

Maricopa County Animal Care and Control

FY2014 Annual Report



For more information, visit: www.maricopa.gov/pets

602-506-PETS(7387)

West Valley Animal Care Center

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Phoenix, AZ 85009

East Valley Animal Care Center

2630 W. Rio Salado Pkwy
Mesa, AZ 85201



Message from Rodrigo Silva, Asst. County Manager



The figures in this annual report shed light on our progress. In fiscal year 2013, all our life-saving programs performed at high levels. The clearest evidence of our success is that MCACC's euthanasia dropped 24%. Countywide euthanasia dropped an impressive 15% percent, and more animals and people than ever before benefited from our services.

Although we are a government organization, our shelter operation receives no tax dollars. All our funding for shelter services comes in the form of shelter fees and dog licensing fees. In addition, all of our community programs, including no-cost spay and neuter services depend on the generosity of our supporters to further our good work. Thanks to this support, we have been able to make an extraordinary difference in the lives of many animals in Maricopa County. Today, there is no other organization in the Greater Phoenix area reaching more animals and saving more lives than MCACC.

I would be remiss if I didn't acknowledge the more than 53,000 individuals and businesses that donated their time, money and resources so that MCACC could fortify our efforts to eliminate euthanasia from the Valley of the Sun. These folks represent the voice of the community, the larger community that believes in our mission and work. Every day, supporters work tirelessly behind the scenes to make our community a better place for animals.

These are some highlights for this year:

- 19,266 spay/neuter surgeries for public animals
- 2,518 free rabies vaccinations for owned animals
- 18,203 spay/neuter surgeries for animals under our care
- 1,759 other surgical procedures
- 3,547 animals receiving medical treatment
- 11,382 adoptions
- 4,183 animals returned to their original families
- 593 dogs returned to their home by our officers in the field
- 18% reduction in bites from dogs running loose

We did this while challenging ourselves to continue our commitment to save more lives every day. When you look at our fiscal 2014 statistics, it is clear that we are well on our way to ending needless euthanasia of companion animals in Maricopa County.

When staff members have the opportunity to help animals in need, they do everything in their power to save lives. The numbers and statistics in this annual report prove that our programs are impactful. Nonetheless, the stories of our supporters are what illustrate the true dedication and passion behind MCCAC's work. We simply couldn't do it alone. People, by their generosity, are the real heart of our organization and work. The daily stories, told by our volunteers, donors, and staff, depict the energy that keeps us going.

We are immensely grateful for the generosity of PetSmart Charities, Nina Mason Pulliam Charitable Trust, Friends of Animal Care and Control, Timothy Day Foundation's Lulu's fund, Power of One Good Deed and all our donors, partners and volunteers who work with us to save more lives. The animals thank you, and we thank you.

Shelter Services



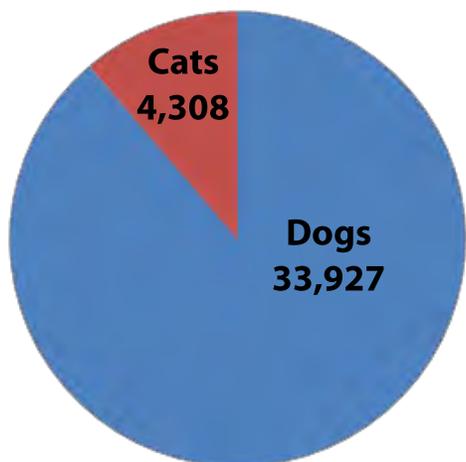
Maricopa County Animal Care & Control (MCACC) is one of the country's largest municipal animal shelters. Innovative programs and collaborative endeavors have allowed MCACC to move forward in the battle against pet homelessness.

The number of animals being brought to MCACC continues to decrease. In FY14, **38,235 dogs, cats, puppies and kittens were surrendered** to MCACC (8% fewer animals than FY13). This was the first time in MCACC history that animal intake was below 40,000. Of those animals arriving at our shelters, 20,573 of them were brought in by our Animal Control Officers. A majority of the dogs and cats that come to MCACC arrive as "strays" and are never reunited with their owners. This fiscal year, **4,183** dogs and cats were claimed by their families.

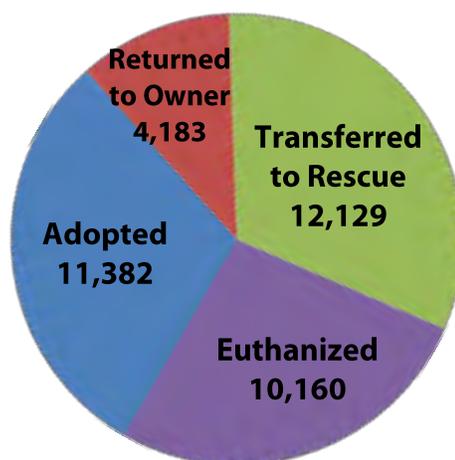
Fewer animals coming to MCACC shelters, community partnerships and spay/neuter efforts all continue to have an impact on pet homelessness. In FY14, **euthanasia decreased by 24%**, resulting in a live release rate of 73% (up 5% from the previous year).

