

Agenda
ANIMAL CARE SERVICES ADVISORY BOARD MEETING
Animal Care Services Facility, 4710 State Highway 151, San Antonio, TX 78227
Wednesday, August 20, 2014 AT 6:30 PM

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.

1. Call to Order
2. Approval of Minutes from April 16, 2014
3. Citizens to be Heard
4. Director's report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, media, and clinic operations – *Presented by Kathy Davis*
5. Animal Care Services Advisory Board Officer Elections – *Presented by Mona Thaxton*
6. Viewing of Animal Care Services adoption videos – *Presented by Kathy Davis*
7. Animal Defense League's kennel construction project status report – *Presented by Kathy Davis*
8. Animal Care Services' Pets for Life Program update – *Presented by Bethany Heins*
9. Discussion and vote regarding the inspection check list for Animal Care Services' Hwy 151, Brackenridge and Brooks facilities – *Presented by Rita Braeutigam*
10. Report regarding the inspection of Animal Care Services Hwy 151, Brackenridge and Brooks facilities – *Presented by Rita Braeutigam*
11. Board continuing education regarding budget process – *Presented by Heber Lefgren*
12. Set next meeting date
13. Adjournment

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CITY OF SAN ANTONIO
CITY CLERK
2014 AUG 15 PM 12:42

DISABILITY ASSISTANCE NOTICE

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Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. **Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión.** Para asistencia llame al (210)207-7268 por voz/servicio de TTY.



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

April 16, 2014, 6:30 p.m.

4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78227

ACS Board Members¹: Mona Thaxton-Chair², Rita Braeutigam Vice Chair, Sallie Scott-Secretary, Shannon Espy², Cynthia Martinez², Michael Dowdell, Roderick Sanchez, Bill White, Karen Speer, and Virginia Brown

Ex-Officio Members: Kathy Davis, Erik Walsh, and Vincent Nathan

Staff Liaison: Maria Kieke

I. Call to Order

Rita Braeutigam, Vice Chair convened the meeting at 6:35 PM with a quorum present.

II. Board Chair Comments

Rita Braeutigam welcomed Monica Hernandez from City Attorney's Office who provided a briefing about rules for citizens to be heard.

III. Citizens to be Heard

1. Deanna Lee discussed Live Release animal processing including dangerous bite dog release processes.
2. Judy Ricker expressed concerns with ACS cutting back on dog transport.
3. Ossana Carrasco expressed concerns with videotaping and asked for increased communication between ACS and SAPA.
4. Lilian Nerren detailed an incident with poor customer service by a volunteer.
5. John Bachman expressed concerns regarding policies and procedures in improving the programs at ACS and is asking for an open dialogue meeting.
6. Matt Montes expressed concerns with lack of communication between ACS and SAPA and asking for an open dialogue meeting.
7. Jennifer Studley expressed concerns with dogs deemed aggressive and asking ACS to re-evaluate aggressive dogs after intake.

IV. Briefing regarding Animal Care Services budget, performance measures and reductions

Heber Lefgren presented to the Board ACS's first quarter progress report of FY2014, department measurements and accomplishments for Field, Live Release, Shelter, Media and Clinic Operations to include possible fiscal reductions in the department's upcoming budget year. Full report handouts and copies of presentation were provided to Board members.

V. Brackenridge Update

Dr. Ellen Jefferson presented performance measurements, accomplishments and challenges for the Brackenridge Adoption Center. The Board suggested a change in signage within the park to better promote all the programs at the Brackenridge Adoption Facility.

VI. Discussion of Animal Care Policies and expectations

Board members provided suggestions regarding the use of a bar-coding system to assist in the daily operations of ACS services to reduce errors and increase efficiency.

VII. Discussion regarding Continuing Education for Board Members

Rita Braeutigam, Board Vice-Chair suggested for Board members to set up ride-a-longs with ACS Field Operations and encouraged members to attend budget hearings for the upcoming year. Sallie Scott, Board Secretary and Board member, Virginia Brown asked for educational material to provide to their respective neighborhood associations.

