



MEMORANDUM

Date: February 8, 2019

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

From: C.H. Huckelberry
County Administrator 

Re: **2018 PACC Annual Report Summary**

2018 was a year of tremendous opportunities and new challenges for Pima Animal Care Center (PACC), as highlighted in the attached Annual Report. The year marked the first full year in which the animal care services were provided to the community from the new PACC facility.

The new facility has enabled PACC to provide a more efficient and positive experience for the thousands of people who visit each month. We are proud that throughout 2018 as a result of the new building there have been no widespread disease outbreaks. As dreamed, designed and built, sick or contagious animals are housed in medical isolation rooms, preventing the spread of costly and deadly diseases. Additionally the new clinic facilitated the completion of 8,922 spay and neuter surgeries and 1,999 lifesaving surgeries.

The quality of life for pets housed at PACC also improved. Group housing rooms, play yards and indoor/outdoor housing for cats and dogs meant this year PACC pets were exposed to fresh air and natural light during their stay, and were able to interact with members of their own species, keeping them happier and healthier during their stay.

The volunteer effort at PACC had its best year yet. A total of 1,122 volunteers donated a record 80,240 hours of service in every area of operations. 2018 also saw PACC launch a number of new volunteer roles including front desk greeter, medical clinic assistant, homeless outreach program assistant and more. This is the equivalent of 39 full-time staff positions! Even a very conservative estimate of the value of these volunteer contributions (at \$11 per hour) puts the value of volunteer hours at more than \$882,000 during the last calendar year.

For visitors, three separate lobbies with indoor waiting spaces resulted in a record number of community members choosing to come and adopt a pet. An impressive 10,893 pets found adoptive homes in 2018, an increase of about 1,700 adoptions (15%) over the previous year. This was also the first, full year of the Maddie's Fund foster expansion program. With support from our foster team, more than 2,000 Pima County families fostered one or more pets in 2018, with 5,080 cats, dogs, puppies and kittens spending time in a foster home.

The Honorable Chairman and Members, Pima County Board of Supervisors
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As in previous years, our valued rescue partners were key to helping special needs animals like puppies, kittens and geriatric pets. PACC worked with 109 rescue groups to transfer 1,727 pets to rescue partners.

These initiatives combined, were instrumental in PACC returning 90% of the animals that came into the shelter to a family or achieving a save rate of 90% of the 17,000 pets who entered the shelter.

The animal protection and enforcement program responded to more calls than ever before – a total of 26,325 calls for service, an increase of 6,000 calls over last year. These included 2,055 calls requesting investigations of neglect, 124 cruelty investigations and 10,600 complaints of leash law violations and sighting of stray animals. In addition to enforcement efforts, field officers and other staff conducted a public microchipping campaign and other initiatives, which helped get 2,161 lost pets home with their families, an increase of 300 over the previous year.

Our efforts to keep more pet owners with their families whenever possible relies on ongoing donation support to provide supplies, food and medical care. The need for support for pet wellness services like vaccines and sterilization continues to grow as does the need to assist low income pet owners provide for their pets. Finally, PACC faced a larger-than-usual intake of orphaned kittens this past year as well as about 600 cats from hoarding situations. This meant that the medical team was often operating under challenging circumstances.

In 2018 PACC had its most successful year yet by every measure. This is clearly due to the investment of the Pima County Board of Supervisors, and the continued support of volunteers, staff, foster caregivers, the Friends of PACC, advocates, rescue partners, and adopters.

