



MEMORANDUM

Date: August 15, 2019

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 printed name of the County Administrator.

Re: July 2019 Pima Animal Care Center 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 September meeting.

In July, PACC took in 1,580 pets and adopted 1,131 animals, returned 216 pets to their owners and transferred 191 to rescue groups.

PACC held a free vaccine clinic at Kino Sports Complex, providing vaccines and microchips, along with other supplies, to 350 pets. PACC also served 40 pets at a free wellness clinic held at Esperanza en Escalante, an agency which helps homeless veterans transition into public housing.

In addition, PACC served 200 additional pets owned by low-income pet owners, through the Friends of PACC-funded Pup in Boots program, which provides medical care, food and other supplies.

The community cat team spayed and neutered 208 feral cats and a total of 610 cats were altered through the Pima County Trap-Neuter-Return (TNR) program. This year, this program funded surgeries and rabies vaccines for 3,500 cats and kittens, helping reduce the overall population of outdoor cats.

Due to the hot July temperatures, PACC held a 'Midnight Muttiness' adoption event on a Friday night from 7 pm to midnight. This event resulted in 100 pets finding new homes in just five hours.

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Francisco García, Assistant County Administrator
Kristen Hassen-Auerbach, Director, Pima Animal Care Center

July 2019 Director's Report for Pima Animal Care Center



- PACC took in 1,580 pets, including 606 cats and kittens and 962 dogs and puppies and achieved an overall live release rate of 92%.
- 1,131 pets were adopted, 216 pets were returned to their owners and 191 pets went to rescue groups.
- As of August 14, there were 403 dogs on site at PACC and 283 cats. There were 279 dogs in foster care and 527 cats and kittens in foster.
- More than 350 pets were served at a [free vaccine clinic](#) held at Kino Sports Complex. 300 families were lined up for service before the clinic started. PACC is planning numerous other clinics to be held throughout the rest of the year, focused on providing vaccines, microchips and licenses in high intake areas.
- University of Arizona graduate students began work on projects to analyze targeted intake diversion and to complete a financial analysis of diversion efforts. Students are working on site at PACC to help evaluate program success and lead improvement initiatives to keep more pets with their families.
- PACC's dispatchers relocated to the Pima Emergency Communications and Operations Center, where they are working side by side with dispatchers for the Sheriff's Department, coordinating related services more efficiently.
- The Pet Support Call Center moved under the supervision of the Community Outreach Programs Manager in an effort to streamline intake prevention and build a holistic pet support center involving phone and in-person support at PACC along with targeted outreach in high intake parts of Pima County.
- PACC held a [Midnight Muttiness](#) adoption event which helped more than 100 pets find their new families in one evening. This event included food trucks, games, prizes and activity stations for kids and families.
- The Maddie's Fund Executive Fellows started in their new roles, helping PACC fulfill the shelter's mission while learning to be leaders in animal welfare. This was made possible thanks to a \$330,000 [grant from Maddie's Fund](#). The fellows will helping to lead the volunteer program, cat care initiatives and customer service improvements.

- PACC is partnering with Pima County Libraries to bring in [therapy dogs to sit with children while they read](#).
- PACC provided [July 4 pet safety tips](#) to local pet owners and instructions for what to do if a pet is lost. This is part of PACC's efforts to take a pro-active approach to educating pet owners to prevent pet loss, illness and injuries.
- The American Pets Alive! Lifesaving Support team visited PACC to help improve vaccination protocols to reduce the number of pets who fall sick to preventable shelter diseases like Parvovirus, Pan Leukopenia, Calicivirus, and Distemper. Recommendations included vaccinating pets before or at the entrance to PACC instead of waiting until the completion of the intake process.
- PACC continues to have the most viewed webpage in the county with nearly 39,000 unique page views of adoptable pets each month
- PACC is currently evaluating all healthy, eligible dogs in play groups, with an average of 50 to 60 dogs going to play group each day and dogs are being paired through play groups, which means they choose their own kennel-mate, which has significantly reduced altercations between co-housed dogs. Currently, 118 dogs are co-housed at PACC.
- All dogs are receiving in-kennel enrichment on a daily basis and dogs with a longer length of stay get additional enrichment, which helps reduce kennel stress-related behaviors like pulling, barking and jumping on people and makes pets more adoptable.
- PACC added safety information to the service side of dog kennels which includes color designations and behavior notes. This will ensure volunteers have all information about any dog with behavioral challenges prior to handling that dog, which will improve overall safety.
- PACC has made one appearance on the Morning Blend show working towards another in August. This one more avenue in reaching the community in our animal welfare saving efforts.
- 15 PACC staff members received snake handling training at PACC. Snakes are occasionally found in kennels and public areas of the shelter and removal training will allow staff to act promptly to quickly remove and relocate snakes.

