MARICOPA COUNTY
ANIMAL CARE AND CONTROL

Annual Report
July 2007 — June 2008

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Our mission is to promote and protect the health, safety and welfare of people and pets in Maricopa County.

FROM THE DIRECTOR

Fiscal Year 2008 was extremely challenging, yet incredibly rewarding. On March 13th , the community witnessed the grand opening of our new shelter, located at 27th Avenue and Esterbrooks Boulevard. The new shelter has improved the work environment for employees; the quality of life for the animals in our care; and the customer experience of those who visit. The new shelter provides the right mixture to continue our commitment to reduce euthanasia of adoptable pets in Maricopa County.

The new shelter also brought an increase in the number of animals received. I truly believe this is the result of the generous attention we received from the media highlighting our successes. It is important to note the number of animals handled by all the shelters in Maricopa County appears to be on the decrease; the product of the wonderful job the animal welfare partners are doing in promoting and providing spay and neuter services. On another note, despite the 5% increase in intakes, our adoptions were up by 14% and the euthanasia of treatable pets was down 19% compared to last fiscal year.

The Maricopa County Spay/Neuter Voucher program continues to grow and benefit the communities we serve. More than 16,000 vouchers were issued for pets to be spay/neutered this fiscal year. With it's 75% redemption rate (over 11, 500 surgeries), the program is the most successful one around. Veterinary clinics are taking notice of our program and are requesting to become partner clinics. The clinics and pet owners are building relationships that have positive effects both on the pets and our community. Currently with almost 30 clinics participating, we anticipate this number to triple next year.

We conducted the second Uno por Uno (Spanish for "one by one") campaign in January, February, and March. We targeted Zip code 85008. With the help of our partners we provided 1,100 free rabies vaccinations and 800 free spay/neuter surgeries. This culturally sensitive campaign addresses the needs of underserved neighborhoods, serving families and their pets. Uno por Uno also offers license clinics and education on a frequent and repetitive basis in the designated area. Because of its success, we received the 2008 NACo Award for Community Service for the 2007 campaign.

We have continued to increase service to the community. In FY2008, El Mirage, Youngtown, Buckeye, Tolleson, and Salt River Pima Maricopa Indian Community joined into contract for Field Enforcement Services. El Mirage and Youngtown's services began in the last quarter of FY2008. The other communities will begin service in FY2009. This is a testimony to the high quality service provided to Maricopa County residents.

In addition, we participated in the annual Maricopa County Flood Control District disaster exercise, coordinating with government and non-profit animal organizations around the county to provide simulated evacuation and sheltering of displaced companion, service, and agricultural animals. We also participated in TOPOFF 4, the federal terrorism exercise. This is the first time an animal agency has been written into the scenario of one of these exercises.

Our licensing section mailed out a record 504,161 pieces of mail including renewals, past due notices, final notices and failure to license. The Department issued 297,267 licenses, a 13% increase from last year.

Dr. Rodrigo Silva, MCACC Director

Our call center had its highest number of incoming calls—431,448. Of those calls, 229,838 were offered to our agents. And 99.66% of the agent requested calls were handled.

I am grateful for all the support of generous donors and partners who continue to believe in what we do. It is with sincere thanks to the people, organizations and businesses who donate their time, resources and money that we are able to continue the battle against euthanasia and safer neighborhoods for all residents and their pets. Special thanks goes to FACC's - Friends of Animal Care and Control for their tremendous support to make the Maricopa County Spay/Neuter Voucher program a great success.

One of the many homeless animals that has passed through the doors of MCACC. He found a forever home.

MCACC SERVICES

MCACC's services reflect the delicate balance that exists between animal welfare and animal control. We strive to be proactive and offer programs to prevent problems before they occur.

It is our vision to reduce the dangers and nuisances caused by irresponsible pet ownership and to protect pets from abuse, neglect and homelessness.

We accomplish this through transparency, accountability, professionalism, clarity, safety and by acting with a humane attitude.

