



Maricopa County
Animal Care and Control

MARICOPA COUNTY ANIMAL CARE AND CONTROL ANNUAL REPORT: FY2015



FOR MORE INFORMATION:

**VISIT OUR WEBSITE: WWW.MARICOPA.GOV/PETS
OR CALL US: 602-506-PETS(7387)**

EAST VALLEY ANIMAL CARE CENTER

2630 W Rio Salado Pkwy
Mesa, AZ 85201

WEST VALLEY ANIMAL CARE CENTER

2500 S. 27th Avenue
Phoenix, AZ 85009

EVERYDAY ADOPTION CENTER

PETSMART CHARITIES
4380 N. Miller Rd.
Scottsdale, AZ 85251

MESSAGE FROM: Dr. Rodrigo Silva

Assistant County Manager



Because of the work of MCACC and our many partners, last year was filled with success for our community and its animals. The partnerships we have forged have created the perfect environment for the flourishing of programs and resources to help pets in need.

It is by engaging the whole community that we are able to take big steps towards our goal of ending needless euthanasia of pets in all Valley shelters. We, as a community, are now poised to move the proverbial needle further, making our county a safe haven for pets.

Relentless improvement was the beat for MCACC during FY15. Every area of our operation was reviewed and reassessed, as we sought out opportunities for improvement. Many opportunities were found where improvement, efficiency gains and effectiveness could be enhanced.

Nonetheless, there was a common theme across all the inquiry results: everyone at MCACC including staff, partners and volunteers do an excellent job with the tools we have. Our efforts to save more lives every day are strong and effective.

Going through a process of inner search and renewal was a humbling experience. Many of us at MCACC had to let go of our own intellectual capital, ideas and experiences to consider new ideas and learn new things. I am very proud of all the coworkers who worked twice as hard to accommodate the additional workload driven by the process. Throughout this process, many of us left behind a piece of ourselves. Notwithstanding, we embraced and enabled change because we believe in a transcendent purpose.

Our community deserves an agency that is capable of self-renewal, and capable of continually reinventing itself. MCACC rose to the challenge and is a better agency today. The next step is to determine how to ensure the longevity and sustainability of our work. We must find a way to secure the future where only those very ill or with serious behavior challenges are euthanized in our shelters. I am certain that our team will face this trail with strong commitment and dedication. We know that reaching a goal is nothing if it cannot be sustained

Today, MCACC continues to lead the State as the number one pet adoption agency. We are one of the main forces behind life-saving efforts in Maricopa County and Arizona. The future looks brighter for pets and pet owners in the Valley. MCACC's commitment to continue our life-saving efforts is unwavering. We will maintain the steady course to provide access to free and low cost services for families in need.

We are thankful for our partners and supporters who share our passion for animals and believe in our work. I am grateful to be part of a team who works diligently to save lives and make Maricopa County a better community for pets and their families.

FY2015: WHAT'S INSIDE?



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CARE CENTER SERVICES:

Maricopa County Animal Care & Control's (MCACC) fiscal year came to a close on June 30th and we are pleased to report a continued decrease in the number of animals brought to our shelters, as well as a reduction in euthanasia. MCACC's Live Release Rate (percentage of animals leaving the shelter alive regardless of their health or behavior status) was 77% - the highest rate on record for the agency. Other highlights from MCACC's FY15 include:

Animal Intake: The total number of dogs and cats brought to MCACC shelters in FY15 was 36,047 (32,014 dogs and 4,033 cats) – a 6% decrease from FY14. Of the animals brought to the shelter, 18,560 were strays picked up by MCACC's Animal Control Officers – a decrease of 10% from the previous year.

