MEMORANDUM

Date: June 23, 2022

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

From: Jan Lesher
County Administrator

Re: Pima Animal Care Center Bi-Monthly Report

Attached please find the most recent update from the Pima Animal Care Center (PACC), which will be shared with the PACC Advisory Committee at their July meeting.

During April and May 2022, PACC supported 3,784 pets and their people throughout Pima County while achieving a live release rate of 90.25%. Approximately 2,894 lost and surrendered pets were taken into the shelter with an additional 305 lost pets being sheltered in the community. Shelter intake increased 4.4% compared to the same time-period last year.

PACC’s community-centered sheltering continues to focus on keeping Pima County residents together with their pets. As part of this effort, we assisted 1,190 pets through free vaccine and microchip events and our foster program volume has increased 34% over the last year.

Finally, Pima County is deeply appreciative of the truly lifesaving support we receive from our volunteers who contribute more than 7,000 hours every month to PACC.

JKL/anc

Attachment

c: Francisco García, MD, MPH, Deputy County Administrator for Health & Community Services and Chief Medical Officer
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 (PSC) provides resources to pet owners in need. The primary goal of Pet Support is to keep pets in homes with their owners. In the last two months, PACC was able to divert 40% of all surrender calls to self-supported rehoming options, as well as assist 72 pets needing minor medical care stay in their homes with the Keeping Families Together (KFT) fund at a cost of $24,000. The KFT fund is made possible by Friends of PACC.

In addition, our Pet Support Center provided 58 pets with temporary foster homes through our Safety Net Foster program which offers short-term foster homes for pets of people in crisis.

Chart 1 below breakdowns call types received at our Pet Support Center.

Chart 1
Pet Support Story –
Max’s owner reached out to Pet Support near the end of March looking for help. Due to some unforeseen and unfortunate circumstances, she was suddenly left without a home. She had found shelter for herself but was not allowed to bring Max with her. She was worried she would be left with no choice but to surrender. Pet Support enrolled Max in Safety Net Foster and arranged to have Max transported on the owner’s behalf due to her not having access to a vehicle at the time. During his stay in Safety Net foster care, Max was neutered, vaccinated, and microchipped at no cost to the owner. They were happily reunited when the owner was ready on April 28th. Max was so excited to see her and there were happy tears all around. Safety Net relies heavily on rapid foster placement and is always seeking new fosters who wish to help pets and owners like this.

Community Cats
From April through May 2022 our Community Cat team responded to over 200 emails, calls, and web inquiries, loaned out 61 traps to individuals for Trap-Neuter-Release, sick/injured cats, and lost cats, and trapped and brought 51 to PACC for sterilization.

Community Cat Story –
Our Community Cat Program received a call from a former corrections officer and military veteran who had been caring for outdoor cats living near his house. His neighbor had recently passed away and had also been caring for cats outside of her own home. The cats she was caring for migrated over to his house and joined his crew. In early May, we provided traps and transported the cats to our vet clinic for spay/neuter surgeries. We found out that one of the cats had been in the neighborhood for 12 years! This resident was very grateful for the help and happy that he will see a decrease in the number of kittens being born each year. While helping out at his property, he stated, “Everyone used to call me the ‘can man’,” (he collects aluminum cans for recycling), “but now they call me the “cat man’!”
Animal Protection Services
The Pima County Animal Protection Services (APS) team completed 2,539 calls for service from April through May 2022. Of those calls, 1,267 of those were priority one emergencies. Priority one emergency calls 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

Officer Norman giving some cuddles to a puppy he rescued
Licensing
During April and May 2022, over 72% of all licensing activities occurred online through Docupet, and licensing revenues, including mail-in licenses, totaled $267,377. This was an increase in revenue of more than $10,000 compared to the same time period in 2021. Since February 2022, there has been an upward trend of licensing purchases directly through Docupet (Chart 2), moving us toward our goal of having nearly all licenses processed online.

Chart 2

Plans to increase licensing compliance throughout Pima County are underway with efforts to partner with local veterinarians. Later this summer, we will be asking veterinarians to simply attach a postcard provided by Docupet to every rabies certificate issued to their clients so the clients can easily complete the licensing process for their dogs online.

To streamline our adoption process, Licensing and Adoptions staff are working closely to cross-train staff so Adoptions counselors can finalize adoptions and encourage adopters to license their newly adopted dogs online instead of waiting in the Licensing line. This will speed up the process and wait times not only for Adoptions but for community members who are at the shelter to reclaim their lost pets. Similarly, Licensing has moved the pet reservation process online as well, which allows potential adopters to reserve a pet that is not yet available to the public, usually because the pet is on stray hold waiting for the owner to reclaim them.
Medical Clinic
PACC’s medical clinic performed 1,595 sterilization surgeries and 132 lifesaving surgeries in April and May, which was a 12% increase in surgeries over last year.

PACC held two mega, free vaccine clinics during this reporting period. On April 23rd, Kino Sports Complex hosted PACC where we were able to microchip and vaccinate 460 pets and microchip only an additional 160 dogs through our partnership with LovePup Foundation.

On May 7-8th, PACC was hosted by Pascua Yaqui Tribe at Hohokam Middle School for 1,000 free vaccines and microchips for pets of indigeneous people. PACC microchipped and vaccinated 570 pets over the weekend and the additional vaccine was distributed for use on the Tohono O’odham Nation. This was made possible through a grant from Greater Good.

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

Vaccine Event at Hohokam Middle School

Shelter Operations

Shelter Intake and Outcomes
Each year we begin seeing a trend in April where more pets are entering the shelter than we are getting out, largely in part due to kitten season beginning. However, because PACC and shelters nationally have been at capacity for 18 months, space is more critical than ever. While PACC has seen our outcomes beginning to right size, we expect space issues will continue into the first of next year as it will take time to completely right size. This past April and May, PACC realized an -
11% variance which is a positive change compared to typical trends, however, it is estimated that PACC would need to get 106% of intake out in a current month to begin to stabilize. (see Chart 3).

**Chart 3**

![Pets Entering PACC vs Pets Leaving PACC](chart3.png)

**Foster**

Kitten season is here! Our community foster caregivers make it possible for us to save the tiniest of lives. Without them, PACC would not have achieved a 90.25% live release rate for April and May combined. Today there are just over 1300 animals in temporary foster homes. The majority of pets in homes are orphaned kittens or nursing moms and animals with medical needs. The number of pets going to foster have increased back to pre-pandemic levels (Chart 4).

**Chart 4**

![Pets Going To Foster](chart4.png)
Volunteers
618 PACC volunteers contributed 14,264 in April and May 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 April and May, 8 volunteer groups donated over 273 hours to PACC. Group activities range from helping clean up the APS yard, washing windows, bagging dog food and treats, and assembling dog beds. 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.

Volunteer Story-
Our volunteer team does so much more than care for pets. They invest their entire heart into PACC and our pets. Recently, a volunteer favorite, Mr. Darcy, who was living in the volunteer both for a break from the kennel, but also due to the space crisis, received unexpected news. His appetite began declining so our clinic team examined him and found he had a tumor on his spleen.

Of course, no one wants to see a pet not find a home, so we put out a Facebook plea for a fospice home where Mr. Darcy could spend his final days.

179 shares later and 60 comments from our Volunteer Team, one of our Volunteers, Sarah Hegmann, came to the rescue and took Mr. Darcy home. Since going to Sarah’s house Mr. Darcy has begun to bounce back and while we thought he had just a few short days left, he has now been in a home for a couple of weeks where he will be able to stay until he is ready to cross the rainbow bridge.