MCACC offers a variety of services to the community including:

- Adoption programs to place dogs and cats in loving forever homes (including mobile adoptions and media pets)
- Shelter for lost and stray animals complete with water and food
- Spay and neuter surgeries to prevent more unwanted animals
- Pick up of stray dogs to give them a safe place to stay
- Dog licenses
- Rabies vaccinations for dogs and cats
- Community outreach

FIELD ENFORCEMENT

Maricopa County Animal Care and Control's Field Enforcement provides services to the close to 4 million person county, encompassing more than 9,000 square miles. The Department covers 19 cities and towns, and unincorporated areas in Maricopa County:

- Buckeye
- Carefree
- Cave Creek
- Chandler
- El Mirage
- Fountain Hills
- Gila Bend
- Gilbert
- Goodyear
- Litchfield Park
- Guadalupe
- Paradise Valley
- Phoenix
- Queen Creek
- Scottsdale
- Tempe
- Tolleson
- Youngtown
- Salt River Pima Maricopa Indian Community

The services entail 7 days a week coverage (including holidays(; 24-hour emergency service in some areas; dispatch from 6:00 a.m.—10:00 p.m.

The Field Enforcement Division provides the following to those it contracts with:

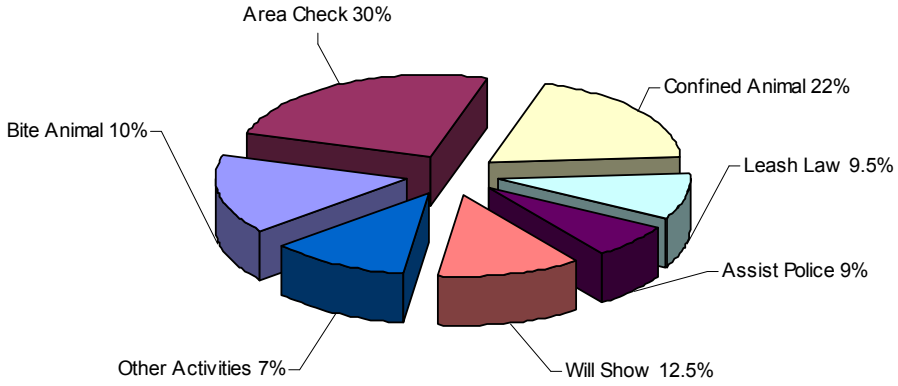
- Stray Dog
- Patrol Request
- License Enforcement
- Leash Law Violation
- Police Dept. Assist
- Bite Safety Education
- Kennel Permit Inspection
- Rabies Control
- Vicious Petition Complaints

These services help communities to be safer as there will be fewer loose dogs and a reduction of dog bites in the community.

Last Year:

- Animal Control Officers went out on more than 51,000 calls
- Over 23,000 dogs were impounded
- More than 60,000 miles a week were patrolled—over 3 million miles a year!

MCACC Field Enforcement Activity Responses



STATE LAWS

The Field Enforcement division was created to enforce state mandated animal control laws. Following are some important things to know as a dog owner in Maricopa County.

It is against the law in Maricopa County to let your dog run loose. You must have your dog under your control at all times. Dogs must be: Inside your house; In your fenced yard; On a leash.
A.R.S. 11-1012

All dogs over the age of three months in Maricopa County must have a County-issued dog license. Besides it being the law, a dog license can help you be reunited with your dog if he escapes. They must also be vaccinated against rabies. ***A.R.S. 11-1008 & 11-1010***

If your dog attacks and/or bites a person, you must report a bite to MCACC. Your dog will be quarantined and/or destroyed. You may receive a citation, court time and fines. ***A.R.S. 11-1014***

For more information on the Arizona Revised Statutes visit: www.azleg.state.az.us/ArizonaRevisedStatutes.asp

