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# MEMORANDUM

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Date: December 10, 2018

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 be "CHH", is written over the printed name "C.H. Huckelberry".

Re: **November Pima Animal Care Center Monthly Report**

Since beginning her tenure with Pima County, Kristen Auerbach, the Director of the Pima Animal Care Center (PACC), has provided regular updates on the activities and accomplishments of this important Department. Attached please find the most recent update, which will be shared with the PACC Advisory Committee at their December meeting.

So far this year, PACC has saved more than 90% of the 16,000 pets who have entered the shelter and has sent nearly 5,000 cats and dogs to foster homes, helping to decrease the overall number of pets housed at the shelter. On December 2, PACC celebrated the completion of the new facility with a 'Party with the Pets' open house and community event, which drew hundreds of visitors and resulted in 70 pet adoptions in just one day.

This month, Ms. Auerbach was named the Executive Leader of the Year (Non-Profit/Govt-Edu/Large Company) by Inside Tucson Business and Tucson Local media.

In addition, PACC welcomed national shelter veterinary consultant, funded by the Friends of PACC, to help review and streamline PACC's medical processes for sheltered and fostered pets. The Friends of PACC are also hiring a critical cat care specialist to focus on saveable cats with treatable conditions who need more intensive care.

Finally, PACC is on track to break an annual record for volunteer service hours, with an anticipated 90,000 hours of service being donated to PACC in 2018.

In December, PACC will be holding several adoption promotions in an effort to reduce the current inventory of 600 sheltered pets to 450 before the holidays.

CHH/mp

c: Jan Leshar, Chief Deputy County Administrator  
Dr. Francisco García, Assistant County Administrator for Community and Health Services  
Kristen Auerbach, Director, Pima Animal Care Center

## November 2018 PACC Animal Services Report



### Animal Center News

- PACC took in 1,359 pets in November and achieved a save rate of 92%.
- PACC was open on Black Friday for its Black Fur Day adoption event. 40 pets found new homes. PACC held several other adoption promotions including PetSmart National Adoption Weekend and a Veteran's Day promotion.
- The Friends of PACC hired Dr. Jyothi Robertson of [Shelter Solutions](#) to provide consultation services to assist PACC in better managing the flow of pets through the shelter system and to provide recommendations for clinic operations.
- The [Qless](#) call-in, wait system for PACC visitors is in the process of being installed. This will replace the paper sign-in system and will allow customers to receive a call or text to alert them they are next in line.
- Veterinary Epidemiologist and Researcher [Dr. Gary Patronek](#) presented data on the first six months of the Maddie's Fund foster study, which showed a significant increase in lifesaving for pets sent to foster. He will present a report of additional data to be included in the 2018 annual report.

- The fourth Maddie’s Fund Foster Apprenticeship was held at PACC. Leadership from Best Friends Animal Society, Maddie’s Fund and Arizona State University were in attendance, along with apprentices from 15 different cities.
- PACC Director Kristen Auerbach was named the Executive Leader of the Year (Non-Profit/Govt-Edu/Large Company) by Inside Tucson Business and Tucson Local Media at the annual Executive Excellence Awards.
- PACC staff and volunteers began using the 50 new radios PACC purchased to improve the efficiency of communication on campus.
- PACC has updated web pages and the new website is being designed, with the goal of offering a simple, streamlined site, which is easy to navigate.
- Pima County Risk Management conducted a noise study in the kennels and found noise exposure to be well below OSHA limits.
- PACC began its #givethegiftoffoster promotion to encourage residents to foster long stay pets over the holidays.
- Foster Coordinator Rosio Reyes attended a training by Hannah “The Kitten Lady” in Phoenix. This training is geared towards increasing lifesaving of very young, orphaned kittens.
- 20 PACC leadership staff attended Materials and Services General Procurement Training.
- PACC is participating in the SEEDS (Shelter Employee Engagement and Development Survey) created by the University of North Carolina. Planning has started and the survey will be conducted in mid-February of 2019.
- There were a number of large impounds in November including 14 dogs from one apartment, 10 dogs from the soon-to-close guard dog business, and 20 cats from an overpopulated cat house.
- The foster team and medical clinic worked together to develop ‘standing orders’ for common conditions to reduce appointment wait times and streamline medical services for fostered pets.
- PACC is partnering with No Kill Pima County to offer free microchips between December 26 and January 1. Notices were sent out with license renewals.
- PACC Director Kristen Auerbach presented a college-wide seminar to the University of Arizona’s College of Public Health about the history of animal sheltering and the pet support model of animal sheltering.
- PACC and the County Attorney’s office have completed the initial ordinance review. The ordinances will now be reviewed by the PACC Advisory Committee’s Ordinance Sub-Committee.
- Veterinarians performed 801 spay and neuter surgeries and 59 specialty surgeries.

### **Personnel and Hiring**

- PACC created a medical clinic receptionist position and a candidate has been selected for the position.
- Adoption Counselor Katie Straka was selected as the adoption coordinator.
- Two adoption counselors, one field officer, a pet support specialist, two clinic technicians and a shelter technician have been selected and are in the background process.

- The Friends of PACC created a cat critical care specialist position. This position is advertised on the Friends of PACC website.

### **Volunteer, Rescue and Foster**

- 427 volunteers gave 7,825 hours of service.
- 167 people submitted volunteer applications and two orientations were held.
- Two community dog walks were held with 71 volunteers assisting and 147 members of the public in attendance.
- 350 pets were placed in foster homes, including 42 adult dogs and 45 adult cats.
- Foster orientations were held for adult cat fostering, adult dog fostering, neonatal fostering and foster marketing.
- 12 dogs went on Pawjama parties and field trip outings.
- 279 pets were adopted from foster care.
- 171 pets went to rescue groups.

### **Animal Protection and Outreach**

- The Pup in Boots homeless outreach program supported 274 pet owners with 1,200 pounds of dog food, 100 pounds of cat food and 100 bags of treats. 75 leashes and collars and 77 dog sweaters were distributed.
- 14 owners received fencing assistance and three received dog houses through animal protection outreach services to help keep dogs confined and to prevent impound due to stray roaming.
- Animal protection responded to 2,099 calls including 393 bite investigations, 153 cruelty and neglect complaints and 311 emergency calls.
- PACC Outreach Volunteer Coordinator Gina Hansen led eight off-site humane education events at schools and festivals and hosted seven tour groups at PACC.
- 17 families received assistance through the 'Keeping Families Together' grant fund.

### **Cat and Dog Programs**

- 317 cats and kittens were sterilized through the community cat clinic program and eight cats received additional medical care.
- The community cat team assisted at nine trapping locations and transported 78 cats to and from surgery.
- Enrichment Manager Mik Moeller of the Arizona Humane Society visited PACC to provide consultation for the behavior and enrichment team on providing more consistent kennel enrichment.
- Playgroups for dogs are being held daily with 60 to 80 dogs participating each day. The highest number of dogs in playgroup in a single day was 87.

- All dogs are being evaluated in playgroups as part of the evaluation and placement process for medium and large dogs.

### **Friends of PACC**

- The Friends installed a donor wall in the adoption lobby to honor donors who have given gifts of \$2,000 or more.
- Friends Executive Director Jennifer Camano participated in the SVP Fast Pitch Tucson, making it to the semi-finals along with 17 other local organizations.
- PACC has its first El Tour de Tucson team, with 30 riders raising twice the funds of the set goal.
- The Friends launched an online store with made-to-order goods to support homeless pets at PACC. Visit [www.friendsofpacc.threadless.com](http://www.friendsofpacc.threadless.com) to check it out.
- The Friends raised funds on #Givingtuesday.