



# ANIMAL CARE SERVICES PUBLIC INPUT SURVEY

As part of Phase 1 in developing a new strategic plan, Animal Care Services (ACS) asked the community to provide input in the form of a survey, which was made available online, in-person at 12 community locations, and in-person at the ACS campus. The survey was open from March 25 through April 17, 2022. Residents were encouraged to make their voices heard to help shape the future of ACS and contribute to specific, large-scale goals that will help progress ACS as an organization.

TOTAL PARTICIPANTS

**3,125**

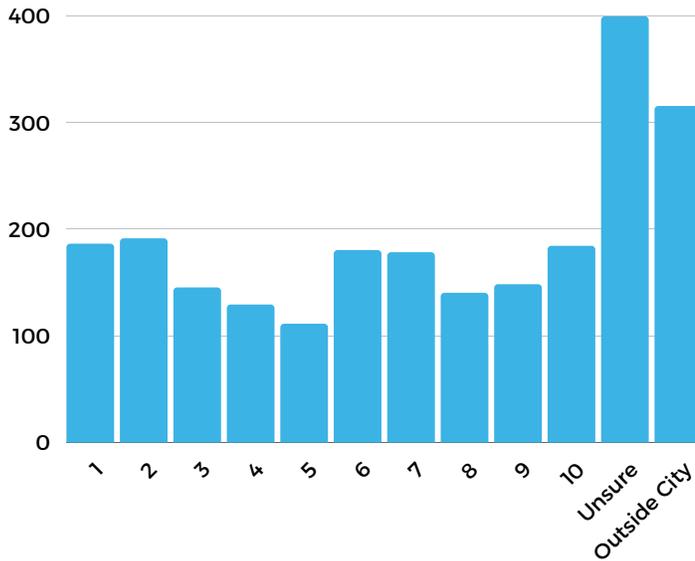
TAKEN ONLINE

**87%**

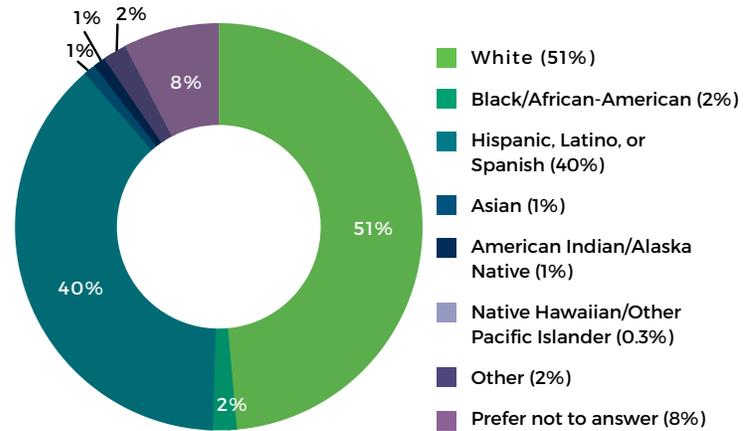
TAKEN IN-PERSON

**13%**

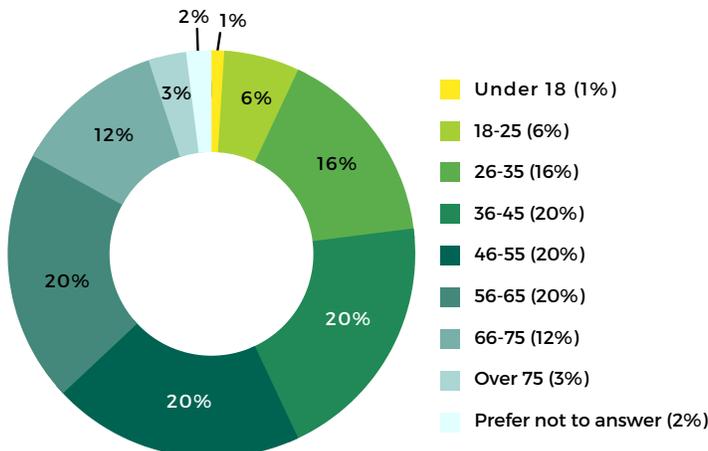
PARTICIPANTS BY COUNCIL DISTRICT



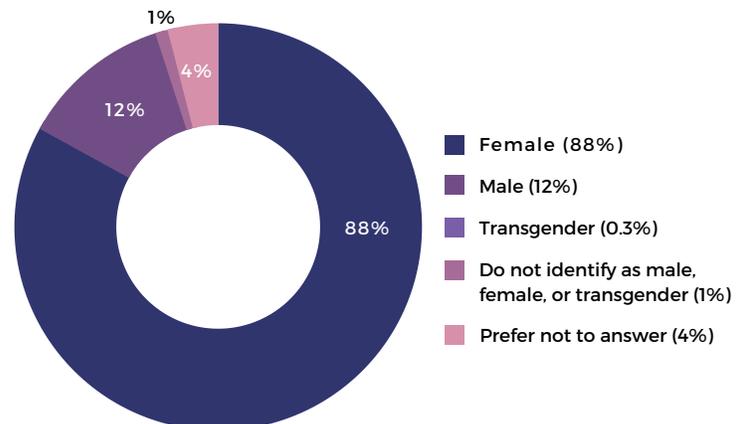
PARTICIPANTS BY RACE/ETHNICITY



PARTICIPANTS BY AGE



PARTICIPANTS BY GENDER



\*Each demographic question had 800-850 participants who did not respond.

