



ACTS
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info@aco-acts.com

Dear Animal Control Professional,

Thank you for your inquiry into the Animal Control Training Services (ACTS) evaluation process. The attached information details the benefits of an ACTS evaluation.

The ACTS evaluation team is made up of members who are actively engaged in the animal control field. They are experienced and knowledgeable in all aspects of the profession. Their years of direct involvement in animal control are of great benefit to the evaluation process. Our goal is to support your agency with the development of Animal Control Officers and Field Services through training, certification and consultation, with an increased focus on professional service and officer safety.

All program evaluations are assessed a minimum charge based on the size of the agency, plus expenses. Once ACTS appraises the depth of the study, ACTS will submit a detailed, written proposal outlining all commitments required by both the contracting agency and ACTS.

Please look over the enclosed material. I hope that it will assist you in the decision making process. Feel free to contact me at 913-515-0080 if you have any further questions or comments.

Sincerely,

John Mays

John Mays
Animal Control Training Services

Jeffrey Clemens

Jeffrey Clemens
Animal Control Training Services

What Will ACTS Evaluate?

The team's report will include, but is not limited to, the following:

A. FIELD

1. Vehicles
 - (a) appearance
 - (b) type
 - (c) identification
2. Communications
 - (a) radios
 - (b) dispatch
 - (c) procedures
3. Uniforms
 - (a) required
 - (b) written regulations
4. Equipment
 - (a) capture
 - (b) safety
5. Record Keeping
 - (a) in the field
 - (b) fee collection
6. Dangerous/Wild/Livestock
 - (a) dangerous dogs
 - (b) wild animal problems
 - (c) astray livestock
7. Citations
 - (a) issuance
 - (b) review process
8. Investigation Procedures
 - (a) case preparation
 - (b) report writing

B. COURT

1. Preparation
2. Appearance

C. TRAINING

1. Internal
2. External

D. ADMINISTRATION

1. Resources
2. Chain of Command
3. Public Relations

E. COMMUNITY RELATIONS

1. Programs
2. Volunteers

F. SHELTER

1. Facility construction
 - (a) materials used
 - (b) use of space
 - (c) traffic patterns
 - (d) disease control
 - (e) lighting
 - (f) public access areas
 - (g) storage areas
 - (h) security
 - (i) office area and resources
2. Operations
 - (a) sanitation
 - (b) air exchange
 - (c) record accountability
 - (1) calls for services
 - (2) for tracking animals
 - (3) finances
 - (d) policies and procedures
 - (1) current
 - (2) valid
 - (3) written
 - (e) euthanasia
 - (1) methods
 - (2) safety
 - (3) humane
 - (f) adoptions
 - (1) counseling
 - (2) spay/neuter

ACTS Background and Capabilities

Animal Control Training Services is a limited liability company of the State of Kansas. The company was founded to provide for the development of Animal Control Officers and Field Services through training, certification and consultation, with an increased focus on officer safety and professional service.

Team members utilized in the evaluation process are currently engaged in the animal control profession. They have well-earned reputations for managing effective programs and understand government responsibilities and limitations. In view of the staff's practical experience in animal control, as lecturers on a nationwide level and as consultants, ACTS provides a full spectrum of services for non-profit and government agencies.

All ACTS evaluations are confidential with a written report given only to the contracting agency. Media contact, or the release of the report to additional individuals or agencies, is at the discretion of the contracting agency.

