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# MEMORANDUM

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Date: June 14, 2018

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

From: C.H. Huckelberry  
County Administrator 

Re: **May 2018 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 unit. Attached please find the most recent update which will be shared with the PACC Advisory Committee at their June meeting.

Most notable, I believe, is the substantial improvement on what was already a notable rate of saved pets. In May 2018 PACC took in 1,349 pets, achieving a save rate of 92.3% compared to May of 2017 when PACC took in 1,556 pets and achieved a save rate of 86%.

Additionally, I am also pleased to report that the bond funded PACC facility continues to be on track and on budget. Phase 2 construction is nearly complete with the tent scheduled to come down later this month. Phase 2 includes renovated dog housing space; training and play yards; and a volunteer office and meeting space. We anticipate finalizing the second phase early in the next fiscal year on schedule and under budget.

CHH/mp

Attachment

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

## May 2018 Director's Report for Pima Animal Care Center



### Animal Center News

- PACC took in 1,349 pets, achieving a save rate of 92.3% compared to May of 2017 when PACC took in 1,556 pets and achieved a save rate of 86%.
- 639 pets were adopted, 162 were returned to their owners and 203 were transferred to rescue groups.
- Lovely's story: The story of a little dog in Pima County received national attention after her owner set her on fire, causing severe burn wounds. After a two-week effort by PACC vets and intensive care at a specialty clinic, Lovely passed away from her injuries, unable to recover from the severity of the wounds. Residents of Pima County donated nearly \$20,000 to the Friends of PACC to a new fund called "Lovely's Fund" which will provide immediate, intensive medical attention to pets in critical medical condition due to cruelty or neglect.
- The Phase II construction is nearly complete and the move is expected to take place from June 22 to June 26, with dogs moving first, followed by staff. Phase II includes dog housing space; administrative areas for adoption, foster, shelter, rescue and behavior team members; play yards; a volunteer office and meeting space; and a 'real life' room for dogs.
- PACC held several adoption events including the Cinco de Mayo adoption event, the Chapman Auto Adoption event and the National PetSmart Adoption week event.
- There were two cases of Strep Zoo at PACC in May, but because of rapid and comprehensive planning by the staff veterinary team in consultation with Dr. Crawford at the University of

Florida, there were no additional cases. PACC received recognition from the University of Florida Shelter Medicine Program for its response to Strep zoo:

<https://sheltermedicine.vetmed.ufl.edu/2018/05/31/pima-strep-zoo/>

- PACC Director Kristen Auerbach will co-facilitate the Best Friends Animal Society Statewide Animal Welfare meeting being held in Phoenix. Arizona has the highest shelter euthanasia of any state in the region and PACC is being used as the model of lifesaving success for other communities in Arizona to replicate.
- PACC leadership held meetings with several potential partners including the University of Arizona, College of Public Health and the Primavera Foundation to discuss strategic partnerships to help keep pets and their families together even in challenging circumstances and to build internship and volunteer learning opportunities at PACC.

### **Personnel**

- A candidate has been selected as the Communications Specialist for PACC and is undergoing the background process.
- PACC has filled the following positions: two clinic technician positions; one animal protection officer; three shelter technician positions; two licensing positions and the communications specialist position. These positions have start dates ranging from early June to early July.
- PACC has selected a human resources representative who begins training in late June.
- The following positions are open and advertised: two adoptions counselors; six animal protection officers; one dispatcher and four clinic technicians.

### **Field and Community Services**

- Animal protection responded to 2,413 calls for service, including 1,038 priority one and two calls. Priority 1 calls are those where there is a significant risk to public safety (rabies exposure or law enforcement requests) needing immediate response and Priority 2 calls are those that pose moderate public safety risk or those in which there are major incidents of pets in immediate distress.
- Animal protection investigated 400 neglect and cruelty complaints and responded to 351 bite complaints.
- Animal protection participated in a Mass Care exercise in partnership with the Office of Emergency Management to prepare for a mass evacuation from Southern California to Arizona.
- The PACC Pet Support Network provided 11 families with materials to repair fencing as well as supplies for their outdoor pets. They also provided 32 free spay and neuter vouchers to pet owners living in the most underserved neighborhoods where pet intake is the highest. These surgeries are provided by PACC spay and neuter contracted partner groups.
- PACC leadership staff are working with PACC Chairman Barry Gillaspie and the Pima County Attorney's office to prepare a draft of proposed ordinance updates. The initial draft was created

by PACC using best practice sample ordinances from around the nation and will be brought for review by advisory committee, jurisdictional partners and other stakeholders following review and input from the Pima County Attorney's Office.

- Two community vaccine clinics were held with 490 pets receiving service.
- The Pet Support Call Center responded to 6,974 calls for assistance and scheduled 101 appointments.
- Through the Keeping Families Together medical fund, PACC provided support to 25 families, allowing them to keep their pets rather than surrendering them to the shelter. The non-medical pet retention fund provided support to two families.

### **Veterinary Services**

- 661 cats and dogs were spayed or neutered at PACC.
- Vets conducted 69 specialty surgeries.
- PACC has selected a fourth veterinarian who is undergoing the hiring process and is expected to begin in late June.

### **Media**

- Hot temps on the way; PACC shares tips to keep Fido cool
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=425163>
- Find a new 'amigo' at PACC's Cinco de Mayo Adoption Fiesta
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=425136>
- Find your teacher's pet at PACC
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=425909>
- PACC urges community to leave kittens in their place
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=426406>
- Give mom the gift that'll keep on giving love
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=426553>
- Lovely dies from cardiac arrest (we updated the story after the fact)
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=427187>
- Come celebrate National Adoption Weekend May 18-20
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=427030>
- Dog fosters needed to help PACC fight canine-related illness
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=427836>
- Adopt a pet this Memorial Day weekend
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=428340>
- Empty the Tent sale happening all month at PACC
  - <http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=428906>

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

- 68 cats and 134 dogs were transferred to rescue groups.
- 377 cats and kittens and 190 dogs and puppies went to foster homes.
- A total of 567 pets went to foster homes compared to 208 pets in May of 2017.
- 447 volunteers donated 9,200 hours of service.
- Volunteers are now supporting operations in several new, key positions including shelter greeter, clinic receptionist and clinic tech assistant.
- 98 people applied to be volunteers and 76 people attended new volunteer orientations.
- 21 volunteers attended shelter software training.
- 135 volunteers attended specialty training for dog walking, cat care and handling, greeting guests and adoption counseling.
- Volunteers and the volunteer coordinator presented at the Juvenile Detention Resource Fair, the Liberty Elementary Humane Education Day, the Saddle Brooke Ladies Club and the Animas High School Career and Resource Fair.

## **Friends of PACC**

- The Friends and PACC renewed their Master Cooperative Agreement.
- They applied for grants to fund pet support services in underserved areas of Pima County.
- They partnered with three PACC volunteer groups to provide specialty support to at-risk groups of pets including senior dogs, cats with medical issues and dogs with behavioral challenges.
- The Friends hosted Mayor Rothschild for a tour of the new PACC facility.