VIII. Discussion regarding Animal Care Services Advisory Board Meeting Rules

Monica Hernandez, City Attorney presented to the Board a summary briefing regarding the laws, ordinance, and ethics that govern the ACS Advisory Board.

¹ One (1) ACS Board Member position is currently vacant in Council District 7

² Indicates not present at Board Meeting

IX Next meeting

The next ACS Advisory Board meeting was scheduled for June 18, 2014 at 6:30 p.m.

X. Adjournment

The meeting adjourned at 9:13 p.m.



City of San Antonio Animal Care Services Department Director's Report



August 20, 2014

As the department nears the end of the fiscal year, ACS has maintained a historic average Live Release Rate of over 80% for the year. We are still in the high intake months of summer, but I am grateful for the help of our energetic, hardworking and committed staff, volunteers and community partners who work day-in and day-out to care for our pets. The department's performance is listed in numerical form in my Director's Report. In addition, I present for your review our FY 2014 Third Quarter Report providing additional highlights of various departmental performance measures and updates and initiatives normally presented in my Director's Report. I want to focus this month's Director's Report on our staff and some of our exception hires.

WELCOME TO OUR NEW ACS STAFF:

The initial class of the new ACS Field Training Academy graduated in July bringing 5 new ACOs to the force. Another 5 are currently going through the Academy and expected to graduate the end of September. The academy includes three phases: 1) Classroom training where trainees hear from all field supervisors and managers as well as other key members of the department in learning about laws, officer safety, animal handling, team building, media relations, report writing, community education, and more; 2) field training where our Trainees are paired with Senior Officers for shadowing and personalized one-on-one training for approximately 3-4 weeks coinciding with a Supervisor Ride-Along and evaluation; and 3) Investigation team training where Trainees will spend 2 weeks rotating through our Bite Investigations and Cruelty Investigations teams and must pass their proficiency exams with 100%.



I also want to welcome, our Department Fiscal Administrator, Eric Lopez, who comes to ACS from the Fiscal Division of the San Antonio Police Department, our Senior Administrative Assistant, Sandra Gonzalez who comes to ACS from the Fiscal Division of the Parks and Recreation Department, and our Management Analyst, Matt Llewellyn, who was promoted out of our Rescue/Foster department. Eric will oversee the department's budget, Sandra will oversee our Customer Service Representatives in the Lobby and aide our HR staff with various duties and Matt will work with our staff in handling our performance measures as well as our shelter database.

We have some dynamic staff on our team and are hiring staff with more education and experience than in the past. For example, Shannon Sims, Eric Lopez, Matt Llewellyn along with multiple other ACS staff have Master Degrees. The majority of our new Animal Care Officers have Bachelor's Degrees including Officers Joseph Hernandez and Officer Aaron Cadena who have degrees in Criminal Justice and Veterinary Studies, respectively or Officer Leslie Cobb who was previously an intern for the Dallas District Attorney's Office Animal Cruelty Unit or Officers

Christy Clark, Elizabeth Martinez, and Annamarie Cozzi who has over 50 years of combined experience as a veterinary technician and animal handling. This doesn't include some of the great staff that is already with ACS with higher education and applicable experience. This is a clear indication that ACS is becoming a premier municipal animal shelter and people want to work for ACS and be part of the cataclysmic change occurring at Animal Care Services. Below is a listing of some of our newly hired or promoted staff within the last few months:

NAME	TITLE	NAME	TITLE
Shannon Sims	Field Operations Manager	Elizabeth Martinez	Animal Care Officer
Eric Lopez	Fiscal Administrator	Cheney Taylor	Animal Care Officer
Sandra Gonzalez	Sr. Administrative Assistant	Sarah Gazda	Animal Care Officer
Matt Llewellyn	Management Analyst	AnnaMarie Cozzi	Animal Care Officer
Chris Marcione	Animal Cruelty Specialist	Joseph Hernandez	Animal Care Officer
Christy Clark	Animal Care Officer	Leslie Cobb	Animal Care Officer
Aaron Cadena	Animal Care Officer	Crystal Narvaez	Adoption Counselor