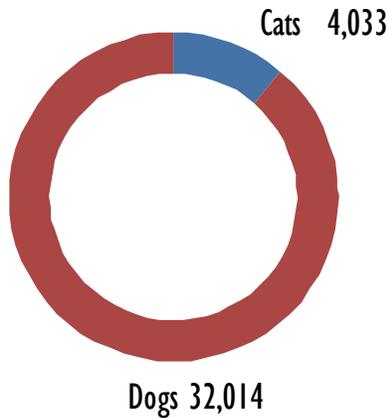
Animals Returned to Owners: In FY15, 4,384 dogs and cats who arrived at MCACC were returned to their owners. Although this marks a 5% increase from the previous year, the agency continues to stress the importance of dog licensing, identification and microchips for pets. Many of the animals at MCACC come to the shelter with no form of identification – making it impossible for them to be reunited with their families.

Adoptions: Even though the number of animals coming to its shelters decreased, MCACC's adoption numbers remained constant. The agency found adoptive homes for 11,360 dogs and cats in FY15. An additional 11,550 dogs and cats were transferred to other animal shelters and rescue groups, including several out-of-state animal welfare agencies who adopted more than 100 Chihuahuas from MCACC.

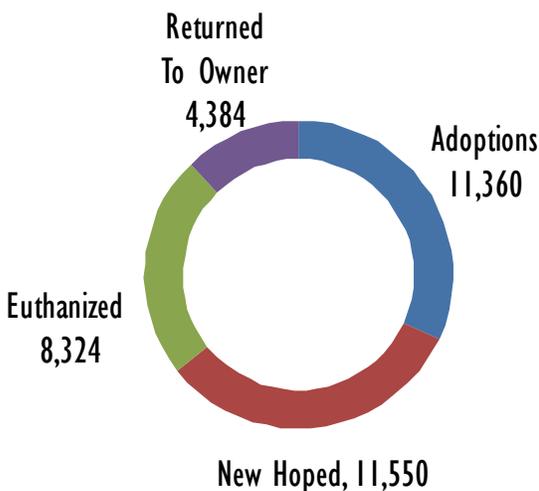
Euthanasia: In FY15, 8,324 dogs and cats (7,417 dogs and 907 cats) were euthanized – a decrease of 18% from the previous year and a 67% decrease from five years ago.

Looking ahead to FY16, MCACC hopes to strengthen its work to provide excellent customer service for our two legged and four legged customers, enhance medical capabilities, and redouble its efforts to increase the number of pets returned to their original owner.

INTAKE TOTALS FOR FY2015



TOTALS FOR FY2015



PetSmart Charities

Everyday Adoption Center

Our PetSmart Charities Everyday Adoption Center (EAC) is an extension of MCACC and is located inside the PetSmart store at 4380 N. Miller Road in Scottsdale. Due to its compact size, the store is the perfect location for those potential adopters who may be overwhelmed by our full service shelter locations.

The EAC has room to house eight adoptable cats and nearly 40 dogs. Many of MCACC's Chi Town residents make their way to the EAC for adoption – the quieter location makes it ideal for dogs and cats who may be timid or shy. This location is also a common drop-off location for puppies and kittens returning from foster care.

Rita is a prime example of a dog who benefitted from being placed at the EAC. The Border Collie mix first arrived at MCACC in January 2012. She was adopted and then returned to the shelter again in January 2014 as a stray. Calls and inquiries to her previous owner went unanswered. Rita spent several months at our East Valley Animal Care Center and then some time in a foster home. She was eventually moved out to the EAC and it didn't take long for a loving family from Scottsdale to adopt her. Rita is now thriving in her new home!

Our EAC location consistently ranks among PetSmart Charities most successful adoption centers. In FY15 the staff and volunteers at our EAC found homes for 2,196 dogs, cats, puppies and kittens.



WHERE ARE THEY NOW?

