



---

# MEMORANDUM

---

Date: January 17, 2018

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

From: C.H. Huckelberry  
County Administrator

A handwritten signature in black ink, appearing to read "C.H. Huckelberry", is written over the typed name of the County Administrator.

Re: **2017 Pima Animal Care Center Annual Report**

On December 28, 2017, Phase 1 of the new Pima Animal Care Center (PACC) Facility opened to the public. This event culminated an exciting year for Pima County's animal welfare efforts, which have been the result of your leadership and stewarded by dedicated staff, volunteers and stakeholders in our community.

The completion of the first half of this new state-of-the-art facility represents a major milestone for Pima County and a major accomplishment in the humane treatment of companion animals in our community. This new facility is being built with bond resources at your direction and with the support of Pima County voters.

Along with the new facility, however, I am even more proud of the tremendous progress Pima County has made as an animal welfare organization. For this reason, I am pleased to share with you in the enclosed 2017 PACC Annual Report that documents the lifesaving work that represents the tremendous work of so many committed partners.

A few of our accomplishments include the following:

- More lives were saved in 2017 than ever before! The adjusted save rate was 91 percent, and the raw save rate (including pets surrendered for euthanasia) was 87 percent.
- 16,430 pets were taken to PACC, nearly 2,000 fewer than the previous year; a reduction directly attributable to Pima County's investment in low-cost spay/neuter programs including the community cat Trap Neuter Return program as well as the Pet Support Center's intake diversion program.
- 10,405 pets were adopted in 2017.
- 1,892 pets were returned to their homes and, while in the field, Animal Protection Officers returned an additional 85 dogs without taking those dogs to the shelter.

The Honorable Chairman and Members, Pima County Board of Supervisors  
Re: **2017 Pima Animal Care Center Annual Report**  
January 17, 2018  
Page 2

- 1,290 individual volunteers contributed 77,890 hours of service, and volunteer groups gave 1,678 hours; an equivalent to 38 full-time staff positions.
- 700 foster families housed 2,130 foster pets, an increase of more than 1,000 from the previous year.
- 88,400 pets were licensed in Pima County.
- PACC received numerous grants and awards from national organizations including \$570,000 from Maddie's Fund for a foster program expansion; \$250,000 from Petco Foundation to build community partnership programs; and \$100,000 from PetSmart Charities to fund the Pet Support Center.

CHH/mp

Enclosure

c: Jan Leshner, Chief Deputy County Administrator  
Dr. Francisco García, Assistant County Administrator  
Kristen Auerbach, Director, Pima Animal Care Center

