



MEMORANDUM

TO: Mayor and Council Members

FROM: Don Bland, Chief Animal Services Officer *Don Bland*

THROUGH: Stephanie Hayden-Howard, LMSW, Assistant City Manager

DATE: June 1, 2023

SUBJECT: **Austin Animal Shelter: Meet My Match Program**

To maximize limited resources and to find the best foster or adoptive homes for our shelter animals, the Austin Animal Center will launch a four-week pilot program called the “Meet My Match Program on June 4th, 2023.

On Wednesdays and Thursdays, from 11 a.m. to 3 p.m., the Austin Animal Center will be closed to the public so staff can focus on getting pets back home through reunification and matchmaking efforts. During this time, customer service staff will offer one-on-one, individualized online services to improve the adopter process and experience. Adoption appointments will be made with interested adopters. Customer Service and Pet Resource Center staff will use the time to focus on reuniting lost dogs with their owners.

The pilot program will be monitored and reviewed, and feedback will be collected from staff, adopters, and the community to assess its effectiveness.

The shelter will remain open to the public, hours will remain the same, except for Wednesdays and Thursdays.

Appointment hours:

Wednesday, Thursday – 11 a.m. to 3 p.m.

Shelter walk-in hours:

Wednesday, Thursday – 3 to 7 p.m.

Friday, Saturday, Sunday, Monday, Tuesday – 11 a.m. to 7 p.m.

If you have any questions, please contact me at 512-978-0521.

cc: Jesús Garza, Interim City Manager