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.
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 Lesher, Chief Deputy County Administrator
Francisco Garcia, Assistant County Administrator for Community and Health Services
Kristen Auerbach, Director Pima Animal Care Center
Helping pets and people
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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 Pas-cua 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.

<table>
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<th>Category</th>
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<tr>
<td>Pets reunited with their families</td>
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<tr>
<td>Stray pets</td>
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<td>Pets transferred to rescue groups</td>
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<td>Live release rate</td>
<td>90%</td>
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<tr>
<td>Adoptions</td>
<td>10,893</td>
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<tr>
<td>Total pets served</td>
<td>53,948</td>
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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.

Community Services

- 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

26,325 Number of animal protection and enforcement calls handled
81,000 Pet Support Center calls
80,687 Number of pets licensed
2,179 Number of cruelty/neglect complaints handled
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.

**Volunteers**

- **Number of volunteer groups:** 47
- **Number of volunteers:** 1,122
- **Total volunteer hours:** 90,584

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.

**Fosters**

- **Total number of foster caregivers:** 1,994
- **Pets adopted from foster homes:** 3,342
- **Pets sent to foster homes:** 5,080
- **Shelter pets with medical needs saved by foster families:** 2,992
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:

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

* 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