# SURVEY RESULTS



## TOP RANKED ACS-RELATED PRIORITIES

1

**CONTROLLING ANIMAL OVERPOPULATION THROUGH SPAY/NEUTER**

2

**ENFORCEMENT OF ANIMAL-RELATED LAWS**

3

**INCREASING THE LIVE RELEASE RATE/FINDING PLACEMENT FOR PETS IMPOUNDED AT ACS**



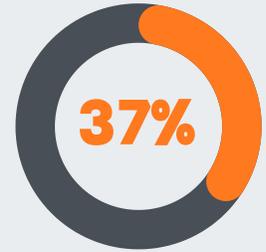
## PERCENT OF RESPONDENTS WHO ANSWERED "AGREE" OR "STRONGLY AGREE"



I'm happy with the level of service ACS provides

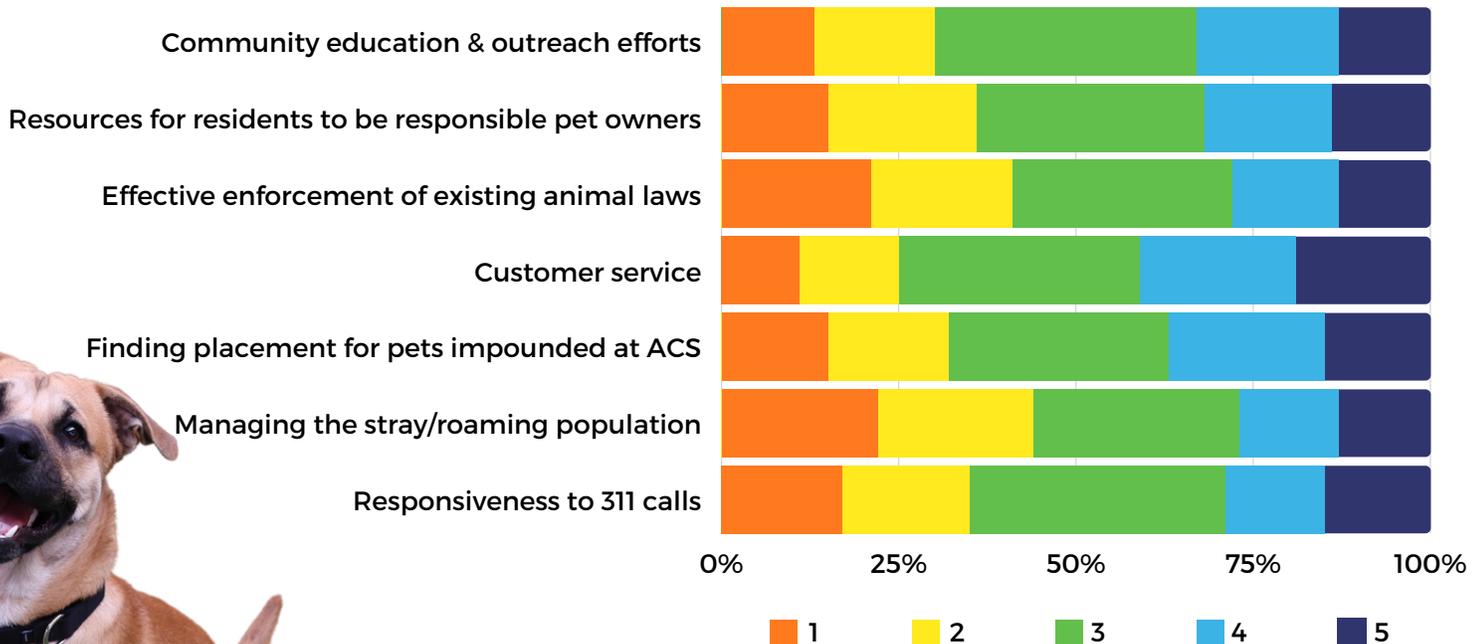


I feel knowledgeable on the City's animal-related laws



I view ACS as an educational resource when it comes to my pet

## ACS ACTIVITIES GRADED ON A SCALE OF 1-5 (WITH 5 BEING THE HIGHEST)



# SURVEY RESULTS



## "WHAT ELSE DO YOU THINK WE SHOULD CONSIDER AS WE DEVELOP A NEW STRATEGIC PLAN?"

The above question was asked in an open comment format. Participants left approximately **1,200** comments for this question. Below is a summary of those comments and suggestions.

30% of comments mentioned

## SPAY/NEUTER

Consistent with the top rated priority, more comments mentioned spay/neuter than any other ACS-related activity.

Respondents want to see increased access to **free and low-cost spay/neuter options**, as well as:

- More spay/neuter locations and assistance with transportation
- Expansion of TNR programs, with less obstacles to sterilize stray/feral cats
- Mobile spay/neuter clinics

Respondents also want the following in regards to spay/neuter:

- Mandatory spay/neuter laws, with allowable exceptions
- Sterilization of roaming pets before being reclaimed by their owners
- Education on the importance of spay/neuter



Almost 200 comments mentioned

## EDUCATION

Many respondents believe education is critical in moving ACS forward and should be considered in the development of the strategic plan. Comments specifically mentioned:

- Educating the public on how to be responsible pet owners
- Educating children and encouraging responsible pet ownership in schools
- Required classes/training for adopters on pet owner responsibilities
- Informing the public on ways they can help improve animal welfare in SA
- Publicizing ACS services and community resources
- Educating the public on animal-related laws
- Educating the public on the importance of spay/neuter
- Providing "boots on the ground" outreach in the community



