MEMORANDUM

Date: April 21, 2022

To: The Honorable Chair and Members
   Pima County Board of Supervisors

From: Jan Lecher
       County Administrator

Re: Pima Animal Care Center Quarterly Report

Attached is Pima Animal Care Center’s (PACC) report for the first quarter of 2022. This report will be provided to the PACC Advisory Committee in May.

In the first quarter of 2022, PACC supported 5,711 pets and their people throughout the community while achieving a live release rate of 93.22 percent. There were 3,796 lost and surrendered pets entered the shelter with an additional 630 lost pets being sheltered in the community. Shelter intake increased 21 percent compared to the same time last year.

PACC’s community-centered sheltering continues to be a focus in an effort to keep Pima County residents together with their pets. PACC assisted 945 families in keeping their pets and sterilized and vaccinated 817 Community Cats during this reporting period. PACC’s foster and volunteer programs increased 70 percent and 23 percent, respectively.

Finally, PACC is appreciative of the lifesaving support it receives from the Board of Supervisors and our community.

JKL/dym

Attachment

c: Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer, Health and Community Services
    Monica Dangler, Director, Pima Animal Care Center
Community-Centered Sheltering

As PACC continues to operate at capacity and begins to enter our high intake months it is more important than ever that as a community we lean into Community-Centered Sheltering as a solution. This new way of doing business involves keeping pets in their community and with the families that love them through programs like Community Cats, Self-Supported Rehoming, Safety Net Fostering, and First 48 where finders of healthy, stray pets are encouraged to look for the family of pets for the first 48 hours before bringing them to the shelter.

Pet Support
The Pet Support Center provides resources to pet owners in need. The primary goal of Pet Support is to keep pets in homes with their owners. This last quarter, PACC assisted 1,500 families through this program with the majority of assistance being directed to owners seeking help to rehome their pets due to housing issues, financial struggles, and behavioral or medical concerns for the pet. Sixty-three percent of those pets were able to stay with their families or within their community after receiving resources to maintain the pet in the home or through self-supported rehoming options. One hundred and thirty-one pets needed veterinary care or funding support to keep their pets. The Keeping Families Together (KFT) program, funded through Friends of PACC, provided an average of $300 for each pet to receive the care they needed. The following chart depicts the number of calls received for services, exclusive of in-person and email requests.

Chart 1

Call For Services By Type
January-March 2022

<table>
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<tr>
<th>Call Categories</th>
<th>January-March 2022</th>
</tr>
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<tbody>
<tr>
<td>REHOMING</td>
<td>775</td>
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<tr>
<td>RESOURCES</td>
<td>422</td>
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<tr>
<td>EUTHANASIA</td>
<td>108</td>
</tr>
<tr>
<td>GENERAL QUESTIONS</td>
<td>199</td>
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</table>
**Pet Support Story –**

Taco’s owner, Gina, reached out to our Pet Support Center looking for help. Gina needed to go to the hospital but she was concerned about what would happen to Taco. Where would he go and who would care for him? “I was so worried about him. I wanted to make sure he was taken care of first”. Gina qualified to benefit from the Keeping Families Together fund to board Taco at one of Pet Support’s KFT partners while she sought the care she needed. Taco was transported to Little Foot Dog Grooming where Christina cared for him. Christina says “I was truly touched by Taco’s story. I am so proud to be a part of a program that helps people stay with their fur children”. Taco was happily reunited with Gina at the end of his stay. Taco is also partially paralyzed and Gina informed Pet Support that his wheelchair had been stolen several months ago. Pet Support was able to provide a brand new wheelchair for Taco so he could scoot around the house effortlessly.

![Taco with wheelchair](image)

**Community Cats**

Our Community Cat team in conjunction with the PACC Medical Clinic has increased our community’s spay and neuter efforts by bringing some sterilizations in-house. From January through March 2022 PACC sterilized in-house 817 Community Cats compared to 337 in 2021, which was a 142% increase.

PACC’s Community Cat team responded to over 650 emails, calls, and web inquiries this last quarter, and more than 500 traps were loaned out to individuals for Trap-Neuter-Release, sick/injured cats, and lost cats.
Community Cat Story –
A community cat was brought into the shelter earlier this year for medical care. During a review of the notes, we learned that there were approximately 30 other cats in the area. A follow-up call was made where it was learned that about 2 years ago, the family had started feeding a couple of stray cats that showed up. The cats quickly multiplied, and the family wasn’t aware of what resources were available to them. Paying full price for spay and neuter surgeries on all of these unowned cats was not within their budget, luckily the Community Cat Program had options available for them. The family was extremely grateful and thanked PACC profusely for the information. They were in later that week to borrow traps to catch the cats for trap-neuter-return, with surgeries performed at one of our outside clinic partners. Over half of the cats have been sterilized so far. PACC’s team will be further assisting with transport to get the remaining cats altered and vaccinated.

