MEMORANDUM

Date: June 20, 2019

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

From: C.H. Huckelberry
County Administrator

Re: May 2019 Pima Animal Care Center Report

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

In May 2019, PACC took in 1,922 pets, an intake of 55 to 130 cats and dogs each day.

Leadership of Pima County met with Maricopa leadership to discuss field services and animal control strategies to keep more pets with their families, increase licensing compliance and provide pet resources to reduce shelter surrender.

In addition, PACC is providing ongoing community support for pet owners including microchip and vaccine clinics, food and supplies to homeless pet owners and spay and neuter surgeries for community cats and pets owned by low income owners.

Lastly, PACC, the Humane Society of Southern Arizona and Hermitage No Kill Cat Sanctuary and Rescue are partnering on community pleas for adoption and foster and an upcoming major adoption event funded through a grant from Petco Foundations. This will be the first collaborative, major adoption event held in Pima County with a goal of achieving 600 pet adoptions over a three-day period.

CHH/mp

Attachment

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

May 2019 Director's Report for Pima Animal Care Center

Animal Center News

- PACC took in 1,922 pets, achieving a live release rate of 88%.
- As of May 31, PACC had 1,600 pets in custody, including 950 cats and dogs in foster homes.
- The PACC Director presented the proposed fiscal year 2019/20 budget to the Pima County Board of Supervisors on May 15.
- Kitten season started early, with four times as many underage kittens going to foster homes in May 2019 than in May 2018.
- PACC hosted a teacher appreciation night for local teachers to share information about classroom resources and educational opportunities for youth related to companion pets. 32 teachers attended.
- On several different days throughout the month, PACC took in over 100 pets. https://kvoa.com/news/local-news/2019/05/29/loving-homes-needed-after-pacc-takes-in-more-than-100-pets-tuesday/
- The third Maddie's Fund Foster Care apprenticeship was held May 14 through 17, with 15 attendees from around the nation participating in this four-day learning opportunity and helping to market PACC's longest-stay dogs.
- Pima County and Maricopa County leadership met in Maricopa County to discuss field services strategies, reducing intake and ways to identify more pets with licenses and microchips.
- Maricopa Animal Care facilitated 14 dogs transferring from PACC to Idaho on a flight with Wings of Rescue.
- The PACC Operations team participated in a two part leadership workshop to help improve operations, identify opportunities and challenges and set team goals.

- The Pima County Risk Management Department conducted annual safety training for all PACC staff.
- Community member and PACC supporter Peter Norback was recognized in local media. https://www.kold.com/2019/05/01/heres-some-tips-keep-pets-cool-temperatures-rise/
- As temperatures rise, PACC shares tips to keep pets safe https://www.kold.com/2019/05/01/heres-some-tips-keep-pets-cool-temperatures-rise/
- PACC will be hosting two, Maddie's Fund, Executive fellows for one year. https://tucson.com/business/business-awards-earned-in-southern-arizona/article_e78f5eed-c107-5a55-82cd-b442f0894a9c.html
- As part of the selection process, three of the applicants for the fellows program spent a day at PACC, meeting staff and touring the facility to learn about operations and programs.
- The Friends of PACC received two awards for their participation in Arizona Gives Day, presented by the Arizona Alliance of non-profits.
- The Friends of PACC will once again support a team of cyclists for the El Tour de Tucson. To sign up, visit www.friendsofpacc.org.

Volunteer, Foster and Rescue Programs

- 139 cats, 107 dogs and 38 other pets were transferred to rescue groups.
- 511 cats and 155 dogs went to foster homes. This is an increase from May 2018, when 375 cats and 186 dogs were placed in foster care.
- PACC and the Humane Society of Southern Arizona sought fosters to alleviate seasonal overcrowding. https://www.kold.com/2019/05/21/hssa-pacc-looking-volunteers-foster-pets-summer-approaches/
- Volunteers and staff worked together to develop marketing and enrichment ideas for dogs facing a variety of challenges in the shelter, including long length of stay and behavioral decline.
- 422 volunteers donated 7,891 hours of service.
- 171 people applied to be volunteers and 72 people attended three orientations.
- 44 people attended dog handling training classes, and 23 people attended cat care classes. Five volunteers learned about adoption counseling and support, 13 were introduced to Chameleon software, and three people learned how to assist with dog playgroups.
- Volunteers from the Ritz Carlton participated in a community dog walk, facilitated by staff and seven volunteers.
- The behavior and enrichment team are providing extra, in-kennel enrichment to shelter dogs two days per week.
- Playgroups are currently held 12 times each week, with 50-60 dogs benefitting each day. Saturdays and Sundays playgroups showcase adoptable pups in the front yards for public viewing from 10:30am to 2pm. Any dogs adopted from playgroup have their adoption fees waived.