ASPCA RACHAEL RAY \$100K CHALLENGE: We have completed 2 of the 3 months of the ASPCA Rachael Ray \$100K Challenge and out of 50 shelters competing - we are currently #3 on the Leaderboard! We are working with our local rescue groups and partners to encourage shelter adoptions through a comprehensive community awareness campaign themed: "Lost. Found. Loved. Who will you discover this summer?" Keys to the initiative are fun, colorful ads and emotionally powerful videos touting the benefits of shelter adoption and responsible pet ownership. We are again bringing some *Texas-sized* determination to the contest with reduced adoption pricing for the course of the Challenge of \$30 for dogs/puppies and \$10 for cats/kittens along with special themed events throughout the summer. It's great to see our partners and the various divisions in our department continue to come together and work towards a common goal.



I look forward to continuing the great work the department is doing into the latter part of the fiscal year.



City of San Antonio Animal Care Services Department Director's Report



JUNE – JULY 2014

ENHANCED ENFORCEMENT

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	June Total	July Total
Call-for-Service Requests	91,993	82,000	67,283	74,323	7,371	7,045
Impoundments (Overall)	29,220	33,500	28,019	23,301	2,598	2,611
Dogs	21,672	23,450	19,613	18,359	1,926	2,032
Cats	7,548	10,050	8,406	4,942	672	579
Impoundments (Field)	16,489	20,100	14,245	13,547	1,467	1,462
Return-to-Owners (Field)	1,082	1,300	1,123	558	53	86
Citations/Warnings Issued	5,070	6,000	5,510	4,229	430	412
Licenses Issued	22,722	23,000	17,899	17,171*	1,177	TBD*
Aggr./Dang. Dog Designations**	42			33	6	6
Serious Bodily Injury Cases***	3			6	1	0
Cruelty Cases***	113			37	3	2

IMPROVED CONTROL

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	June Total	July Total
Surgeries Performed by ACS	17,500	15,335	12,842	13,619	1,589	1,512
Surgeries Performed by Partners	8,644	9,683	7,667	9,322*	290	125*
Deceased Dog/Cat Pick-Up	27,687			21,118	2,453	2,354

INCREASED LIVE RELEASE

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	June Total	July Total
Live Release Rate	77%	75%	75%	82%	80%	82%
Adoptions	7,165	7,675	6,459	5,297	592	758
Rescues	11,900	14,000	11,739	11,353	1,215	1,190
Return-to-Owners (Overall)	2,046	2,700	2,308	2,136	215	232
Trap-Neuter>Returns	975	1,000	901	601	77	120
Animals Fostered	2,075	2,000	1,619	1,190	116	107
Volunteer Hours	13,592	14,000	11,666	12,213	1,281	1,378

ADMINISTRATION/OTHER

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	June Total	July Total
FY 2014 Budget	\$11.04 M	\$11.26 M	\$9.447 M	\$9.589 M		
Media Interactions	794	450	375	690	108	55

* Information is pending from partners. License YTD Total includes through the end of June ONLY.

**This statistic represents cases that have actually been deemed and designated as aggressive/dangerous.

***This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution.



City of San Antonio
Animal Care Services Department

**Advisory Board Inspection Checklist
– Brackenridge Facility–**

Advisory Board Member Name: Mona Thaxton, Rita Braeutigam

Date of Inspection: June 10, 2014 **Time of Inspection:** _____

PAUL JOLLY CENTER FOR PET ADOPTIONS & PETCO PAVILION

General	YES	NO
Pavilion event calendar utilized and current	X	
Adequate level of staffing provided ensuring satisfactory level of pet care and customer service. Staff is attentive and friendly to all customers.	X	

Main Lobby/Reception Area	Excellent	Good	Fair	Poor
All Customers greeted when they arrive		X		
Clean floors & windows	X			
Proper signage in place	X			
Reception area neat & orderly	X			
Men's restroom clean and stocked	---			
Women's restroom clean and stocked	X			