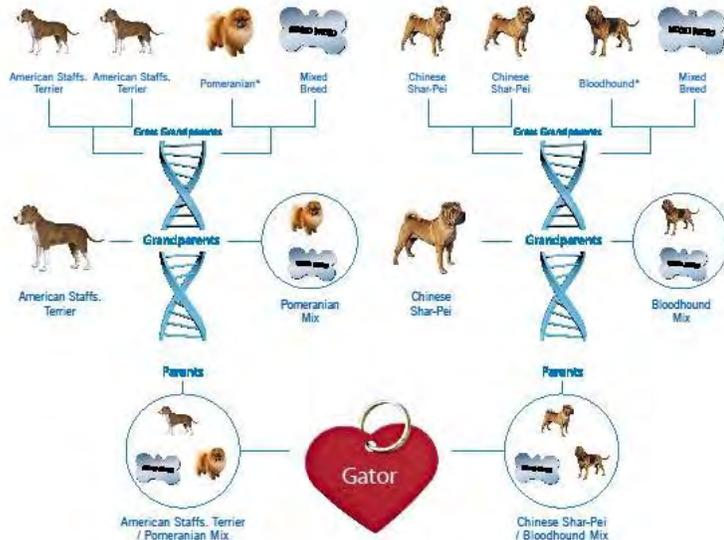
HAPPY TAILS FROM OUR FORMER MCACC FRIENDS

We made the ever-so-famous Gator our cover doggie model for a reason; he was an MCACC resident that everybody knew and loved. Having originally arrived at our Mesa location back in 2014, Gator returned to us for a second time this fiscal year. He immediately regained his role as a shelter favorite. The MCACC alum quickly became a star during his time with us, making several TV appearances. He was a media hit and represented MCACC well on news segments. Gator was in the books as a pit bull mix, but we had our doubts about that. In April we had a DNA testing kit donated to us through Mars Veterinary. We used it to test Gator's DNA and the results proved our theory right. As you can see under the photo on the right, Gator is classified as a American Staffordshire Terrier, Chinese Shar-Pei, Bloodhound and Pomeranian mix. Perhaps it was his diverse and unique breed that drew Erik Matson to Gator, but regardless of the reason, Gator found a new home! Everyone is thrilled that Gator is out of our care and lounging around on the couch all day. Matson is thrilled to have Gator as a part of his life and is committed to helping Gator adjust to life with him and helping him grow to be a happy, healthy dog.



YOU HAVE AN AMERICAN STAFFORDSHIRE TERRIER, CHINESE SHAR-PEI, BLOODHOUND, POMERANIAN MIX

The *Wisdom Panel* computer algorithm performed over seven million calculations using 11 different models (from a single breed to complex combinations of breeds) to predict the most likely combination of pure and mixed breed dogs in the last 3 ancestral generations that best fit the DNA marker pattern observed in Gator. The ancestry chart depicting the best statistical result of this analysis is shown in the picture below.



“ WE WILL APPLY THE CRAWL, WALK, RUN APPROACH WHILE I EARN HIS TRUST. HE WILL NOT KNOW WHAT LOSING IS. THAT I GUARANTEE WITH MY LIFE. I WILL NEVER LEAVE HIM, AND HE WILL NEVER KNOW DEFEAT . ”

- Erik Matson
Gator's new dad



Maricopa County
Animal Care and Control



Artie—
New Hoped in October 2014



Athena—
Adopted in February 2015



Scaredy Cat—
New Hoped in September 2014



Bear—
Adopted in October 2014



Monkey Girl —
New Hoped in September 2014



Bandit —
Adopted in October 2014



Sweet Pea—
Adopted in October 2014



Whimsey—
Adopted in January 2015



Willie—
New Hoped in October 2014

WELCOME TO CHI-TOWN

NOT THE WINDY CITY... CHIHUAHUA CITY...

Welcome to Chi-Town, a safe haven for small dogs who are sick, scared or behavior issue oriented and at risk for euthanasia. Occupying three rooms at the Maricopa County Animal Care and Control's West Valley Animal Care Center, Chi-Town volunteers work to keep animals healthy and socialize them with other dogs.

Created in 2011, Chi-Town runs on play groups. For those dogs that are scared or anxious, Chi-Town offers them a chance to be out of their kennel for longer periods of time. Splitting up the dogs accord-

ing to behavior, volunteers create and monitor play groups which allow animals to be out of their kennels and run around for hours at a time.

