



Progressive Animal Control

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Interim Chief Animal Services Officer

Engagement-based animal control programs:

- Support a community lifesaving ethic
- Positively affect lifesaving within the shelter
- Promote and enhance public safety
- Effectively address neglectful situations



The Philosophy

Professional animal control programs can promote and enhance animal welfare

Council Mandate

Austin's 34-point No Kill Implementation Plan
and how does animal control support ethic



A young boy with dark hair, wearing a grey t-shirt with red lettering, is smiling and hugging a brown dog. The dog is wearing a blue collar. The background is a grey, textured surface.

Program Restructure

Prioritizing around what is
important



Creating the Culture

Meeting residents where they are at

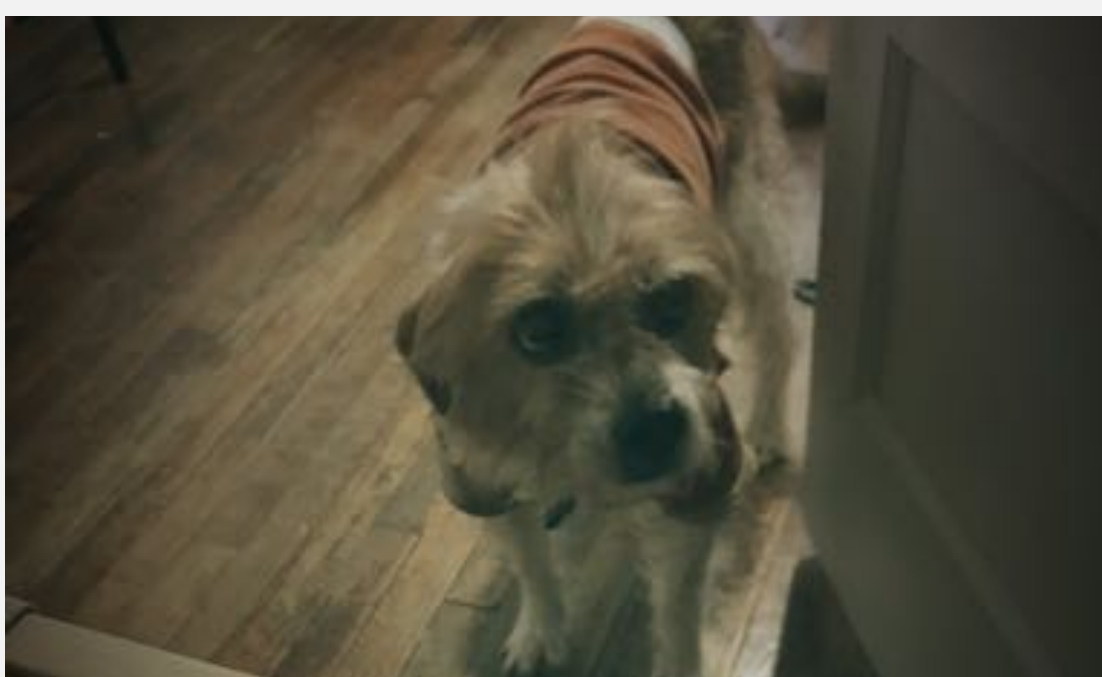
Empower animal control officers to identify and resolve root cause of issue when possible

- Hire for people skills
- Make it easy for officers to connect community members with resources
- Eliminate unnecessary internal barriers



Build Positive Relationships

Understand purpose of interactions, policies, and processes




Measuring Success

Use data in a meaningful way to maximize
lifesaving

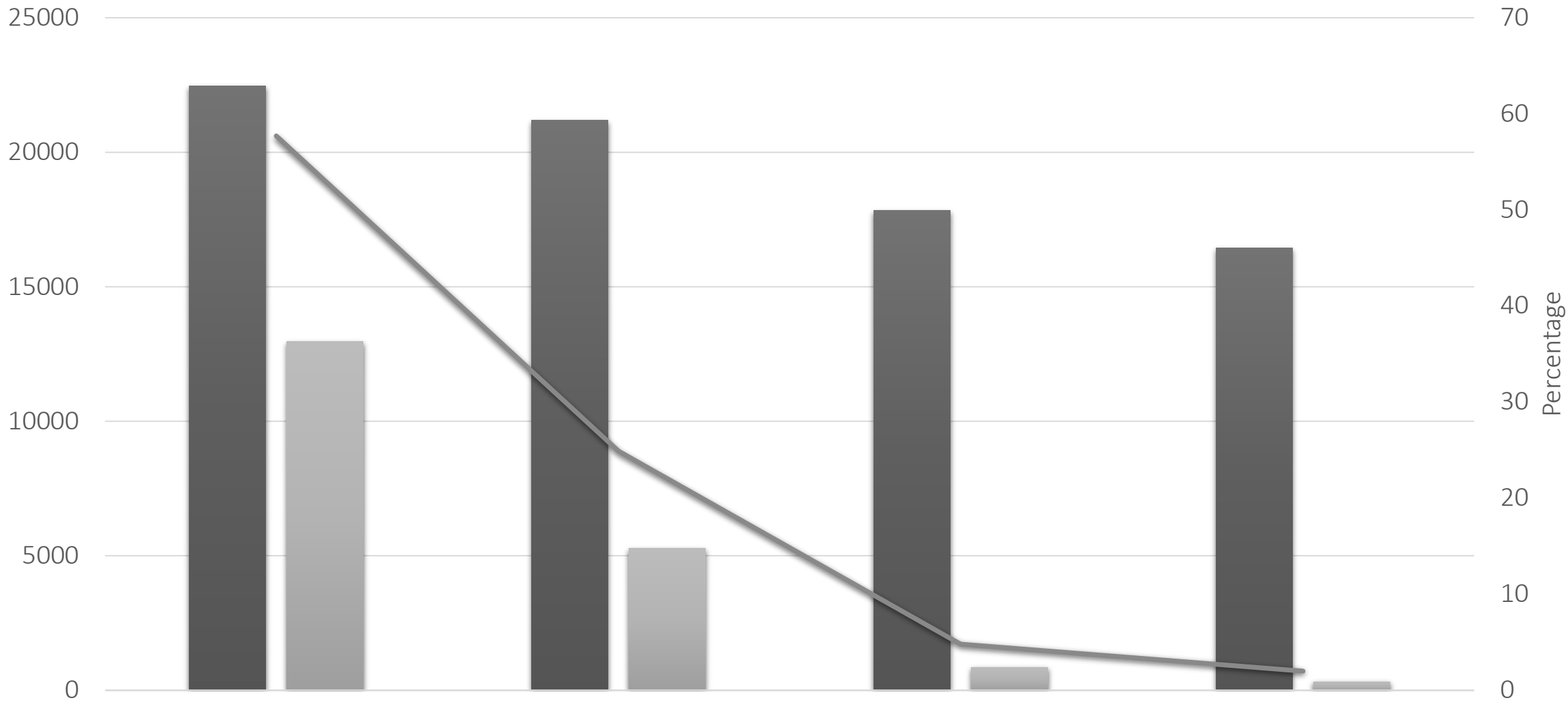
Consider whether to measure
output or impact

- Successfully diverted intake
- Time spent on engagement activities in the field
- Successful resolution of neglect and repetitive nuisance complaints



Language Matters

Affirming a lifesaving culture
through word choice



■ Intake ■ Euth — % Euth



Thank You

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