Comments/Actions Needed

Cattery	Excellent	Good	Fair	Poor
Staff is friendly and attentive to all customers	X			
Hand sanitizer available		X		
Clean floors & windows	X			
Cages & cage doors are clean	X			
All cages are cleaned & sanitized between occupants	X			
Clean litter boxes	X			
Daily cleaning is complete before facility opens to public	X			
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	X			
There are no offensive odors	X			
Fresh food & water in each occupied cage	X			
Each cage with cat has correct kennel card	X			
Toys available	X			
Humane number of cats/kittens in each cage	X			

Comments/Actions Needed

Break Room	Excellent	Good	Fair	Poor
Clean floors & counter-tops	X			
Food storage area neatly stocked	X			
Men's restroom clean & stocked	--			
Women's restroom clean & stocked	X			
Sinks clean and free of "caked-on" debris	X			
Comments/Actions Needed				
Back Deck/Heritage Tree Garden	Excellent	Good	Fair	Poor
Deck is clean & free of debris	X			
Garden area free of feces	X			
Comments/Actions Needed				
Puppy Room	Excellent	Good	Fair	Poor
Hand sanitizer available		X		
Clean floors & windows	X			
Cages and cage doors are clean	X			
Clean newspaper in cages	X			
Fresh water in each occupied cage	X			
Daily cleaning is complete before facility opens to public	X			
There are no offensive odors	X			
Each cage with puppy has correct kennel card	X			
Toys & bedding available	X			
Sink area is clean and free of debris	X			
Humane number of puppies in each cage/run	X			
Comments/Actions Needed				
Work Room	Excellent	Good	Fair	Poor
Clean floors & counter-tops		X		
Washer & Dryer in working condition	X			
Dishwasher in working condition	X			
Sinks, tubs and tables clean and free of "caked-on" debris	X			
Storage area neat and orderly				
Cleaning equipment and chemicals are properly stored	X			
Comments/Actions Needed				

Indoor Dog Runs	Excellent	Good	Fair	Poor
Hand sanitizer available		X		
Clean floors and windows	X			
Kennel guillotine doors are clean	X			
Kennel runs are free of feces and urine	X			
Humane number of dogs in each cage	X			
Each kennel has correct kennel card			X	
There is variety in the dogs available for adoption		X		
There are no offensive odors	X			
All occupied runs have fresh water	X			
Drains free of debris	X			
Runs have proper bedding & toys available		X		
Food storage area clean and neatly stocked	X			
Aisles are free of debris or safety hazards	X			
Comments/Actions Needed				
Outdoor Dog Runs	Excellent	Good	Fair	Poor
Outdoor Dog Runs	X			
Clean floors and windows	X			
Kennel guillotine doors are clean	X			
Kennel runs are free of feces and urine	X			
Humane number of dogs in each cage	X			
Drains free of debris	X			
Aisles are free of debris or safety hazards			X	
Comments/Actions Needed				
cleaning equipment left unattended by outside runs, small area wet around it				
Outdoor Play Yards	Excellent	Good	Fair	Poor
Clean and free of fecal matter	X			
Doors to the play yards operate properly	X			
Comments/Actions Needed				
THESE AREAS DEFINITELY NEED CLOTH SHADES OVERHEAD				
Exterior Grooming/Driveway/Mechanical Yard	Excellent	Good	Fair	Poor
Cages and cage doors are clean	X			
Clean newspaper in cages	X			
Fresh food and water in each occupied cage	X			
Each cage with puppy has correct kennel card	X			
Humane number of puppies in each cage/run	X			
Bathing sink is clean and free of debris	X			
Trash dumpster not overflowing	X			
Intake area floor clean and free of debris	X			
Comments/Actions Needed				

Pavilion	Excellent	Good	Fair	Poor
Clean floors	X			
Fencing and doors around pavilion in working order	X			
Fans and outside lights in working order	X			
Comments/Actions Needed				
General Premises	Excellent	Good	Fair	Poor
Landscaped area free of feces	X			
Dog waste stations stocked	X			
Trash receptacles not overflowing	X			
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes				X
Comments/Actions Needed				
<p>City needs to do better job of landscape maintenance; beds at Paul Jolly Center entrance needed weeding and irrigation system not doing its job. Weeds apparent on approach from parking lot and between Center building and pavilion</p>				