- Pat Guerrero from Best Friends Animal Society is coming to PACC in June to train staff and volunteers on building positive relationships between staff and volunteers in a large animal shelter.

Personnel

- Dispatcher Sergio Perkins, and licensing team member Erik Armstrong began their new positions. Hailey Rickliff, who had previously been employed part time by Friends of PACC, moved into a permanent county position as a clinic technician.
- PACC created ten temporary positions in order to quickly fill employment gaps and alleviate the challenges that occur during the busy 'puppy and kitten' season.
- Dr. Alexa Hollingsworth started in her new role as staff veterinarian, bringing PACC to four, full-time veterinarians to care for the 17,000 pets that enter the shelter annually.
- PACC is recruiting for several current openings including Animal Care Technicians, Licensing Specialist and Animal Protection Officer.
- Three Part time kitten care taker positions have been created to assist with the season influx of kittens. These team members will assist with feeding, weighing, and monitoring underage kittens in the clinic and isolation areas, seven days a week.
- Friends of PACC selected two Maddie's Fund, Executive Fellows who will be spending one year at PACC, sharing their professional expertise with a focus on customer service, cat programs and the volunteer program as well as learning how to develop their organizational and leadership skills. They are anticipated to begin in their roles July 28.
- PACC is in the process of relocating the Animal Protection Dispatch Services unit to the Pima County Office of Emergency Communications. This will streamline animal dispatch services and ensure animal services dispatchers have access to the training and resources available to other dispatchers. PACC dispatch will still serve under the leadership of PACC management and a PACC supervisor will be located on site with the dispatchers.

Field and Community Services

- Animal protection responded to 1,702 new calls for service, including 290 emergency calls, and 175 priority one and two calls.
- Animal protection investigated 122 neglect and cruelty complaints and responded to 103 bite complaints.
- 10 pets were returned to their owners by officers in the Field, as part of PACC's return-in-field program to keep pets with their families.
- City and county law enforcement were aided 104 times by PACC animal protection officers.
- Officer Girvin assisted in retrieving a cat stuck in barbed wire https://kvoa.com/news/local-news/2019/05/20/tucson-cat-rescued-after-getting-severely-tangled-in-barbed-wire/

- 10 fighting roosters were confiscated and are being rehomed by a community partner who houses birds confiscated by animal protection. https://kvoa.com/news/local-news/2019/05/31/loving-homes-needed-after-pacc-takes-in-10-fighting-roosters/
- Community Cat specialists trapped cats at 26 locations throughout Pima County and responded to 441 calls for assistance or information. Members of the public borrowed 66 traps in order to do their own trapping. These cats were sterilized at Santa Cruz Veterinary Clinic.
- The pet support team provided medical assistance from 52 families using support provided through Friends of PACC.
- 157 owner surrender appointments were scheduled.
- Admissions staff were able to keep 116 pets with their families through providing medical support, sending the animals directly to rescue groups or engaging the finders to foster their found pet.
- The Pup in Boots program distributed 1,144 pounds of donated dog food, 600 pounds of donated cat food and leashes, collars and hot weather paw booties to more than 200 low income pet owners.
- 23 pets received free vaccines through homeless outreach.
- PACC provided vaccines and microchips for an ASAVET spay/neuter and vaccine clinic held in Tucson's Ward 5.
- PACC staff participated in 13 outreach and education events throughout the community.

Veterinary Services

- 667 cats and dogs were spayed or neutered at PACC.
- Vets conducted 110 specialty surgeries.
- PACC completed the purchase and installation of a new X-ray machine.

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