References

ACTS lead evaluator has participated in the assessment surveys listed below:

Maricopa County Animal Control
Phoenix, AZ

City of Farmers Branch
Farmers Branch, TX

Austin/Travis Co. Animal Services
Austin, TX

Animal Licensing & Placement
Anchorage, AK

City of Reno Animal Control
Reno, NV

Mat-Su Borough Animal Control
Wasilla, AK

Richland Co. Animal Control
Columbia, SC

Kent Co. Animal Control
Grand Rapids, MI

Nebraska Humane Society
Omaha, NE

Metro Animal Control
Nashville, TN

City of Chattanooga
Chattanooga, TN

Cumberland Co. Animal Control
Fayetteville, NC

Clark Co. Animal Control
Las Vegas, NV

Yucca Valley Animal Services
Yucca Valley, CA

City of Nashville
Nashville, TN

Broken Arrow Animal Control
Broken Arrow, OK

City of Clarksville
Clarksville, TN

Multnomah County Animal Control
Portland, OR

City of West Memphis
West Memphis, AR

Animal Services Division
Rockville, MD

City of Los Alamos
Los Alamos, NM

Department of Animal Services
Covington, LA

City of Dubuque
Dubuque, IA

Tangipahoa Parish Animal Control
Amite, LA

City of Houston
Houston, TX

Memphis Animal Shelter
Memphis, TN

City of Henderson
Henderson, KY

Little Rock Animal Services
Little Rock, AR

References

Pueblo City/Co. Animal Control
Pueblo, CO

County of Hawaii
Hilo, HI

County of Rockland
New City, NY

Augusta-Richmond Co. Animal Control
Augusta, GA

Animal Care Services Division
San Antonio, TX

City of Birmingham
Birmingham, AL

Henderson Co. Animal Control
Hendersonville, NC

Martin Co. Animal Care & Control
Stuart, FL

Collier Co. Animal Services
Naples, FL

Caddo Parish Animal Control
Shreveport, LA

Kalamazoo Co. Animal Control
Kalamazoo, MI

Hutchinson Animal Control
Hutchinson, KS

Plano Animal Services
Plano, TX

Summit Co. Animal Control
Cuyahoga Falls, OH

Coconino Humane Association
Flagstaff, AZ

Evansville Animal Control
Evansville, IN

DuPage County Animal Care & Control
Wheaton, IL

Pima Animal Care Center
Tucson, AZ

Humane Society Pikes Peak Region
Colorado Springs, CO

Summit Co. Animal Control
Cuyahoga Falls, OH

Vincennes Pet Port
Vincennes, IN

Cedar Rapids Animal Control
Cedar Rapids, IA

Edmond Animal Welfare Unit
Edmond, OK

Broken Arrow Animal Control
Broken Arrow, OK

Broward Co. Animal Care & Regulation
Fort Lauderdale, FL

Approach to the Study

The following areas will be reviewed within your agency:

- An examination of the department structure, organizational hierarchy, and command structure. Identify strengths, weaknesses and community perspectives of the current structure, morale and effectiveness.
- An evaluation of the current deployment of resources (budget, equipment, facilities and staffing) and suggested productivity improvements.
- A specific review of the scheduling and coverage requirements for the agency.
- A review of field operations, including vehicles, communications, uniforms, equipment, record keeping, enforcement and investigation procedures.
- An examination of training for staff members and their supervisors.
- Analysis of current overall operations and suggested ways of improving productivity and efficiency.
- A review of court preparation and appearance of those involved.
- An analysis of the adequacy of current levels of office automation, communication and computer support systems.
- An examination of shelter operations, including facility construction, operations, record accountability, injured animal protocol, policies and procedures, euthanasia and adoptions.
- Examination of the effectiveness of community relations, i.e., programs, volunteers, etc.
- An analysis of the mission statement for the agency and examination of the policies, procedures and workplans for each major function.

When requesting a quote for our services, please provide the following additional information:

- Current Staffing Levels
- Number of Animal Holding Facilities
- Field Responsibilities
- Area of Coverage Served
- Population of Area Served
- Number of Contractual Agencies

What Does It Cost?

All program evaluations are assessed a minimum charge based upon the size of the agency and the scope of the review, plus expenses. Once ACTS appraises the depth of the study, ACTS will submit a detailed, written proposal outlining all commitments required by both the contracting agency and ACTS.