Through promotion on social media, in-house efforts and adoption events, Chi-Town found homes or rescue outlets for 755 animals this fiscal year. With caring hands and big hearts, the Chi-Town staff made a difference in the lives of all the animals that passed through their doors this year.



Leo was just one of many dogs who found his way to Chi-Town.

THE POWER OF SOCIAL MEDIA: HOW CHI-TOWN MARKETS ADOPTABLE PETS



Volunteer photographers take adorable pictures of Chi-Town dogs in costumes and post them to the Chi-Town Facebook page. This amazing Facebook community helped contribute to the adoption or rescue of over 700 pets this fiscal year.

FOSTERING & NEW HOPE

The foster program at MCACC takes animals that are struggling at the shelter and places them in homes where they can relax and adjust before finding a new home. Many dogs adjust to the shelter environment but for those that can't handle the stress, foster homes are a perfect option. In addition, puppies and kittens that come into the shelter without a mom need to be bottle fed. Many times, litters of puppies or kittens will have the opportunity to grow up in foster homes, rather than in the shelter environment. This fiscal year, 2,411 animals were placed into foster homes until they were ready for adoption.



Autumn is just one example of an animal that thrived in a foster home. Coming to us in May, Autumn suffered serious injuries to her leg. One of our staff members fostered her and when she was old enough and healthy enough had her leg amputated. After several months of great foster care, Autumn found a wonderful home and family to have forever.



Boxer Luv Rescue is one of many New Hope partners who visit our shelters on a regular basis.

The New Hope program has always been an essential part in the day to day efforts at Maricopa County Animal Care and Control. Being a part of a community dedicated to saving the lives of animals is what makes animal welfare work. MCACC's New Hope partners include nearly 100 rescue groups and animal welfare organizations. Per rescue group requests, MCACC transfers animals into their care from our shelters, while ensuring the pet a home and opening up space and resources for MCACC to care for other animals.

In FY15 11,550 animals were transferred to New Hope organizations. MCACC is thankful for these partnerships with other groups who have the animal's best interests in mind and look forward to many more years of partnership.

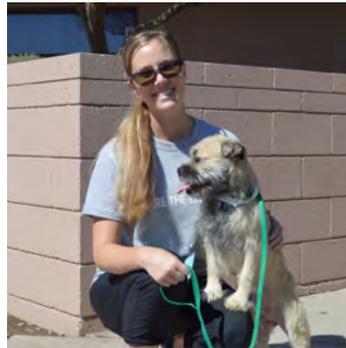
MCACC VOLUNTEERS

THEY MAKE THE SHELTER GO 'ROUND.

Giving their time, effort and skills, the volunteers at Maricopa County Animal Care and Control always create impressive statistics. This year 556 volunteers donated on average 10 hours a week (approximately 33,000 hours) to care for the animals in our Care Centers.

Essential to day-to-day life at all three MCACC care centers, volunteers spend their time doing a variety of things. Some devote their time to being adoption counselors and helping facilitate adoptions; others utilize medical skills and volunteer in our veterinary clinics.

If you have an interest in becoming a volunteer at MCACC just complete a volunteer application online at www.maricopa.gov/pets.



Photography

More and more of our volunteers are beginning to use their talents to photograph the animals. They will dress them up sometimes or not, and take pictures. Their pictures are of great use to us. It is easier to promote an animal for adoption when it has an adorable photo to go along with it. MCACC is appreciative of all of the photographers that volunteer their time for the pets.

DAY FOSTER OUTINGS: FUN TIMES FOR LONG-TIMERS



Since its launch in January 2014, the day foster program has improved the well-being of many pets and helped us provide care for the animals in our shelters. Focusing on those dogs who have been with us for 30 days or longer, the program allows canines to get out and about for a bit and practice being around people, walking on a leash and being in a home environment instead of a shelter environment.

