



MEMORANDUM

Date: October 22, 2019

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

From: C.H. Huckelberry 
County Administrator

Re: **September 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 and PACC Partners at their upcoming meetings.

In September 2019, PACC took in 1,577 pets and achieved a live release rate of 91.52 percent. A total of 976 pets were adopted, 137 were transferred to rescue groups and 201 animals were returned to their owners.

PACC's grant- and donation-funded community programs continue to grow in scope in their efforts to aid Pima County residents, with the Pet Support Center responding to 3,700 calls from pet owners who need help or information to keep their pet. In September alone, 300 pet owners were directly helped through PACC's outreach programs hosted in the community, while 23 families were assisted with medical expenses through the Keeping Families Together fund. In addition, the Community Outreach Specialist position directly helped another 100 households by providing fencing and pet supplies.

Following the national trend of animal shelters in many larger cities across the country, euthanasia rates at PACC have decreased in the last five years, and PACC anticipates ending the year with a greater than 90 percent live release rate.

Finally, the PACC Animal Protection and Enforcement unit has responded to numerous hoarding cases over the past two months, confiscating a variety of pets in several households, including parrots, chickens, cats and dogs. PACC is working with the Pima County Health Department to help connect overwhelmed pet owners to mental health services and to help prevent recidivism.

CHH/lab

Attachment

c: Jan Leshner, Chief Deputy County Administrator
Francisco García, Deputy County Administrator
Kristen Hassen, Director, Pima Animal Care Center

September 2019 Director's Report for Pima Animal Care Center



Animal Center News

- PACC took in 1,577 pets, including 574 cats and kittens and 991 dogs and puppies and achieved an overall live release rate of 91.52%.
- 976 pets were adopted, 201 pets were returned to their owners, and 137 pets were transferred to rescue groups.
- As of September 30, there were 448 dogs and 304 cats onsite at PACC and an additional 282 dogs and 536 cats in foster care, for a total of 730 dogs and 840 cats in care. This is a decrease of about 90 dogs and an increase of about 100 cats compared with 2018.
- PACC began hosting [Dr. Kelly's Mobile Vet](#) in the upper parking lot to improve community access to low cost medical services.
- PACC, in collaboration with Hermitage No Kill Cat Sanctuary and Shelter and the Humane Society of Southern Arizona, worked to plan for Tucson's first-ever, tri-shelter adoption event, sponsored by a grant from Petco Foundation. The event will be held October 18 through 20 at all three locations.
- To improve customer service, PACC has created a new email for adoption inquiries that is monitored by the adoption team. Pacc.adopt@pima.gov
- PACC's Community Programs Manager, Bennett Simonsen, was selected by the Tucson Chapter of the League of United Latin American Citizens to receive a 2019 FBI/LULAC Community Service Award.
- PACC celebrated [PetSmart Charities National Adoption Weekend](#) Sept.13-15 with waived adoption fees at two local PetSmart locations.

- Jordana Moerbe, Medical Program Advisor at American Pets Alive!, conducted a PACC site visit and outlined recommendations for programmatic and procedural changes to increase the live-release rate of neonatal kittens, and improve clinic efficiencies.
- PACC worked with the Tucson Wildlife Center to revise procedures surrounding the impoundment and euthanasia of bats, to ensure policies are in alignment with [Arizona Department of Health Services guidelines](#).
- Following the national trend of animal shelters in many larger cities across the country, [euthanasia rates at PACC have decreased](#) in the last five years.
- The Pet Support Center responded to 3,700 calls for assistance from pet owners who need help or information to keep their pet.
- PACC continues to have the most viewed webpage in the county with over 34,000 unique page views of our adoptable pets each month.

