

Phase 1 ACS Staff Survey Results

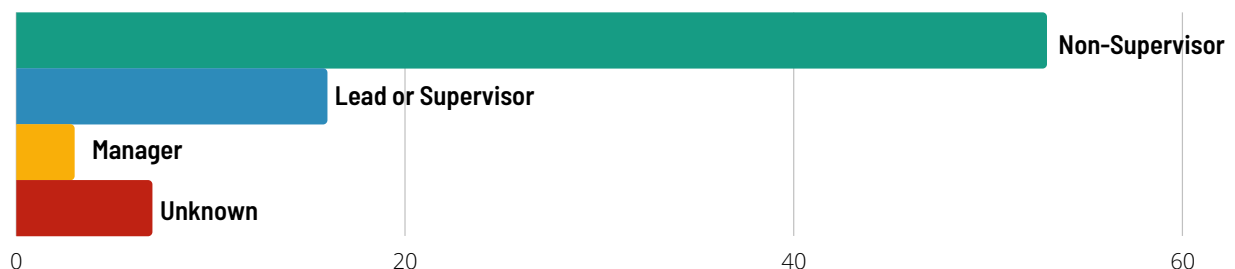
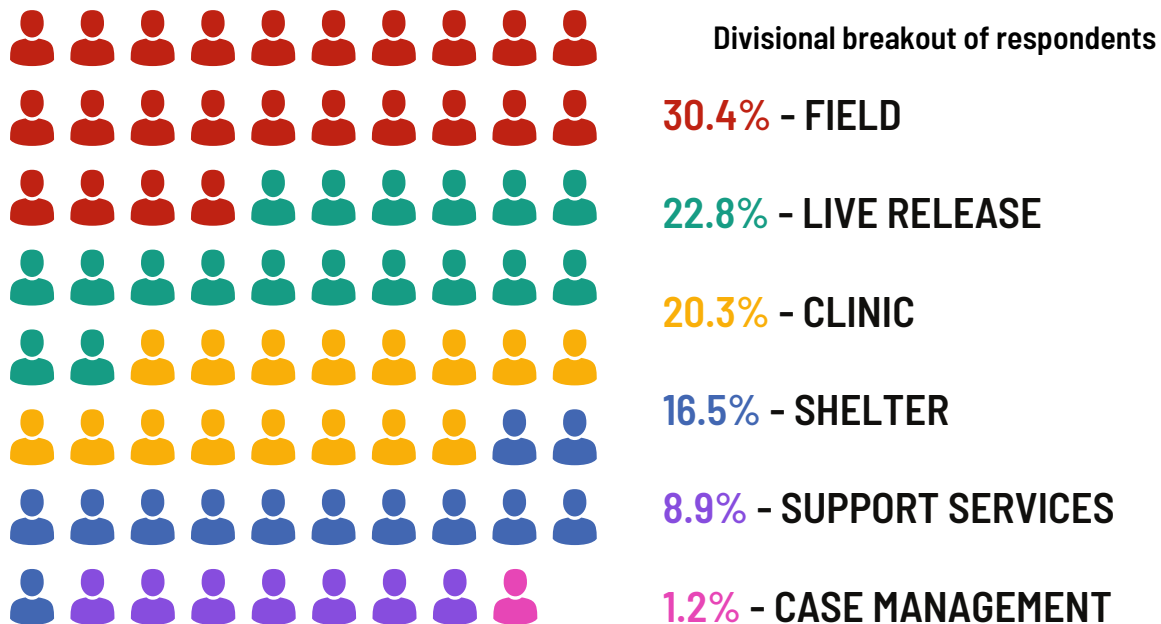


Background

As part of Phase 1 in developing the new ACS Strategic Plan, ACS staff was asked to provide input in the form of an online survey. This survey sought to gain insights from the "boots on the ground" on where ACS is right now, where ACS should be in the future, and how we will get there. The survey was released on February 8, 2022 and remained open for 2 weeks. Staff at all levels of the organization were encouraged to make their voice heard to help shape the future of ACS and contribute to specific, large-scale goals that will help progress ACS as an organization.

Who Responded?

The survey received a total of 79 responses across all divisions and levels of the organization.



ACS Staff Survey Results Summary



Staff are happy with:



CAMPUS IMPROVEMENTS



CARE PROVIDED TO ACS PETS



LIVE RELEASE EFFORTS

Staff are struggling with:

SHORT STAFFING & MORALE

POORLY FUNCTIONING TECH/
EQUIPMENT

LACK OF COHESION BETWEEN
DIVISIONS

COMMUNICATION AT ALL
LEVELS

LACK OF KENNEL SPACE/
OVERCROWDING

56%

OF STAFF RESPONDED
TO THE SURVEY

Staff believe ACS could improve how it serves the community:



EDUCATION & OUTREACH

Staff recommended improved education on a range of topics, including new and existing laws/ordinances, pet wellness information, and new adopter resources, as well as having more "boots-on-the-ground" outreach through community events, block walks, and district officers.



ACCESS TO FREE/LOW-COST RESOURCES

Staff recommended providing more resources (tethers, dog houses, etc.) and access to services (vet care, vaccines, microchips, etc.) to low-income communities.



SPAY/NEUTER EFFORTS

Staff recommended continued investment in subsidized spay/neuter surgeries and mandatory sterilization for pets being reclaimed.



TRAINING CLASSES

Staff recommended a wide variety of training, including adoption classes for new adopters, training for dog bite owners to prevent future bites, and proactive socialization/obedience training to prevent owner surrenders due to behavioral problems.



COHESIVE GOAL

Staff recommended a cohesive, overarching goal for the department as a whole to prevent the divisions from working against each other in pursuit of their own separate goals and to provide guidance and direction for their work.