# 20

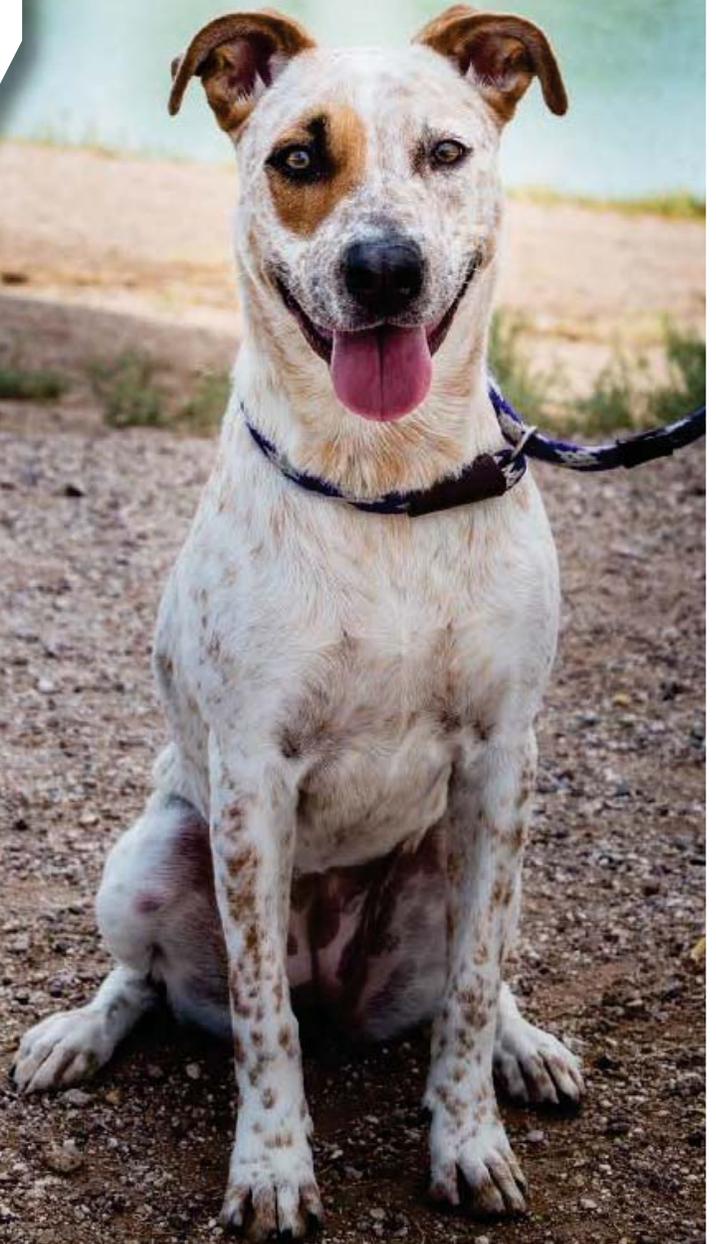
**2017 Annual Report**

# 17



**PIMA COUNTY**

PIMA ANIMAL CARE CENTER



# 2017 PACC Annual Report

## Message from the Director

Thanks to the tireless efforts of our community members, Pima Animal Care Center is becoming one of the top, public shelters in the country and together we're helping make Pima County one of the safest, most humane places in the U.S. for pets.

We are proud to share our 2017 annual report as there is so much to celebrate. Not only was the past year one of historic lifesaving, but it was also one of tremendous change. PACC moved from its home in the Pima County Health Department to become its own, standalone, department. I moved from Austin to become PACC's first department director and Sarah Aguilar joined us from Ventura County Animal Services in Ventura, California as PACC's first deputy director. We have created an organizational structure, creating and filling key positions including a cat program manager and a dog behavior and enrichment coordinator.

Our Animal Protection Division added Animal Protection Supervisor Bennett Simonsen, who previously worked as the pets for life coordinator for the Humane Society of Charlotte, North Carolina.

In December, we completed the first half of our new, state-of-the-art facility, moving all of our sheltered pets out of the old space and into the new. The new facility, made possible with bond funding approved in 2014 by Pima County voters, is equipped with a top-notch veterinary clinic, improved pet housing areas, indoor/outdoor kennels, better ventilation and separate, spacious lobbies for adoptions, pet support and medical appointments. The project team finished the first half of the new building ahead of schedule and under budget. The second half of the project is expected to finish by July 2018. This building represents the changing role of pets in our lives and the belief that pets are an integral part of many Pima County families. The ribbon-cutting for the Phase I completion, held Dec. 28, celebrated the lifesaving efforts we'll be capable of achieving in our new facility.

In addition to undergoing many positive changes throughout the year, PACC received recognition and support from national organizations including Maddie's Fund, the Humane Society of the United States, Best Friends Animal Society, the ASPCA, Petco Foundation and PetSmart Charities. In October, Wayne Pacelle, President and CEO of the Humane Society of the United States visited the shelter to recognize PACC's work with animals.



"I wanted to come and celebrate what they're doing here at PACC. I think they've reached an incredible tipping point here in the community where animals are being saved and they're going to end the euthanasia of healthy and treatable animals," Pacelle said.

Pacelle's statement reflects years of work on the part of advocates, volunteers and community partners, as well as shelter staff and local leadership, to improve the humane care and treatment of homeless pets in Pima County. Just six years ago, 15,000 homeless pets were euthanized every year in Pima County. This past year, only 2,000 animals were euthanized, with the vast majority being saved through programs, partnerships and the dedication of the thousands of people who donate, foster, volunteer and work to save more lives.