Volunteer, Foster, and Rescue

- 404 volunteers completed 6,688 hours of volunteer time; and 445 prospective volunteers submitted volunteer applications.
- 203 volunteers attended 16 different trainings on topics ranging from dog handling, cat care, adoption support, customer service, and volunteer group meetings.
- The Top Dog volunteer program was [highlighted in local media](#).
- Deputy Director Sarah Aguilar led an open volunteer meeting to introduce the Long Stay Task Force and Communication Center, focused on ensuring a minimum list of tasks are completed as pets are in PACCs care at pivotal time marks.
- 137 pets went to rescue partners, including 27 cats and 99 dogs.
- As of September 30, there were 848 animals in foster care.
- 472 pets went to foster homes, including 41 adult cats, 39 adult dogs, and 302 animals with medical needs.
- 201 pets were adopted directly from foster homes.
- 32 dogs got out of the shelter for a total of 25 day trips and 23 “Pawjama parties”.
- 43 fosters took the new online dog foster orientation.

Personnel

- Five animal protection officers began training in September.
- Veronica Sanders was promoted to Animal Protection supervisor.
- Jose Garcia was promoted into a permanent position as an animal care technician in the clinic.
- Seven temporary animal care specialists have been selected and are expected to begin in October.
- PACC is currently recruiting for animal care technicians for licensing/adoptions, admissions and clinic, clinic receptionist, and volunteer manager. By mid-October, PACC will be hiring two additional temporary technicians to respond solely to phone calls regarding adoptions.
- Ten Pima Community College students were hired through the college’s Federal Work Study Program to work part time at PACC, and are being trained for customer service, human resources, and dog enrichment positions.
- 30 PACC team members attended a county-led training on effective management.

Field and Community Services

- Animal Protection Services responded to 1,900 calls including 882 calls related to off-leash or stray dogs, 226 complaints of cruelty or neglect, and 106 calls from law enforcement to assist.
- The Community Cat Program responded to 231 calls for assistance, and members of the public borrowed 72 traps to complete their own cat trapping for spay and neuter surgeries.
- [Animal Protection Services' role in the community](#) was highlighted in local news.
- PACC established a partnership with Pima County's Housing First pilot program to ensure that residents' pets are vaccinated and licensed and that people have all of the supplies and resources they need to care for their pets. This is a collaboration between Pima County's Criminal Justice Reform Unit, Old Pueblo Community Services, and Intermountain Centers.
- The Friends of PACC Pup in Boots assisted 300 pet owners with 458 bags of dog food, 175 bags of cat food, 454 bags of dog treats, 40 harnesses, 66 collars, and 41 leashes. Pup in Boots also provided vaccines, microchips, and wellness care to 30 pets at Z Mansion.
- The Friends-funded community outreach specialist began doing targeted outreach and has provided leashes, collars, and spay/neuter surgery support to 100 households.
- 6,784 dog licenses were issued, an increase of 570 from September 2018.
- PACC assisted 23 families with medical expenses through the Keep Families Together fund.

Vet Services

- PACC vet services spayed or neutered 896 pets and performed 114 specialty surgeries.
- Veterinarians conducted 345 appointments and performed 174 surgeries for pets in foster care.
- Dr. Wilcox and Josh Frits, PACC's in-house technology specialist, integrated Dragon talk to text software with Chameleon to improve the efficiency of recording exam and surgery notes.
- Clinic manager Dawn Reeder worked with PACC's volunteer coordinator to create a new clinic-specific volunteer orientation and training to speed up volunteer integration to help meet the medical needs of PACC pets.
- PACC successfully placed a distemper-recovered dog in a home, following an innovative strategy of placing distemper-recovered dogs in public areas of the shelter instead of keeping them in isolation.
- PACC's three newest vets are focusing on learning new orthopedic surgery techniques, and are completing more hip and knee surgeries than ever before.
- PACC vets are diving deep into data surrounding neonatal kitten deaths, to develop lifesaving protocols specific to the needs in our community.

Friends of PACC

- The Friends held an ice cream social for volunteers and fosters to celebrate the hard work they did over the summer.
- Friends of PACC had a table at the Loop de Loop celebration to kick off El Tour de Tucson season and recruited more riders for the team.
- Friends of PACC supported PACC's presence at the Pride in the Desert 2019 event.
- Friends of PACC was awarded a valuable CatchaFire grant from the Community Foundation for Southern Arizona for help from professional volunteers in technical and creative occupations.