Only made possible by volunteers, those involved can choose how to spend their day with their day foster animal. Animals often times get to experience hiking, relaxing at home,

enjoying local parks, dog bathing salons, pet supply stores and many other fun destinations. One stipulation of day fostering is that volunteers provide MCACC staff with photos, video and a description of their day to post on social media. Staff uses this information to provide more information to potential adopters and highlight the great qualities and personality of each pet.

In FY15, roughly 2-5 dogs went on day foster outings each week and the program benefited around 155 dogs. This is a huge increase since FY14. We are confident and hopeful that the program will continue to grow.

“Citizens For Pets” Task Force

Recommendations to improve the care of homeless animals in the community

In October of 2014, a task force was created to aid Maricopa County Animal Care and Control in providing better services for the homeless animals in our care. The ad hoc committee was created by the Board of Supervisors and comprised of nearly 30 citizens with a common goal – the care and well-being of homeless pets in our community.

The task force spent six months reviewing several areas of Maricopa County Animal Care & Control and compiling a list of recommendations for the Board’s consideration.

The task force presented the Board of Supervisors with a total of 35 major recommendations and 108 strategies in the following areas: Medical Care, Sanitation, Behavior, Adoptions, Marketing & Outreach and Budget & Funding.

The task force recommendations included things such as:

- Hiring of additional veterinary staff
- Improvements to MCACC’s current dog evaluation process
- Enhancement of MCACC volunteer program and outreach

For a full copy of the report, please visit

www.CitizensforPets.org.

More off-site adoption events have been scheduled to find more animals homes. The most recent addition is the off-site adoption events at the PetSmart near 38th Street and Thomas in Phoenix. The store features us on their Facebook page to encourage potential adopters to stop by for a visit.



New Kennel Cards



CS&A 1.a.iv - We’ve implemented easier to understand kennel cards for visitors to our care centers. Gone are the plaques and laminated signs! These were replaced by kennel cards that say “Adoptable,” “My Owner is Being Contacted,” “Stray,” and “Ask About Me at the Front Desk.”

New Customer Service Position



CS&A 1.d - Three Customer Service Quality Specialist positions were created in April. These staff serve as greeters for the public and also perform routine “inspections” of each shelter throughout the day.

New Whelping Boxes



AW-MC 3 - High Priority. The shelter has a limited number of specially designed whelping boxes but is now using dog crates as whelping boxes. These crates and boxes ensure that little ones aren’t wandering loose in kennels and prevents any unnecessary mishaps .

LICENSING AND CALL CENTER

The licensing and call center at Maricopa County Animal Care and Control continues to enforce and educate the public on licensing their pets. Besides being the law, licensing is an essential part of pet ownership and provides many benefits to pet owners and their animals. Licensed animals are generally returned to their owners in a more timely fashion as animals wearing licensing tags have owner information on

file with MCACC.

This fiscal year the licensing and call center received 371,254 calls in regards to licensing and other general topics. They also licensed 389,388 animals helping to reunite 4,384 stray animals with their owners this year.

MCACC will continue to push the importance of licensing as the majority of the animals that come to our shelters are not licensed and we have no way of returning them to their rightful homes.



COMMUNITY OUTREACH AND DEVELOPMENT

The Community Outreach and Development (COD) team runs two of Maricopa County Animal Care and Control's (MCACC) programs which provide free services to the public. These programs include the Spay and Neuter Assistance Program (SNAP) and Uno por Uno.

SNAP provides members of the public with opportunities for free spay and neuter surgeries. This fiscal year, the SNAP program provided 14,656 surgeries to county residents.

In addition, the Uno por Uno program holds monthly free vaccine

clinics, servicing different areas each month. This fiscal year, they held 45 vaccine clinics and gave 4,486 vaccinations. On top of vaccine clinics, the program offers \$10 microchipping and puts on other community events and fairs throughout the year.

The COD team works hard to be proactive in increasing the number of altered and vaccinated pets to help ensure that the number of stray animals is reduced and that disease does not spread.