As we reflect back on the past year, we have much to be grateful for with many exciting projects to look forward to in 2018. Thanks to a large grant from Maddie's Fund, we'll build one of the country's largest foster programs, so that every homeless pet in Pima County has a chance to spend time with a family in a home instead of living in a kennel while they wait for a permanent home. With help from PetSmart Charities, we'll expand the Pet Support Center, focusing additional resources on matching lost pets with their owners and finding more ways to help pet owners facing financial barriers to keep their animals. With support from Petco Foundation, we're hiring a dedicated staff person to expand the program that pairs bottle baby kittens with residents of Alzheimer's facilities, solidifying this groundbreaking partnership program. We'll also focus on enrichment and socialization in 2018 by partnering with the Dogs Playing for Life Program to bring large scale dog play groups to PACC and working with the Jackson Galaxy Project to implement the Cat Pawsitive Program to help more cats and kittens in our care.

In addition to all these new projects, PACC will continue to receive the fundraising support from the Friends of PACC, its non-profit partner. In 2017, the Friends hired Jennifer Camano as the organization's first executive director.

Last year was a time of transformative change for pets and people in Pima County and proof that when a community comes together to help save more homeless pets, anything is possible. We're proud to share this report and can't wait to work with you – our community partners, volunteers, foster caregivers, donors, rescue partners and local advocates – to continue making PACC a lifesaving place of happiness and hope for pets in Pima County.

Sincerely,



Kristen Auerbach  
Director, Pima Animal Care Center

# About Pima Animal Care Center



*Led by Dr. Jennifer Wilcox, our medical team provides routine and emergency care to the thousands of pets who visit our shelter each year.*

*Pima Animal Care Center is the only open-admission animal shelter for Pima County, the City of Tucson, the City of South Tucson and Oro Valley, serving an estimated 30,000 homeless, stray and community pets annually.*

*Thanks to local rescue partners and a dedicated group of nearly 2,000 volunteers and foster caregivers, PACC is one of the largest, lifesaving shelters in the United States, saving almost 90% of the 17,000 pets who come through its doors each year.*

## **In addition to housing and re-homing thousands of animals, PACC provided the following services in 2017:**

- Animal Protection Officers responded to 20,300 calls for service. Their duties include enforcing animal laws and ordinances, investigating cruelty and neglect, picking up sick and injured animals and transporting them to PACC for care, teaching humane education classes to young people and addressing hoarding issues, including investigation and confiscation. This past year, officers handled 10 hoarding cases involving



*Our behavior and enrichment program, led by Thamzen Carson, gives pets an array of activities to reduce their stress levels, correct behavioral issues, and become more appealing to potential adopters.*

a total of more than 500 cats, dogs and other pets.

- Working in partnership with several local non-profits, PACC provided free spay and neuter surgeries for several hundred owned and community pets.
- A team of three staff veterinarians performed 7,500 spay and neuter surgeries on shelter pets and 1,990 specialty surgeries to facilitate pet adoption and placement.
- In its first nine months, the newly-created Pet Support Center responded to 33,470 calls, including 12,600 people reporting a lost or found pet, 6,500 callers inquiring about adopting, and 1,500 pet owners calling with medical questions.
- The Pet Support Center led the managed admissions intake system and helped defer pet intake through connecting people to resources, funds and information to help keep their pets a home.
- PACC started a comprehensive behavior and enrichment program, including play groups for dogs as well as kennel enrichment and behavioral support for cats and dogs.
- PACC staff participated in dozens of outreach events, including a microchip clinic in Oro Valley and several rabies vaccine and licensing clinics in South Tucson, with hundreds of owned pets served.
- PACC partnered with local memory care/Alzheimer's facilities to send bottle baby kittens to foster, where they were cared for by residents and staff until they were old enough to be adopted.