CHH/mp

c: Jan Leshner, Chief Deputy County Administrator
Francisco Garcia, Assistant County Administrator for Community and Health Services
Kristen Auerbach, Director Pima Animal Care Center



PIMA COUNTY
ANIMAL CARE CENTER



Helping pets and people

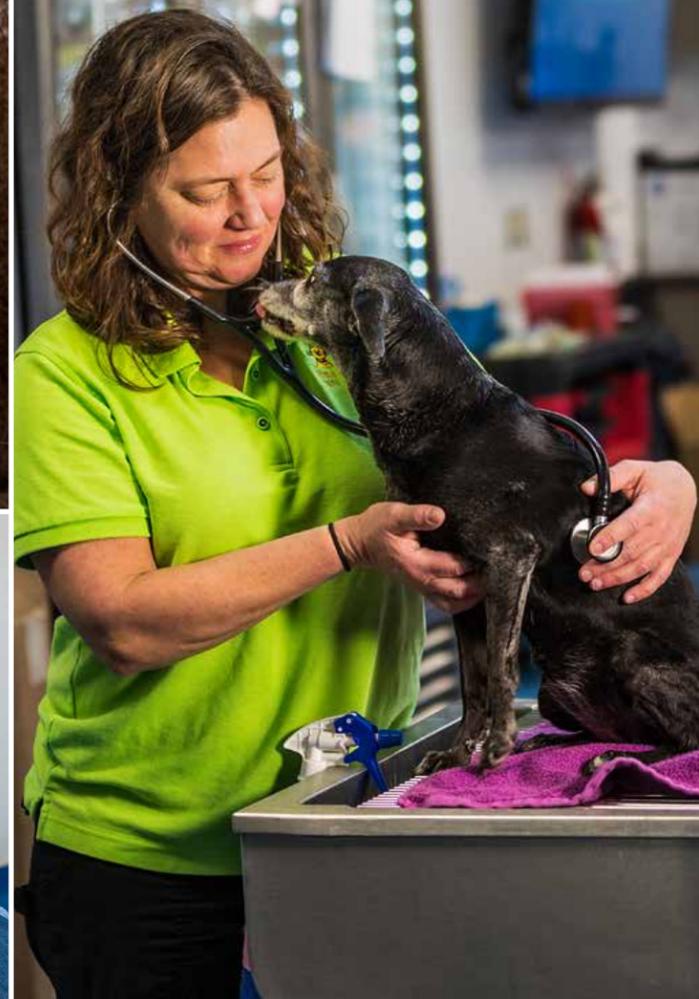


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2018 Highlights

ADOPT
LICENSING • VOLUNTEER • FOSTER • DONATE



17,023
Pets taken in

4,413
Pets surrendered

10,216
Stray pets

61
Average number of
pets arriving daily

53,948
Total pets served

Pima Animal Care Center (PACC) is the open-admission shelter for Pima County. We serve Pima

County, the City of Tucson, the City of South Tucson, The Town of Oro Valley and the Pascua Yaqui Nation. PACC takes in approximately 17,000 homeless, stray, abandoned, surrendered and neglected cats and dogs annually.

At PACC, every pet get an individualized evaluation and a chance for a live outcome and 90% of all pets who enter the shelter leave alive, through adoption, return-to-owner, or rescue placement. PACC never turns away a pet in need and provides medical care to every animal who enters.



10,893
Adoptions

2,161
Pets reunited with
their families

1,727
Pets transferred to
rescue groups

90%
Live release rate

Field Services

Animal Protection and Enforcement: 14 officers patrol the 9,000 square miles of Pima County. They oversee bite and dangerous dog investigations; respond to cruelty and neglect complaints; ensure licensing and leash law compliance and return lost pets home.