CALL CENTER/ LICENSING

CALL CENTER PERFORMANCE

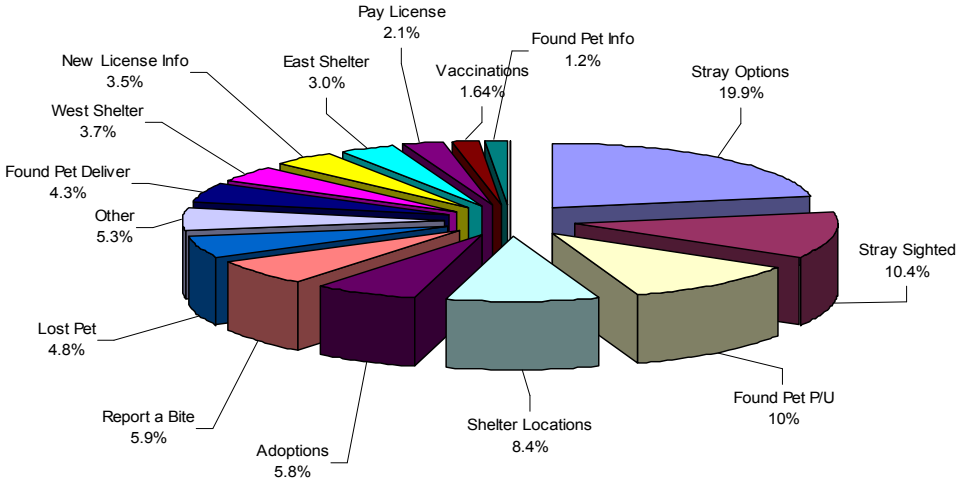
MCACC's Call Center received more than 431,000 calls this past year. That's over 150,000 more calls than the previous year. Of those calls, 229,838 were offered to our agents. And 99.66% of the agent requested calls were handled.

Information is available through the phone system 24 hours a day in both English or Spanish. This year, all callers were connected to the system—no busy signals.

The Call Center performance has grown in leaps and bounds in the last year. Improvements have been made in number of calls received; how long a client spends on the phone; and whether they need personal assistance.

Customer satisfaction has improved as callers navigate the improved IVR phone system and web site on their own.

TYPES OF CALLS RECEIVED



LICENSING

This year was a banner year for the Licensing Section. Over 500,000 dog license related material was mailed out.

- 267,506 renewals
- 93,485 past due notices
- 22,922 final notices
- 120,248 failure to license notifications

While a license is mandatory, it also ensures the safety of your dog. If your dog gets lost, and he has a license, we can return your dog to you right away. If we can't reach you, we automatically hold your dog for five days, instead of three and the first 24 hours of boarding is free.

License fees are as follows (all are good for no more than one year):

- $16 altered/sterilized dogs
- $40 for unaltered dogs
- $6 for senior citizens with altered dogs (limit of 2 dogs per household)
- $2 a month late fee for altered dogs
- $4 a month late fee for unaltered dogs

11,503 licenses were issued online this year, utilizing our newest service.

DOG LICENSES ISSUED

Altered Dog:	219,741	74%
Senior Altered Dog:	36,249	12%
Unaltered Dog:	41,277	14%

Almost 90% of licenses issued are to sterilized dogs

Dog License compliance is up by more than 34,000 from last year –that's over 13%!

297,267 licenses were issued department wide.

SHELTER SERVICES

MCACC shelters offer many services to the community:

- Intake
- Return to Owner (RTO)
- Quarantine
- Licenses
- Alternative Placement
- Veterinary Care
- Adoptions
- Rabies Vaccinations
- Court Hold
- Microchip
- Fostering