THE CLINIC



The clinic staff at Maricopa County Animal Care and Control works to meet the medical needs of the pets in our care. Contributing time and effort, they perform countless surgeries each day and help maintain the overall health of the animals at all of our locations.

In FY15, the clinic staff performed a total of over 17,092 spay and neuter surgeries on the cats and dogs that entered our care. In addition to spay and neuter surgeries, MCACC clinic staff also handles other medical surgeries such as amputations, laceration repairs and eye removals. This past fiscal year the clinic performed 238 of these types of surgeries.



FIELD ENFORCEMENT

The Field Enforcement division of Maricopa County Animal Care and Control works hard to keep both the pets and humans of our community healthy and safe. Responding to 35,958 calls for service, this fiscal year our Animal Control Officers had their hands full when it came to being out in the field.

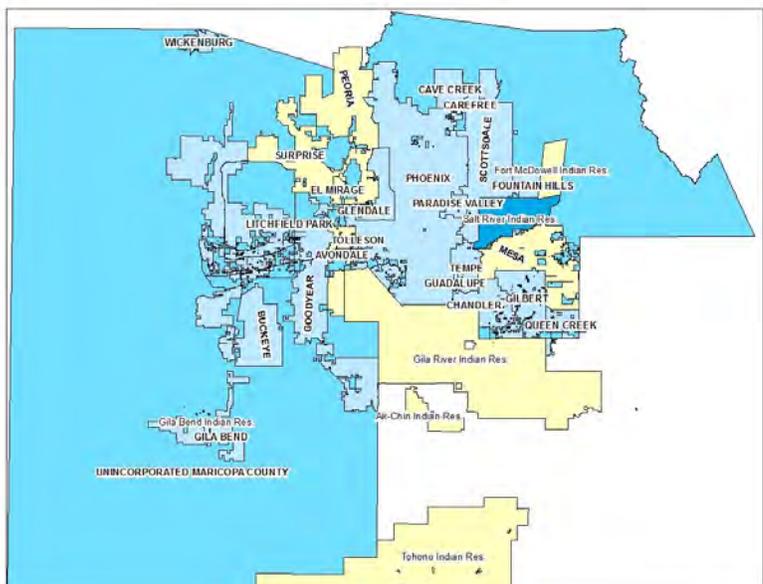
In FY15, our Animal Control Officers brought 18,560 stray animals into our care centers. In addition to stray animal pickup our officers responded to 4,335 bite incidents. Compared to last year's 4,965 reports, that is 630 less incidents. Seeing over a decrease of over 1,200 bite reports over just the last two years, the Enforcement division continues to work hard to prevent dangerous situations such as bite incidents.

In accordance with the law, and in order to keep our community safe, our Enforcement division issued 603 leash-law citations, and 3,595 leash-law warnings this past fiscal year.

Our Animal Control Officers are here to keep the community safe and the effort they put into making that happen is evident.



Map of areas our Animal Control Officers service





MCACC IN

The communications and media relations department at Maricopa County Animal Care and Control strives to promote programs at MCACC as well as market pets for adoption.

Of the 127 animals that we featured during adoption segments in FY15, 112 were adopted, 14 were rescued by one of our New Hope partners and one remains in foster care.

MCACC appears on CH. 12 every Saturday morning, Arizona Midday every other Thursday, and the Arizona Republic every week

We were featured 197 times for positive media appearances and stories in FY15.

The media relations team also manages the social media site and in fiscal year 2015 reinstated the Twitter account as well as created a new Instagram account. Here they post adoptable animals, information on programs and promote upcoming events. MCACC's Facebook has over 17,000 likes and can reach up to 24,000 people through its posts each week. The new and growing twitter already has over 100 followers.

Always researching and implementing new campaigns, the team is constantly thinking of new and innovative ways to find animals homes.



THE MEDIA



Unlikely Duo Goes Viral

It's not unusual for MCACC staff to see small and large dogs come in together, but this pair was unique. The tiny Chihuahua found comfort sleeping on the back of her Boxer friend. A photo of the two in their kennel quickly spread on the internet and soon everyone was inquiring about the adorable duo.