This story is not unique - hundreds of people from all over Pima County contact us every month, looking for compassionate solutions for cats in their neighborhoods. They are excited to get help, and we even end up with many repeat clients as they start to assist their friends, relatives, and coworkers with the cats in different parts of the county! One of the most common statements heard from people that use the Community Cat Program services is “This is such a wonderful program!” This has shown that the people in our community are eager to help with the outdoor cat population, as long as they have the resources to do so.

Animal Protection Services
The Pima County Animal Protection Services (APS) team received 4,362 calls for service from January through March 2022. Forty percent of calls received were priority one emergencies, which consist of:

- Bites
- Sick/Injured animals
- Law Enforcement assists (evictions, owner arrested, owner in the hospital, etc.)
- Public Safety threats (animals loose and acting aggressive).
- Rabies Exposures
- Neglect/Cruelty

APS Officers continued their efforts to provide support to our transient population by providing Greater Good backpacks supplied with food, treats, bowls, leashes, and booties. Over 100 Greater Good backpacks were handed out in January alone. With resources such as these, APS Officers helped keep animals with their families that love them.

![Officer Schope supplying Good backpack to family in need.](image)

**Licensing**

PACC’s licensing staff is now taking live calls from 10 am to 5 pm, Monday through Saturday to enhance the department’s interaction with the community. This last quarter, staff responded to more than 5,900 calls and emails.

We have seen a steady increase in licensing compliance since the inception of Docupet in August 2021 (Chart 2). An average of 69% of all licensing activities are now occurring online. From January through March 2022, licensing revenues totaled $409,000. We anticipate that licensing revenue will continue to grow as the team can streamline services and build a volunteer corps that assists with updating addresses and rabies information. In addition to increased revenues, we are anticipating a decrease in costs related to the mailing of renewal notices as more dog owners opt-in to licensing online.
**Medical Clinic**

PACC’s medical clinic performed 2,546 sterilization surgeries and 269 lifesaving surgeries this last quarter, which was a 41% increase in surgeries over last year.

PACC also held our 2nd Mega Trap-Neuter-Release (TNR) Event, Snip N’ Tip, March 18-20. The results were outstanding, sterilizing 547 Community Cats. In addition to sterilization, each cat was provided vaccinations, microchip, and ear tip. This community event was made possible thanks to PACC medical clinic staff and volunteers, 6 volunteer veterinarians, University of Arizona Shelter Medicine students, Pima Medical Institute, and Pima Joint Technical Education District (JTED), 7 Community Cat Coalition Partners, and donors.

One community member commented, “My cat was one of them. He was spraying everything!! I wouldn’t have been able to keep him otherwise.”
Shelter Operations

Shelter Intake and Outcomes
Nationally municipal shelters across the country are operating at capacity due to the number of pets entering shelters outpacing the number of pets that are leaving. This last quarter PACC saw a -5% variance between pets entering PACC and those leaving. (see Chart 3).

PACC implemented several initiatives to help curb the intake of healthy friendly pets. As previously mentioned “First 48”, is a plea to community members who find a healthy, friendly pet to first look for the pets owners before bringing the pet to the shelter. PACC’s data shows that 63% of found pets are found within a mile of their home and 16% are found within 400 feet. PACC also offers self-rehoming support for easy-to-place owned pets.

Of notable mention, PACC’s Live Release Rate (Live Outcome/Total Outcomes) was 93.22% for this last quarter despite the shelter being in Code Red status.

Chart 3

Pets Entering PACC vs. Pets Leaving PACC
January-March

Foster
Without the assistance of our community foster caregivers, PACC would not have achieved a 93% live release rate. Foster placements are critical to getting animals out of the shelter and marketing them to potential adopters. Today there are just over 1100 animals in temporary foster homes. The majority of pets in homes are adult dogs and animals with medical needs. In the first quarter of 2022, we have witnessed more animals going to foster homes than ever before (Chart 4).
Volunteers
548 PACC volunteers contributed 23,348 hours this last quarter assisting with dog walking, clinic tasks, cat care, community outreach, and so much more.

In addition to recurring volunteers, PACC’s Volunteer Team is supported by groups in the community looking for service opportunities that require no animal handling. These groups come from local schools, gyms, and businesses to assist the shelter with a variety of needs. In this first quarter of 2022, 18 volunteer groups have donated over 1,300 hours to PACC. Group activities range from helping clean up the APS yard, washing windows, bag dog food, and making beds and treats. We extend a huge thank you to our community partners who expressed interest in helping the shelter and we look forward to collaborating with more organizations.