One of MCACC's dogs— she found a forever home

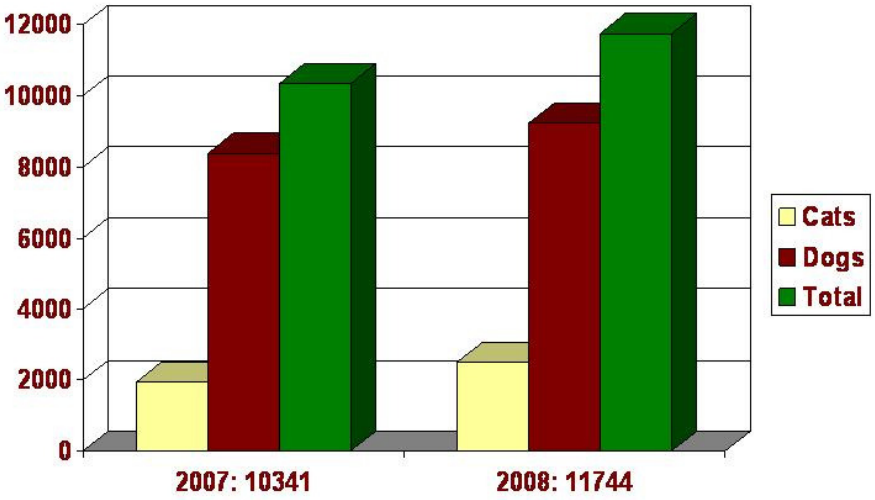
MCACC adopted out 11,744 dogs and cats this year . 6,110 were returned to their owners. 6,765 were taken by MCACC'S new hope (rescue) partners—that's 24,619 lives saved!

DOG & CAT INTAKE

This year, MCACC took in 55,974 dogs and cats, either from people bringing them in over the counter, or Animal Control Officers bringing them in from the streets. Considering the county's population is growing, the number of animals being brought in is smaller than in the previous years. The percentage of animals being adopted and returned to owners is higher and euthanasia rates are going down.

26,392 dogs and cats were turned in over the counter. 30,122 (28,656 dogs) were brought In by our Animal Control Officers and other Officers.

ADOPTIONS



EUTHANASIA

As a county agency, MCACC turns no animal away. Many of them come in unadoptable. MCACC does not wish to euthanize any animals, but has no choice. The good news is that our euthanasia numbers are going down (19% from last year), compared to the number of animals we are taking in every year.

MCACC has not euthanized a healthy, adoptable dog or cat since October 2005.

Our goal is to end the euthanasia of all treatable and manageable dogs and cats by 2012.

Unfortunately we had to put down 31,055 animals; 12,990 treatable and manageable dogs and cats, 18,065 untreatable and unmanageable dogs and cats.

SHELTER SERVICES

SAVING MORE LIVES

MCACC is dedicated to saving more lives. No healthy animal has been euthanized since October 2005. MCACC's goal is to end the euthanasia of all healthy, treatable and manageable animals by 2012. 38% (7,983) of all treatable and manageable animals were saved this year. Overall, MCACC has a 44% live release rate.

MCACC saves more lives by bringing adoptable animals to the community. MCACC's Mobile Pet Adoptions Bus can be found around the valley every weekend. MCACC also has cats and dogs at PETCO stores in Maricopa County. All these efforts help to save lives as more animals are adopted. This past year, the bus was out in the community more than 50 times. 733 animals found new forever homes at these off-site events.

VETERINARY CARE

The veterinary staff at MCACC works hard to care for all the dogs and cats that need medical attention. MCACC's veterinarians and vet technicians perform spay/neuter surgeries on every dog and cat that is adopted—that's over 10,000 surgeries each year (35 a day or more).

Animals that need care are examined by the veterinary staff for treatment. The staff performs necessary surgeries for injured animals. This can occasionally be as extensive as a limb removal or eye inoculation, or as simple as some medicine to clear up an infection.

MCACC's clinic offers several professional initiatives. They provide newly graduated veterinarians spay and neuter surgery options. They also work with volunteer veterinarians as well as with veterinary technician training programs.

With the new, larger, state-of-the-art clinic at 2500 S. 27th Avenue, MCACC is looking into ways to fully take advantage of the space in the upcoming years.

New clinic at 2500 S. 27th Avenue

SHELTER SERVICES

SPAY NEUTER NO-COST VOUCHER PROGRAM

MCACC's Spay/Neuter Voucher Program provides no-cost spay/neuter services for pets of individuals in need. With a 75% redemption rate, it is the most successful program of it's kind in the United States.