FY14 Intake Numbers

Intake Totals for FY 2014



Totals for FY 2014



Otter—Adopted October 2013

© 2013 Deedee Purcell



Buddy—Adopted November 2013

© 2013 Deedee Purcell



Franklin—Adopted January 2014

© 2013 Deedee Purcell



Adoptions



Maddie's Pet Adoption Days

In FY14, MCACC found new **homes for 11,382 dogs, cats, puppies and kittens**—an increase of 5% from the previous year. A majority of the adoptions took place at MCACC's East and West Valley Animal Care Centers, Under One Woof Adoption Center and PetSmart Charities Everyday Adoption Center.

MCACC also hosted a variety of off-site adoption events across the Valley and participated in community-wide adoption events, such as Maddie's Pet Adoption Days. During the Maddie's adoption weekend (May 31-June 1), MCACC adopted out 342 dogs and cats.

Monsoon Madness, Dog Days of Summer, and Home for the Holidays were just a few of the adoption promotions that helped place hundreds of dogs and cats with loving families. Reduced and waived adoption fees for older animals and for dogs and cats who had been at the shelter for 30 days or longer helped attract potential adopters to MCACC locations.



Casey and Misty—Adopted Together!



FIV Positive—Vinny Found a Home!



Palmdale—Adopted after Eight Months!

Award Winning Adoption Center



MCACC's PetSmart Charities Everyday Adoption Center (EAC) was named PetSmart Charities most successful EAC location for 2013. The adoption center, which is located inside the PetSmart store at 4380 N. Miller Road in Scottsdale, **adopted 1,874 animals**. Because of its compact size, the EAC is a great location for potential adopters who may be intimidated or overwhelmed by MCACC's full-service shelters. Sabrina (pictured) is just one of the animals adopted from our EAC in FY14.

New Hope Program



Mr. Magoo—New Hoped in Nov 2013

In FY14, MCACC transferred **12,129 dogs and cats** to other **animal rescue organizations** through its New Hope program.

More than 100 rescue groups are contracted New Hope partners and all share a common goal of saving animals. Whether it's a cat who has come down with an upper respiratory infection or a dog who is struggling in the kennel environment, MCACC's New Hope partners are willing to step up and rescue an animal in need.



Fawn—New Hoped in Nov 2013

Laverne—Arrived at MCACC in May and was New Hoped in October 2013. She has since found a family who loves, cherishes and adores her!



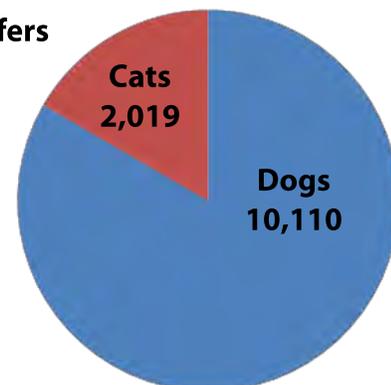
Rachael—New Hoped in Oct 2013

Laverne was brought to MCACC after she was found wandering near a fast food restaurant in Phoenix on May 12th. The petite Pit Bull mix quickly became a favorite of staff and volunteers and everyone was distraught when months went by and Laverne remained at MCACC's East Valley Animal Care Center. In October 2013, a New Hope rescue partner stepped up and took Laverne. The new environment suited her well and it wasn't long before she found a loving, new home!



Ace—New Hoped in Oct 2013

FY14 New Hope Transfers



Chihuahuas on the Move



Chihuahuas and Chihuahua mixes are one of the **most common breeds at MCACC shelters**. In February 2014, MCACC partnered with Arizona Chihuahua Rescue to send nearly two dozen Chihuahuas to Paws to Heart animal rescue in Bensalem, Pennsylvania. The breed is in high demand in other parts of the country and once in Bensalem, the Chihuahuas quickly found new homes. Tony (pictured) was one of the dog's who made the trek to Pennsylvania.

Volunteers



Sox and Danielle

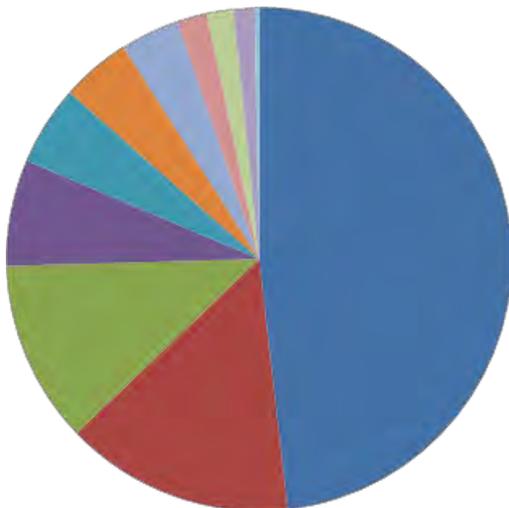
No one is more cherished in this world, than someone who lightens the burden of another.