Additional Notes:

_____ Overall the impression was excellent with the exception of the landscaping issue. We also noticed that the air exchange system is still being manipulated for best results, but noticed that the interior doors which were designed to be kept closed for best exchange/temperature management were propped open; staff reported that situation under investigation with appropriate parties. _____

PETCO SPAY + NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Excellent	Good	Fair	Poor
All Customers greeted when they arrive	X			
Clean floors & windows	X			
Proper signage in place	X			
Reception area neat & orderly	X			
Men's restroom clean and stocked	--			
Women's restroom clean and stocked	--			
Comments/Actions Needed				
* SURGERIES IN PROGRESS WHEN WE VISITED; INTERIOR AREA NOT INSPECTED THIS DATE.				
Cat Holding Area	Excellent	Good	Fair	Poor
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Fresh newspaper in each cage				
There are no offensive odors				
Each cage with cat has correct kennel card				
Any post-surgery cats are being recovered properly				
Comments/Actions Needed				
Dog Holding Area (Right)	Excellent	Good	Fair	Poor
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Fresh newspaper in each cage				
There are no offensive odors				
Each cage with dog has correct kennel card				
Any post-surgery dogs are being recovered properly				
Sink area is clean and free of debris				
Comments/Actions Needed				
Prep Area	Excellent	Good	Fair	Poor
Staff are wearing proper medical attire to include gloves & medical masks				
Prep sinks are in working order, clean, and free of debris				
Medical equipment are in working order and clean				
Controlled Medical Drugs are properly secured				
Clean floors and tables				
There are no offensive odors				
Comments/Actions Needed				

Surgery Suite	Excellent	Good	Fair	Poor
Staff are wearing proper medical attire to include gloves & medical masks				
Medical equipment are in working order and clean				
Fresh surgery packs are used for each pet				
Pets are properly sedated, and secured to surgery table				
Clean floors and tables				
Comments/Actions Needed				
Dog Holding Area (Left)	Excellent	Good	Fair	Poor
Cages & cage doors are clean				
All cages are cleaned & sanitized between occupants				
Fresh newspaper in each cage				
There are no offensive odors				
Each cage with dog has correct kennel card				
Any post-surgery dogs are being recovered properly				
Sink area is clean and free of debris				
Comments/Actions Needed				
Work Area	Excellent	Good	Fair	Poor
Work tables and cabinets are clean				
Medical equipment are in working order and clean				
Comments/Actions Needed				

Additional Notes:

_____ Follow up visit will be scheduled for time surgery not being conducted. _____



City of San Antonio
Animal Care Services Department

**Advisory Board Inspection Checklist
– 151 Main Campus –**

Advisory Board Member Name: Sallie Scott

Date of Inspection: 6-10-14

Time of Inspection: 4:00 – 6:30

Administration Building	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public	X			
Clean floors, windows, and doors	X			
Proper signage in place	X			
Reception area neat & orderly	X			
Floors are clear of safety hazards	X			
Every animal is being scanned upon intake				
Comments/Actions Needed				
Glad to see the Donation Box out again in front lobby. Loved the words put on the front windows of the main lobby seen from the outside. The front holder outside has great info.				
Clinic	Excellent	Good	Fair	Poor
Staff is courteous and informative to all members of the public as well as fosters	X			
Clean floors, doors, & windows Hand sanitizer available	X			
Back Kennel runs are free of feces and urine	X			
Exam tables are cleaned between animals receiving treatment or exams.				
Exam room washing station fully stocked with gloves	X			
Halls and walkways are free of debris and safety hazards	X			
Appropriate signage and kennel card on each occupied cage	X			
All cleaning tools are disinfected at the end of the day				
Recovery room washing station fully stocked with gloves	X			
Surgical room washing station fully stocked with gloves	X			
Any temporary holding cages outside clinic are clean	X			
Controlled substances stored in locked cabinet when not in use	X			
Surgical patients are recovered using proper protocol and recovery sheet	X			
The clinic building is in good repair	X			
Foot bath mats are filled with disinfectant				
Humane number of cats/kittens in each cage	X			
Comments/Actions Needed				
Talked briefly with the newest veterinarian on staff.				