Potential adopters expressed interest on Facebook, but one person stood out. Sonya B. from Orange, California emailed the MCACC staff to inquire about the dogs. Along with a heartfelt message, Sonya sent photos of her home and current dog.

When no one showed up at the

designated time to adopt the pair, staff immediately called Sonya. After bursting into tears, she promised to drive to Phoenix and be at the shelter by the time we opened our doors the following day. Now named Libby and Charlie, the two have another canine

brother named Bentley.

Sonya routinely sends videos and photo updates of the entire family.

These two couldn't have found a more perfect home.

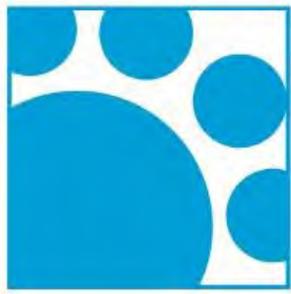


Now in a loving home, Libby still picks Charlie's back as her favorite place to sleep.

JOIN US ON SOCIAL MEDIA — We post adorable photos and keep you in the know about all things MCACC.

For those reading an electronic version of this report: ctrl + click the logos below to follow us!





FRIENDS

Of Animal Care & Control

Friends of Animal Care and Control Helps Army Vet Get Dog Spayed



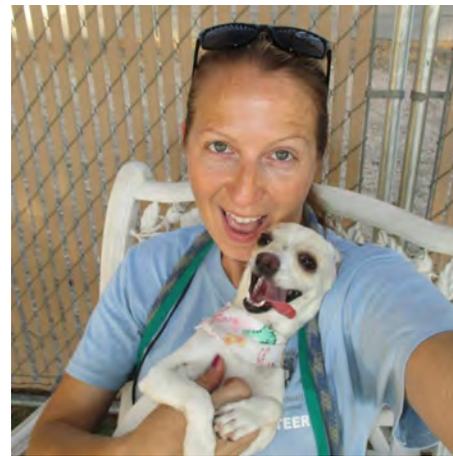
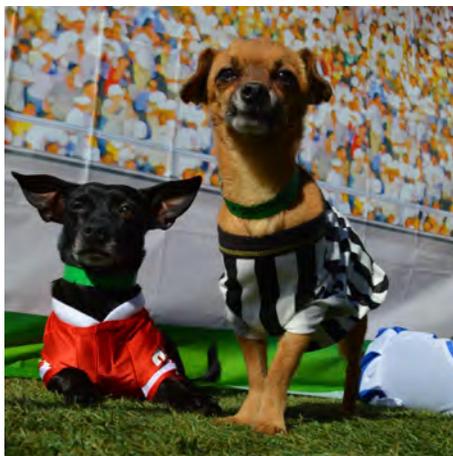
Tim, an Army veteran who suffers from severe PTSD, was having trouble certifying his beloved dog Nala as a therapy dog because she wasn't spayed. He thought he couldn't afford the procedure, until he heard about the free spay/neuter surgeries made possible by the generous donors of Friends of Animal Care and Control (FRIENDS).

Thanks to you, thousands of Maricopa County pet parents like Tim get the help they need each year. FRIENDS is a 501(c)(3) nonprofit organization that raises money to support shelter intervention programs at MCACC. The largest—and we believe the most important—of these programs is the Spay/Neuter Assistance Program (SNAP).

SNAP provides no-cost spay/neuter services to low-income residents of Maricopa County.

With the help of our donors, FRIENDS was able to pay for more than 14,000 surgeries in 2014 alone, saving more than 7,000 lives!

Nala is now on her way to becoming a certified therapy dog, and Tim will soon be able to live a normal life. Without your support, we wouldn't be able to make a difference in the lives of people and pets like Tim and Nala. Please visit www.azfriendsofanimals.org to make a donation.





Maricopa County
Animal Care and Control

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