The program is a partnership between MCACC and more than 25 valley veterinarians. The voucher is issued to county residents who apply. The pet owner schedules the surgery with any of the participating veterinarians. The veterinarian performs the procedure, and then MCACC reimburses them for the surgery. What's amazing about this program is that it is run on donations (all surgeries are paid with donations from FACC's - www.azfaccs.org).

MCACC processed close to 16,500 spay and neuter vouchers for surgeries this past year. Almost 12,000 were redeemed at a cost of over $700,000.

The program continues to grow, from the number of veterinarians wanting to participate, to the residents of Maricopa County taking advantage of it. Initial indications are that it is making a difference in the pet homelessness problem in Maricopa County.

The application to take advantage of the program can be found on our web site at www.pets.maricopa.gov or at either of our Animal Care Centers.

Spaying and neutering is extremely important in Maricopa County. While only the fourth largest county in the United States, MCACC is the second largest county animal shelter. To help control the pet homelessness problem, MCACC provides educational materials to the community about spaying and neutering.

NEUTER SCOOTER

The Neuter Scooter is another way MCACC is trying to lower the pet overpopulation problem and keep the community healthy.

The Neuter Scooter is a self-contained surgical unit that offers spay/neuter surgeries, licensing and Rabies vaccination clinics for Maricopa County.

Each Neuter Scooter Spay and Neuter event can take up to 25 dogs and cats, depending on size. Each Rabies/Licensing Clinic can provide service for 100+ animals.

COMMUNITY RELATIONS

SPREADING THE WORD

Dr. Rodrigo Silva at the Grand Opening of the new West Valley Animal Care Center

MCACC aims to keep the community informed about what is happening at the Animal Care Centers and around the valley. By sending out press releases to the media, writing articles, and doing interviews, MCACC is able to share news with the community.

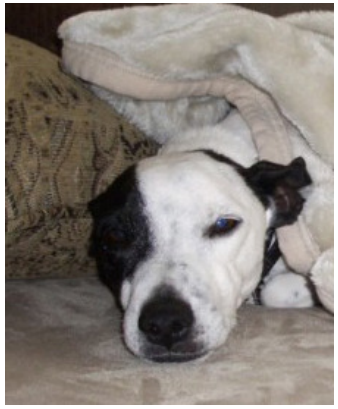
The topics range from things such as responsible pet ownership; caring for pets during the hot summer months; and what to do if a bat is found on the ground.

Other notices sent to the community include information about rabies vaccinations, spay/neuter events and adoption specials, even pleas to help when the shelters are filled or there are an overwhelming number of puppies or kittens.

MCACC believes the community wants to be involved in caring for the animals of Maricopa County and to help with the overpopulation problem.

MCACC did over 300 TV and radio interviews. They were featured in more than 250 newspaper or magazine articles.

115 Animals Were Media Pets in the Last Year.



One of MCACC's media pets enjoying his new home.

MEDIA PETS

MCACC uses a variety of methods to get dogs and cats adopted. One successful way is through media pets—dogs and cats are taken on radio and TV programs as "Pets of the Week." MCACC is grateful to it's media pet partners:

- Channel 12 Thursdays 1:00—2:00 p.m.
- Channel 12 Saturdays 8:30—9:00 a.m.
- Channel 33 Saturdays 10:00—10:30 a.m.
- Channel 15 1st and 3rd Mondays 9:00—10:00 a.m.
- Every Friday on KDKB 93.3 6:50—7:10 a.m.
- Last Tuesday of the month on KOOL 94.5 8:30—9:00 a.m.

A special thanks to our wonderful media partners who help us to save lives!

We visited with more than 1,000 students, gave 400 people tours, participated in 4 employee/volunteer fairs, and talked with more than 20 local businesses.

Some of the students MCACC has visited last year.

EDUCATION

MCACC works on educating the community a variety of ways. MCACC puts out bilingual comic books, a quarterly newsletter, educational flyers and keeps an updated web site. MCACC visits schools and businesses to teach about responsible pet ownership and dog bite prevention. MCACC also hosts tours of its shelters to the community. To schedule a tour or presentation, contact our Public Information Officer at (602) 506-3471.

