effective, efficient, and in accordance with policies?

#### **Audit Scope and Methodology**

The audit scope was October 2013 thru July 2014. The audit methodology consisted of interviewing staff and reviewing relevant ACS policies and procedures, City Code, Texas Health and Safety Code, and Administrative Directives.

We reviewed ACS's monitoring of Officers' processes and tracking of citations, calls for service, and impoundments via Chameleon system generated reports. We also verified that Dispatch was compliant with departmental policies including training and driver evaluations.

#### **Audit Conclusions**

Yes, dispatching and operations of Animal Control Officers are effective, efficient, and in accordance with policies. Officer activities are appropriately prioritized and aligned with strategic goals. Additionally, the department is in the process of standardizing its documentation, which will facilitate greater accountability.

However, we made recommendations to improve control processes in the following areas:

- Supervisory review over daily activities including investigations, inspections, and responses to 311 calls for service.
- Officer compliance with guidelines related to aggressive and dangerous dogs, bites, and permits.

Animal Care Services Management agreed with our recommendations and has developed positive action plans to address them.