# 2017 Highlights



*Phase I of our new animal care campus opened to the public in December 2017.*

## **In 2017, we saved more lives than ever before!**

- The adjusted save rate was 91% and the raw save rate (including pets surrendered for euthanasia) was 87%.
- PACC took in 16,430 pets, which is nearly 2,000 fewer than the previous year, a reduction that is directly attributed to the County's investment in low-cost free and spay/neuter programs including the Community Cat TNR Program. This can also be attributed to the Pet Support Center's intake diversion program.
- 9,164 pets were adopted in 2017.
- 2,107 pets went to rescue or shelter partners.
- 1,892 pets were returned to their homes and Animal Protection Officers returned an additional 85 dogs in the field, without having to take them to the shelter.
- 1,290 volunteers contributed 77,890 hours of service and volunteer groups gave 1,678 hours. This is the equivalent to 38 full-time staff positions.
- 700 foster families housed 2,130 foster pets, an increase of more than 1,000 from the previous year.
- 88,400 pets were licensed in Pima County.
- PACC received numerous grants and awards from national organizations including \$570,000 from Maddie's Fund for a foster program expansion, \$250,000 from Petco Foundation to build community partnership programs, and \$100,000 from PetSmart Charities to fund the Pet Support Center.

# 2017

## A Year Of Growth

**91%**

**lives saved\***

\* the raw save rate (including pets surrendered for euthanasia) was 87%.