Cattery (Building 5)	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public			X	
Cat cages are clean and disinfected	X			
Litter boxes are clean with no offensive odor	X			
All cages have fresh water	X			
All counter surfaces are clean	X			
Hand sanitizing stations are visible and full				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X			
Appropriate signage and kennel card on each occupied cage	X			
All cages are cleaned and sanitized between occupants	X			
Floor is free of debris or safety hazards	X			
Mops, buckets, and all other cleaning tools are disinfected at the end of the day				
Intake vaccinations recorded on each kennel card	X			
The Cattery building is in good repair	X			
Comments/Actions Needed				
Thermostat coming apart. First Aid Kit missing from wall. No hand sanitizer. Liked the sign, "Long ago cats were worshipped... They haven't forgotten" and "Cats rule and dogs drool."				
Outside Cattery	Excellent	Good	Fair	Poor
Litter boxes are clean with no offensive odor				
Fresh water is available				
Area is free of debris or safety hazards				
Appropriate signage and kennel card visible				
Comments/Actions Needed				

Dog Kennel (Building 4)	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public			X	
Kennel runs are free of feces and urine	X			
Fresh water in each occupied run	X			
Aisles are free of debris or safety hazards	X			
Appropriate signage and kennel card on each occupied cage	X			
Intake vaccinations recorded on each kennel card	X			
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				X
Drains free of debris	X			
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X			
Sinks and tubs are in working order, clean, and free of debris	X			
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper	X			
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows		X		
There is no offensive odor	X			
Kennel building and equipment are in good repair	X			
Comments/Actions Needed				
If you are at ACS in the middle of the day, you would know about things listed "at the end of a day" or "between animals" if it didn't happen while there. Also, I couldn't tell if cages were disinfected.				
Outdoor Sally Port Runs (Behind Bldg. 4)	Excellent	Good	Fair	Poor
Kennel runs are free of feces and urine	X			
Fresh water in each occupied run	X			
Area is free of debris or safety hazards	X			
Comments/Actions Needed				
Outdoor Exercise Yards	Excellent	Good	Fair	Poor
Clean and free of feces	X			
Play pools (if available) filled with fresh water				
Doors operate properly				
Waste stations are stocked				
Comments/Actions Needed				

Dog Kennel (Building 3)	Excellent	Good	Fair	Poor
Kennel runs are free of feces and urine	X			
Fresh water in each occupied run	X			
Aisles are free of debris or safety hazards	X			
Appropriate signage and kennel card on each occupied cage	X			
Intake vaccinations recorded on each kennel card	X			
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	X			
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				X
Drains free of debris	X			
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X			
Sinks and tubs are in working order, clean, and free of debris	X			
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	X			
Stainless steel cages are clean and have fresh newspaper	X			
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows	X			
There is no offensive odor	X			
Kennel building and equipment are in good repair	X			
Comments/Actions Needed				
Wysiwash, where it runs down the walls looks bad. Like the signs "Today I feel . . ." I didn't see any "broken" drains in any of the buildings.				
Outdoor Sally Port Runs (Behind Bldg. 3)	Excellent	Good	Fair	Poor
Kennel runs are free of feces and urine	X			
Fresh water in each occupied run	X			
Area is free of debris or safety hazards	X			
Comments/Actions Needed				