80,687

Number of pets licensed

26,325

Number of animal protection and enforcement calls handled

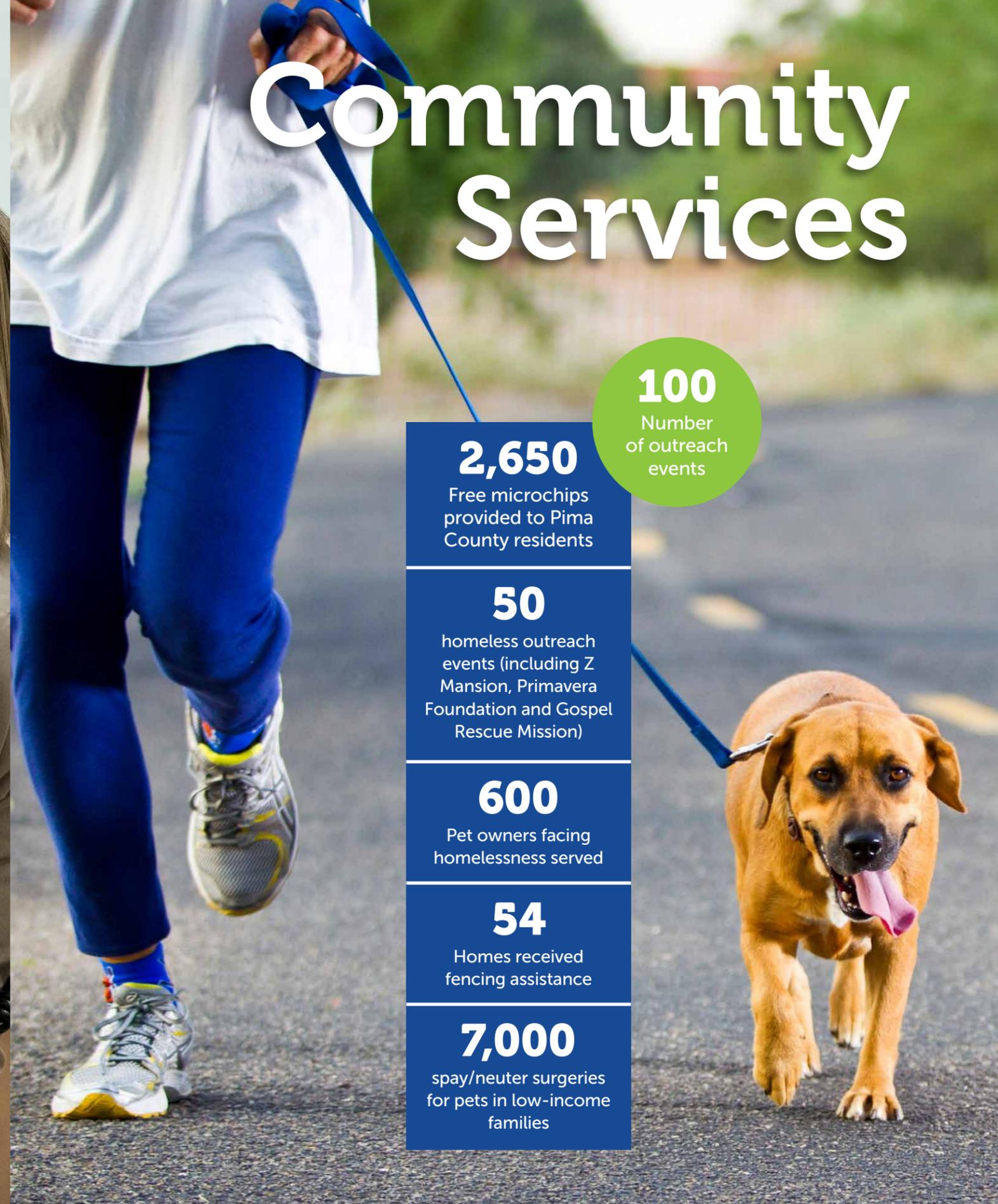
2,179

Number of cruelty/neglect complaints handled

81,000

Pet Support Center calls

Community Services



100

Number of outreach events

2,650

Free microchips provided to Pima County residents

50

homeless outreach events (including Z Mansion, Primavera Foundation and Gospel Rescue Mission)

600

Pet owners facing homelessness served

54

Homes received fencing assistance

7,000

spay/neuter surgeries for pets in low-income families

Shelter Services

In 2018, PACC completed the transition to our new, state-of-the-art facility. This building, made possible by 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 services. Pets are a central part of many Pima County families and enhance the quality of life of our community.