**9,164**

**pets adopted**

**1,892**

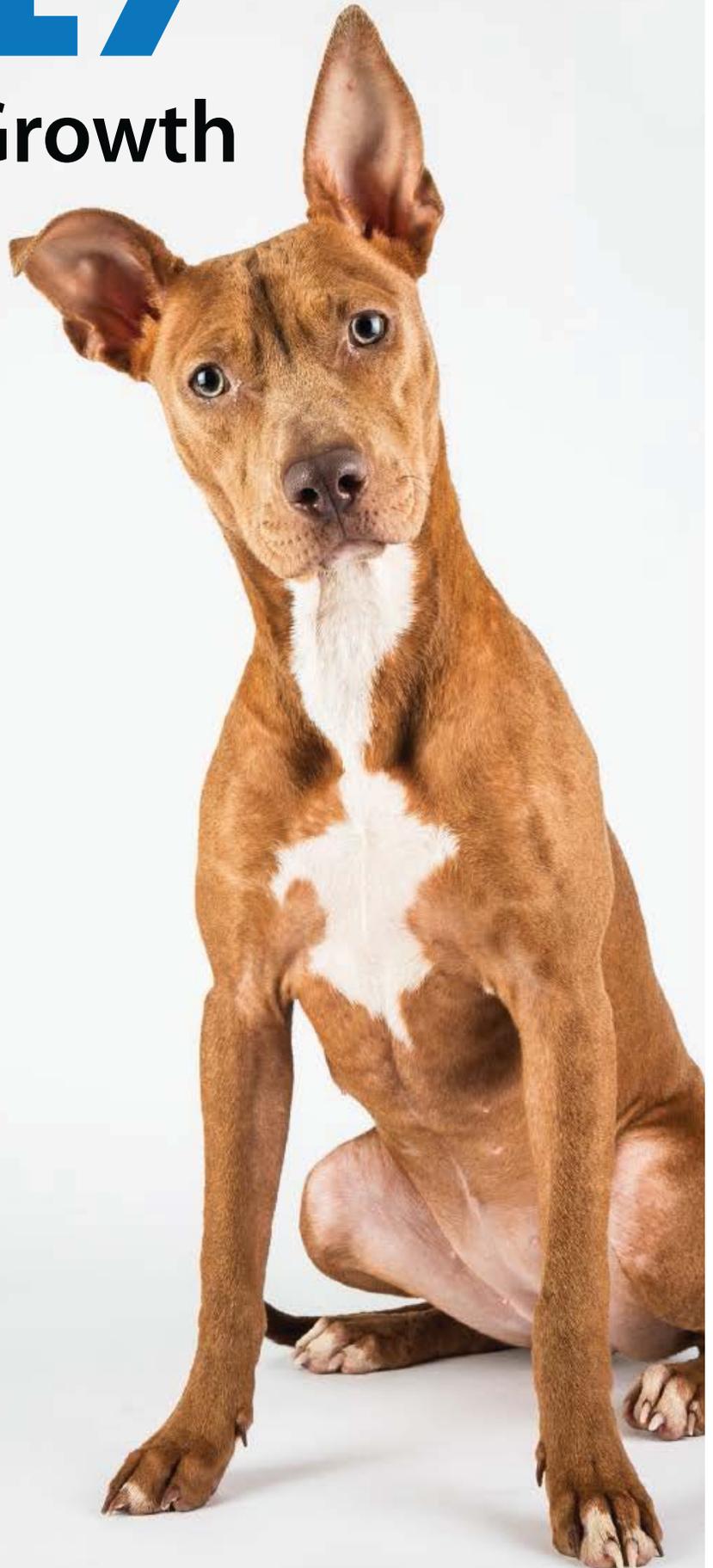
**pets returned home**

**2,130**

**pets fostered**

**2,017**

**pets went to rescue  
or shelter partners**



# 2017

## A Year Of Growth

### 7,500

spay and neuter surgeries  
performed

### 1,990

specialty surgeries  
performed

### 77,890

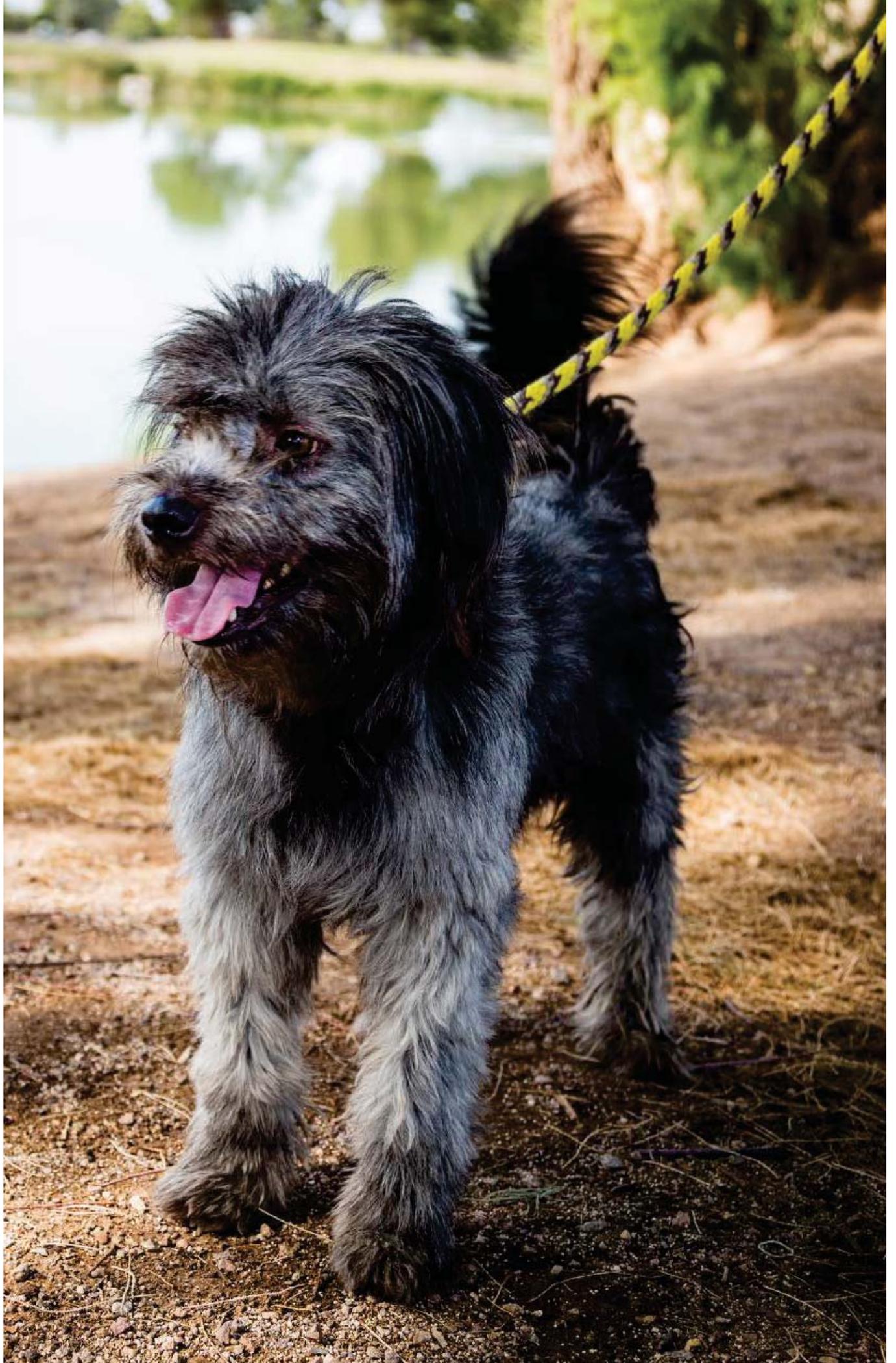
hours donated by volunteers

### 33,470

Pet Support Center  
calls handled

### 20,300

Animal Protection Service  