VOLUNTEERS

OUR VOLUNTEERS

MCACC could not do half of what it does for the homeless animals of Maricopa County without it's dedicated volunteers. The volunteers help out all over the shelter and at events. Some of the things they do are:

- Adoption Counseling
- Dog Walking
- Veterinary Assistants
- Offsite Event Helpers
- Clerical Workers
- Reserve Officers
- Pet Rescue Photographers
- Foster Care Providers

On average, volunteers adopt out and save 2 pets a shift. That's 920 pets saved a month by our volunteers!

A volunteer introducing a potential new family at an event.

FOSTER FAMILIES

MCACC's foster families are life-savers to many of our animals. They take in the ones that need a little extra care. Sometimes it's a litter of puppies or kittens that haven't been weaned or are too young to adopt out. Many foster families care for the dogs or cats that need some medical attention and care before they can be adopted into a new home.

Once the animals are healthy or old enough, they come back to the shelter to get adopted.

MCACC is lucky to have over 200 foster families that care for needy dogs and cats 24/7. More than 600 animals were saved this year due to MCACC's foster care program.

Fostering is a lot of work, but well worth it as one foster parent so eloquently puts it.

"When you bring in an animal that is hurting or scared and then watch them start to trust and snuggle with you... that feeling is priceless. That look of absolute thankfulness in their eyes and the love they give back to you is unforgettable."

MCACC has over 900 volunteers, 200 regularly volunteer for a total of 2100 hours a month.

To become a volunteer, call our volunteer coordinator at: (602) 506– 8133, or visit us online at : www.pets.maricopa.gov

Kittens recovering from an infection are cared for at one of MCACC's foster homes. Once recovered, they got forever homes!

VISIT US ON THE WEB
WWW.PETS.MARICOPA.GOV

M A R I C O P A C O U N T Y
A N I M A L C A R E A N D C O N T R O L

2500 S. 27th Avenue
Phoenix, AZ 85009

Phone: 602-506-PETS
www.pets.maricopa.gov

Serving neighborhoods, families and pets one by one

Besides it's mandated services, MCACC has other programs it offers to help the community be safe and responsible. One such program is Uno por Uno (Spanish meaning 'one by one'). Finishing up it's second year, Uno por Uno goes out into the community to high-risk, under-served areas, 'one by one' with increased outreach, spay/neuter, vaccinations, enforcement and education efforts so that licensing compliance is increased, and dog bites and impoundments are reduced.

Uno por Uno's goal is to reach neighborhoods one by one, serve families one by one and to save animals one by one. This past year's Uno por Uno campaign was held in 85008. 1100 Rabies vaccinations were administered, over 800 spay/neuter surgeries were performed, and more than 300 licenses were issued. In addition, bilingual educational materials were distributed regarding responsible pet ownership. Next year, Uno por Uno is planning to expand, visiting many neighborhoods during the year.

D O N A T I O N S

MCAAC could not do much of what it does without the people that donate to us. Donations from the community help support all of MCACC's non-mandated services. This includes money to support programs such as Uno por Uno and the Spay/Neuter Voucher Program. People also generously donated many needed supplies to our shelter and animals. We are always grateful when we receive boxes full of toys, food, towels, and even cleaning supplies.

A very special thank you to all the groups who held donation drives for our animals this year and surprised us with all they collected!

A very special thanks goes out Friends of Animal Care and Control.

FACC'S (MCACC's non-profit partner) works to help end the euthanasia of animals by raising funds to support MCACC's special programs. They help support the spaying and neutering of dogs and cats in Maricopa County.

The FACC'S Board works very hard to raise money for MCACC throughout the year. Their biggest fundraiser is the Hero Awards, an auction and ceremony to honor hero animals from the community. This past year, the Hero Awards raised $150,000 to cover spay/neuter surgeries, helping to lower the pet overpopulation problem in Maricopa County.

FACCs
Friends of Animal Care & Control