8,922
Spay and neuter
surgeries for
shelter pets

25%
Percentage of pets with
immediate medical needs

1,999
Number of lifesaving surgeries

Volunteers

Volunteers are at the heart of PACC's success, supporting the organization in every area of operations, including adoption counseling, pet enrichment and exercise and administrative support. Volunteers walk dogs and provide cat enrichment to every available pet, at least once a day.

47

Number of
volunteer groups

1,122

Number of
volunteers

90,584

Total volunteer hours



Fosters

This year, PACC built its largest foster program ever, with more than 5,000 pets spending time in a foster home. Thanks to a grant from Maddie's Fund, PACC created special foster programs for shelter pets, including adult cats and adult dogs. This program helped significantly improve PACC's lifesaving success.

5,080

Pets sent to
foster homes

1,994

Total number
of foster
caregivers

3,342

Pets adopted
from foster
homes

2,992

shelter pets with
medical needs saved
by foster families





The Friends of Pima Animal Care Center is the official nonprofit philanthropic partner to PACC. Through community support, the Friends provide critically-needed resources to continue saving the most vulnerable homeless pets. Friends of PACC works to ensure that every pet who comes to PACC is given everything that's needed to find a loving home. In 2018 in addition to medications and supplies, they provided:

77
Lifesaving surgeries

15 Staff positions funded	15,525 Collars	296 Pet owners supported through the Keeping Families Together fund	1,370 Pet owners supported through the Pup in Boots homeless outreach program*
	6,500 Leashes		

* with 6000 pounds of dog food, 500 pounds of cat food, 500 treat bags, 375 leashes, 400 collapsible bowls

Key Accomplishments



- Increased the number of pets adopted from 9,164 in 2017 to 10,893 in 2018
- Moved all pets and people to the new facility with minimal disruption in operations
- Volunteers donated 80,240 hours of service to PACC, an increase from last year and a new PACC record
- More than 2,000 families fostered one or more pets in 2018, totaling more than 5,000 animals going to foster homes, a new national record for any municipal shelter
- PACC worked in partnership with 109 unique rescue groups. Lil' Bit of Love, Bark Rescue and Valley Humane Society were our largest rescue partners
- Animal protection officers responded to 26,325 calls for service, an increase of 6,000 calls over last year
- PACC implemented a comprehensive behavior and enrichment program for cats and dogs including cat clicker training and dog play groups
- Started an outreach initiative and pet support expansion program to help pets owned by people living in poverty or facing homelessness



Board of Supervisors

Richard Elías, *Chairman*, District 5
 Ally Miller, District 1
 Ramón Valadez, District 2
 Sharon Bronson, District 3
 Steven W. Christy, District 4

Pima County Administrator

Chuck Huckelberry

Pima County Care Center Senior Staff

Kristen Auerbach Director of Animal Services
 Jennifer Wilcox Chief Veterinarian
 Sarah Aguilar Deputy Director
 Michele Figueroa Director of Operations
 Bennett Simonsen Community Programs Manager
 Christina Snow Chief Animal Protection Officer
 Mary Ellen Yandow Executive Assistant
 Nikki Reck Communications Specialist
 Liz Cardarelli Live Outcomes Manager
 Danielle Harris Shelter Manager

Advisory Committee Members

Name	Representing
Kristin Almquist	District 4
Karen T Baden	District 5
Tamara Barrick	Friends of PACC
Suzanne Droubie	District 1
Pat Hubbard	District 3
Kristen Auerbach	County Administrator (NV)
Laura O'Brien	County Administrator
Erin O'Donnell	SAVMA
Patricia Peth	Volunteer Representative
Rhonda Pina	District 2
Gail Smith	Board of Health
Andrew Squire	PACC Jurisdictional Partners

PACC Jurisdictional Partners

City of Tucson
 City of South Tucson
 Pascua Yaqui Nation
 Town of Oro Valley

7663-012819-RTP-HT



PIMA COUNTY
ANIMAL CARE CENTER