calls addressed



# PACC Management Team Directory



**Kristen Auerbach**, Director  
Kristen.auerbach@pima.gov

**Sarah Aguilar**, Deputy Director  
Sarah.aguilar@pima.gov

**Dr. Jennifer Wilcox, DVM**,  
Shelter Veterinarian  
Jennifer.wilcox@pima.gov

**Michele Figueroa**, Operations Manager  
Michele.figueroa@pima.gov

**Adam Ricci**, Chief Animal Protection Officer  
Adam.ricci@pima.gov

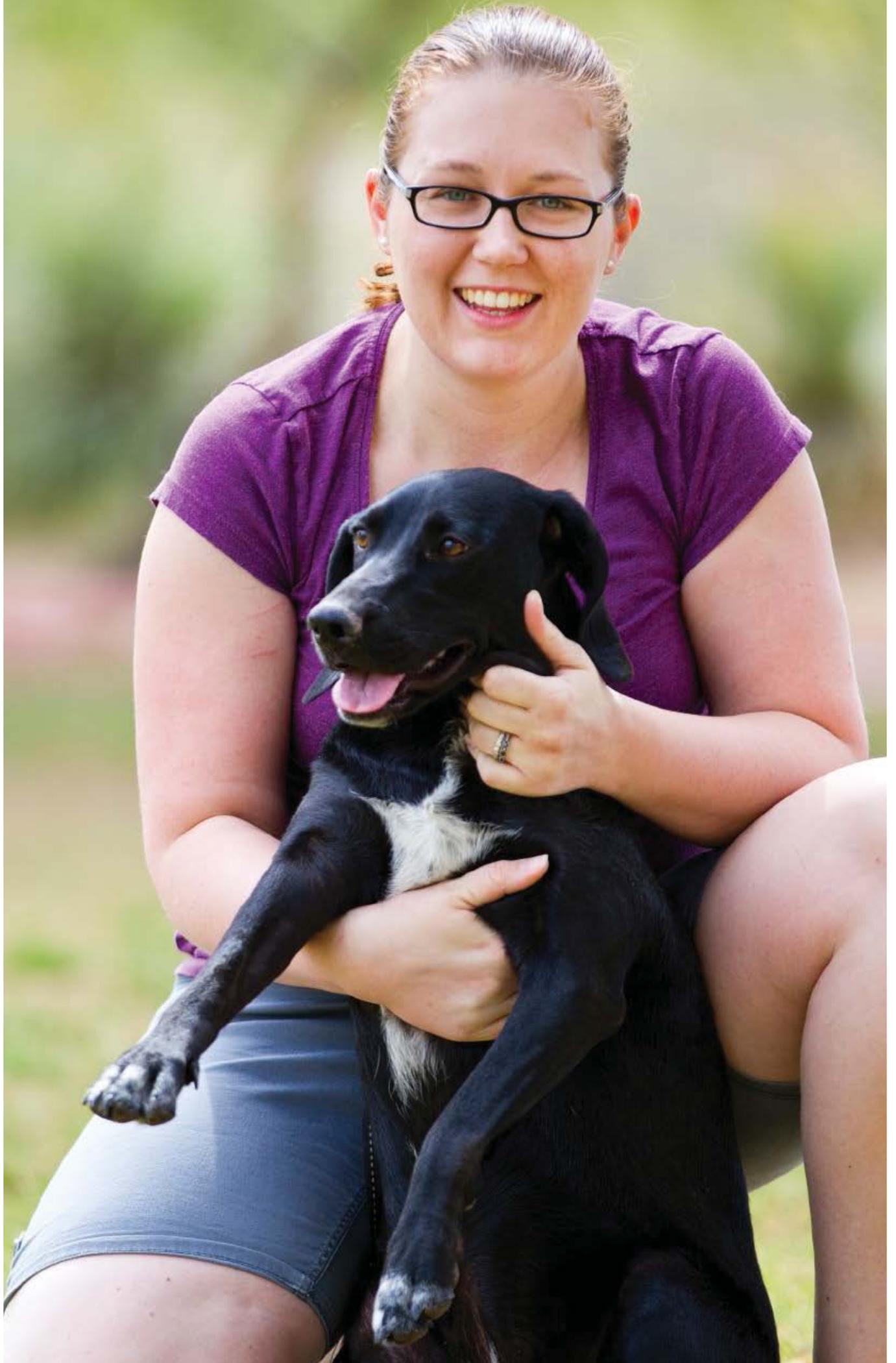
**Kino Davis**, Facilities Manager  
Kino.davis@pima.gov