Volunteer, Foster, and Rescue

- 410 volunteers completed 7,272 hours of volunteer service and 193 people applied to volunteer at PACC.
- Volunteer trainings were held for dog handling, compassion fatigue, cat care, shelter software, adoption and counseling training, mentoring, dog enrichment and playgroup support.
- 39 volunteers attended the monthly volunteer meeting.
- The PACC volunteer and staff Facebook page was archived and staff and volunteer communication now occurs on the Maddie's Pet Forum.
- Volunteers contributed ideas to PACC's first Long Stay Task Force to assist in increasing adoptions for those pets that have been in PACC's care for 30 days or longer.
- Pima County Risk Management Representative Lucio Armendariz met with volunteers at the July meeting to discuss the importance of carrying hand-held radios during volunteer shifts and signing in and out of shifts so PACC can account for every person on site.
- 191 pets were transferred to rescue partners, including 59 cats and 129 dogs.
- 463 pets went to foster homes and 325 pets were adopted directly from foster homes without having to return to the shelter.

- Maddie's Pet Assistant is now available for use to all PACC foster parents. This mobile application provides real-time support for medical and behavioral questions. PACC is one of three shelters in the country testing the app's integration with Chameleon shelter software. The purpose of the app is to make sure foster caregivers have immediate, professional support when they most need it
- [PACC treated 6 dogs with broken](#) jaws and issued a foster plea which resulted in all of the dogs being placed in foster homes.

Personnel

- Several new employees began working for PACC including a new dispatcher, field officer, and animal care specialists. Interviews were completed to select candidates for seven other open positions throughout PACC. PACC also has several temporary staff to provide additional support to behavior and enrichment, kitten care, intake and adoptions, as well as the clinic.
- PACC's first kitten care technician joined the cat care team to focus on the care of neonatal kittens from the time they enter PACC until they are placed in foster care. The goal of the position is to save more lives of this most vulnerable group of shelter pets.
- PACC is in the process of hiring a Volunteer Manager to build the volunteer program and to address some of the ongoing challenges associated with managing a complex, high volume program in a large shelter.

Field and Community Services

- The Pet Support Center received 3,875 calls for support and scheduled 170 appointments.
- PACC assisted 49 families with medical and other expenses using support from the Friends of PACC Keeping Families Together Fund.
- The community cat team trapped 208 cats for spay and neuter at 26 locations and responded to 435 calls for assistance. Members of the public borrowed 91 traps to complete their own cat trapping. In total, 610 cats were altered this month. 3,500 cats have been spayed or neutered through this program in 2019.
- Animal Protection responded to 2,123 calls for service including 120 police assists, 620 stray animal complaints, 141 bite investigations, 39 abandonment complaints and 171 calls about cruelty or neglect.
- Animal protection assisted with five hoarding cases, resulting in the impoundment of 83 animals.
- 6,643 altered dogs and 346 unaltered dogs were licensed and 1,467 dog licenses renewed.
- PACC continued the [drive-thru microchip event](#) through July 3, after urging community to register their pets' microchip.
- [PACC confiscated 28 cats](#) from a mobile home. The cats were surrendered and are being treated for upper respiratory illnesses.
- PACC served 40 pet owners at a wellness clinic held in partnership with Esperanza en Escalante, an agency which helps homeless veterans transition into public housing.
- The Pup in Boots program served over 200 pet owners, providing 1600 pounds of pet food, leashes, 150 pairs of dog booties, leashes, collars, and other supplies.
- The Pup in Boots monthly clinic at Z Mansion served 22 pets with vaccines, microchips, and a basic vet exam.

- Friends of PACC's Community Outreach Specialist, Liana Moss, started in her new role. She will be providing assistance to Pima County pet owners through the Pup in Boots program and PACC's fencing assistance programming.

Vet Services

- PACC vets spayed or neutered 1,015 pets and performed 72 specialty surgeries. Vets also saw 273 foster appointments. Clinic staff participated in infectious disease training conducted by Dr. Wilcox. This training, held annually, helps staff understand the importance of infectious disease protocols to prevent widespread outbreaks.

Friends of PACC

- The Friends of PACC was nominated Best Non-Profit in the AZ Daily Star's Readers' Choice Awards and is one of the top three finalists in this category.
- The Friends of PACC are finalists for the Tucson Metro Chamber's Copper Cactus award for best Charitable Non-Profit Business.
- They teamed up with Savaya Coffee Markets for a month-long donation drive that brought in hundreds of dog paw booties and other pet supplies.
- PACC's Amazon wish list is now managed by Friends of PACC. This wish list is an easy way for people to make an immediate difference in the lives of PACC pets. <http://bit.ly/ShopPACCPets>.
- Friends of PACC is recruiting riders for their 2019 El Tour de Tucson cycling team. Learn more at <http://bit.ly/RidePACC2019>.