Dog Kennel (Building 2)	Excellent	Good	Fair	Poor
Kennel runs are free of feces and urine	X			
Fresh water in each occupied run	X			
Aisles are free of debris or safety hazards	X			
Appropriate signage and kennel card on each occupied cage	X			
Intake vaccinations recorded on each kennel card	X			
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	X			
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				X
Drains free of debris	X			
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X			
Sinks and tubs are in working order, clean, and free of debris	X			
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	X			
Stainless steel cages are clean and have fresh newspaper	X			
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows	X			
There is no offensive odor	X			
Kennel building and equipment are in good repair	X			
Comments/Actions Needed				
Phillip was very nice. He pointed out that the front door was on a timer and that it locked too early. Wysiwash, where it runs down the wall looks bad. Beige walls in front need refreshing paint. There were nine rabbits in the back.				
Outdoor Sally Port Runs (Behind Bldg. 2)	Excellent	Good	Fair	Poor
Kennel runs are free of feces and urine	X			
Fresh water in each occupied run	X			
Area is free of debris or safety hazards	X			
Comments/Actions Needed				

EBI Building	Excellent	Good	Fair	Poor
Kennel runs are free of feces or urine	X			
Incinerator in proper working condition	X told			
Enough receptacles for remains	X			
All remains are either in receptacle or in cooler	X			
Remains not to be incinerated properly labeled in cooler	X			
Halls and walkways are free of debris or safety hazards	X			
Appropriate signage and kennel card on each occupied cage	X			
Every animal scanned for microchip prior to euthanasia				
Controlled substances stored in locked cabinet when not in use	X			
EBI room a quiet environment for animals				
All surfaces are clean and free of unnecessary clutter	X			
Cats euthanized by IP injection and kept in quiet location pre and post injection				
EBI room is clean and free of odor	X			
Mops, buckets, and all other cleaning tools are disinfected at the end of the day				
Foot bath mats are filled with disinfectant				
EBI building and equipment in good repair	X			
Comments/Actions Needed				
Wash Bay/Laundry	Excellent	Good	Fair	Poor
Laundry area orderly and fully stocked				
ACO Trucks are washed and sanitized after unloading	none there			
Area is free of debris or safety hazards	X			
Comments/Actions Needed				

Building 1	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public				X
Kennel runs are free of feces and urine			X	
Fresh water in each occupied run	X			
Aisles are free of debris or safety hazards	X			
Appropriate signage and kennel card on each occupied cage	X			
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris	X			
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X			
Sinks and tubs are in working order, clean, and free of debris	X			
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper	X			
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows	X			
There is no offensive odor	X			
Kennel building and equipment are in good repair	X			
Comments/Actions Needed				
Staff needs to acknowledge visitors.				
Outdoor Exercise Yards (Next to Building 1)	Excellent	Good	Fair	Poor
Clean and free of feces	N/A			
Play pools (if available) filled with fresh water				
Doors operate properly				
Waste stations are stocked				
Comments/Actions Needed				
Outside facing other buildings was messy with box opened but box and wrapping left. Other stuff was left out. Hose was left out with water dripping. Cages in front outside building were in direct sunlight and the dogs couldn't get out of the sun in two of the cages. See pictures.				

Annex Building	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public	No one there			
Training Rooms are clean and orderly	X			
Lobby is clean and orderly	X			
Men's restroom is clean and stocked				
Women's restroom is clean and stocked			X	
Comments/Actions Needed				
Jeanne Saadi needs a storage place to keep the donated things as it looks messy in the Annex.				
General Premises	Excellent	Good	Fair	Poor
Landscaped area free of feces	X			
Doors to agility area are operational and free of feces	X			
Dog waste stations stocked	X			
Trash receptacles not overflowing	X			
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes				CRABBY
Comments/Actions Needed				
Grounds really need help. The red bushes were pretty.				

Additional Notes:

Agility equipment was being used. At entrance from handicapped places, the piece between two of the cement sidewalk was coming up. There are splotches on the front of the building as you walk along in front. The place is showing wear and tear. Field Office building looked good and had the chance to meet Mr. Shannon Sims, who is a great addition to staff. Didn't ask if each building had a scanner. They usually have had one as a safety net. Paw Prints on the cement sure are great to have, but they need to be repainted. With paint coming off, the grounds look unkempt. Liked evacuation map in buildings and MSDS sheets available. There were no animals in the outside areas.