**Gina Hansen**, Volunteer Coordinator  
Gina.hansen@pima.gov

**Elizabeth Cardarelli**,  
Foster and Rescue Coordinator  
Elizabeth.cardarelli@pima.gov

**Mary Ellen Yandow**,  
Executive Assistant to the Director  
Mary.yandow@pima.gov







# PIMA COUNTY

## Pima County Board of Supervisors

Sharon Bronson, Chair, District 3

Ally Miller, District 1

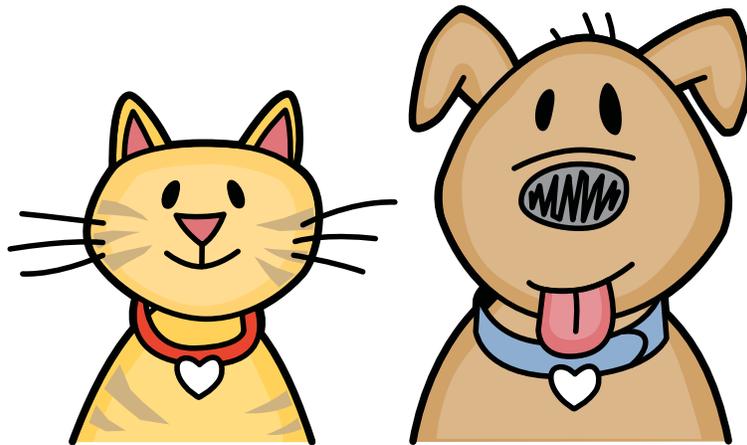
Ramón Valadez, District 2

Stephen W. Christy, District 4

Richard Elías, District 5

## County Administrator

Chuck Huckelberry



# PIMA COUNTY

## PIMA ANIMAL CARE CENTER

4000 N. Silverbell Road, Tucson, AZ 85745

(520) 724-5900

[www.pima.gov/animalcare](http://www.pima.gov/animalcare)

*Photos by Michael Kloth and Pima County Communications Office*