— Author Unknown

Nearly 1,000 people volunteered **29,366 hours** of their time to help the animals at MCACC in FY14. Most of the volunteering took place at our shelters and adoption centers — our volunteer adoption counselors are the driving force behind finding homes for thousands of dogs and cats. Corporate volunteer teams, groomers, trainers, photographers and dog walkers all make a difference to the animals at our shelters.

MCACC volunteers are extremely passionate folks who have a strong desire to help pets in need. If you are interested in becoming a MCACC volunteer, simply complete a volunteer application online at www.maricopa.gov/pets.

Volunteer Hours FY14



Locations:	
East Shelter	14,155
West Shelter	4,305
Training	3,435
Everyday Adoption Center	2,000
Corporate Teams/Groups	1,501
Veterinarians/Clinic	1,309
Under One Woof Adoption Cntr	1,111
Special Events	568
Reserve Animal Control Officers	504
Animal Transport	398
Seamstress/Laundry	80



Day Foster Program



In January 2014, MCACC began to recruit volunteers for its Day Foster program. The program is designed to provide shelter dogs with the opportunity to spend time away from the kennel environment and focuses on those dogs who have been at MCACC for 30 days or more.

Day Foster volunteers decide where they'd like to take their foster dog and popular activities include hiking, visiting local parks, shopping at pet-friendly stores or simply spending the day at the volunteer's home.

Volunteers provide MCACC staff with photos and descriptions of each outing which are then posted to MCACC's Facebook page. The program gives valuable insight to each dog's true personality, likes/dislikes and behavior away from the shelter.



Kingsley Enjoys a Bath



Hank Plays Ball



Gotti Explores the Great Outdoors

Interested in becoming a Day Foster Volunteer? Applications can be completed online at www.maricopa.gov/pets.

Sad Story has a Happy Ending



Frankenberry arrived at MCACC as a stray in November 2013. The two-year-old Pit bull had a suspicious wound that ran across the top of his head from one ear to the other. MCACC's veterinary team immediately went to work and while Frankenberry has permanent scars, he was able to make a full recovery and retained hearing in both ears. The loveable and affectionate pooch was adopted shortly after arriving at the shelter and has been renamed, Noah.

Veterinary Clinic



MCACC's clinic staff provide medical care for our shelter animals. In addition to performing a high volume of surgical procedures, our veterinary team also check the overall health of each animal housed at our two full service animal care centers.



MCACC's veterinary team **spayed and neutered 18,203** dogs and cats in FY14 (7,197 at our East Valley Animal Care Center and 11,006 at our West Valley Animal Care Center). Of those surgeries, 1,759 of them were performed on animals that were returned to their owners.

In addition to spay/neuter surgeries, MCACC's veterinary team performs a variety of other types surgeries including amputations, eye removal, and laceration repairs. In FY14 the clinic performed **1,759 of these "other" surgeries.**



MCACC's West Valley Animal Care Center Clinic partners with veterinary and veterinary technician schools to provide hands-on training. In FY14, MCACC's clinic worked with eight interns, eight volunteer veterinarians and 15 foreign graduates. In July 2013, the Director of Animal Care & Control in Hermosillo spent the day at our clinic observing our veterinary team performing spay/neuter surgeries.

Enforcement Division



MCACC's Field Enforcement Division helps ensure the safety and health of both people and pets in our community. During FY14 Animal Control Officers (ACO's) responded to 45,625 calls for service—up 3% from FY13. ACO's brought 20,573 stray animals to MCACC shelters for care.

Thanks to MCACC's free ride home program, ACO's were able to return 536 animals to their owners before the animal even reached MCACC, saving the owner (and pet) a trip to the shelter.



Dog Bite Safety—AZ Academy of Science

In order to help make Maricopa County a safe place for residents, ACO's issued 584 leash law citations and 3,540 leash law violation warnings in FY14. There were 4,965 reported bite incidents and ACO's conducted 15,193 bite investigations and follow-up visits. Despite increased media attention surrounding vicious dog bite incidents in Maricopa County, the total number of dog bites reported in FY14 was 607 fewer than the previous year.

For the past nine years, MCACC's Field Enforcement Team has played in integral part in the Palo Verde Nuclear Generating Station evacuation exercise. MCACC was one of the first agencies in the country to attempt animal decontamination during a nuclear plant exercise and has become recognized as a leader in the field.

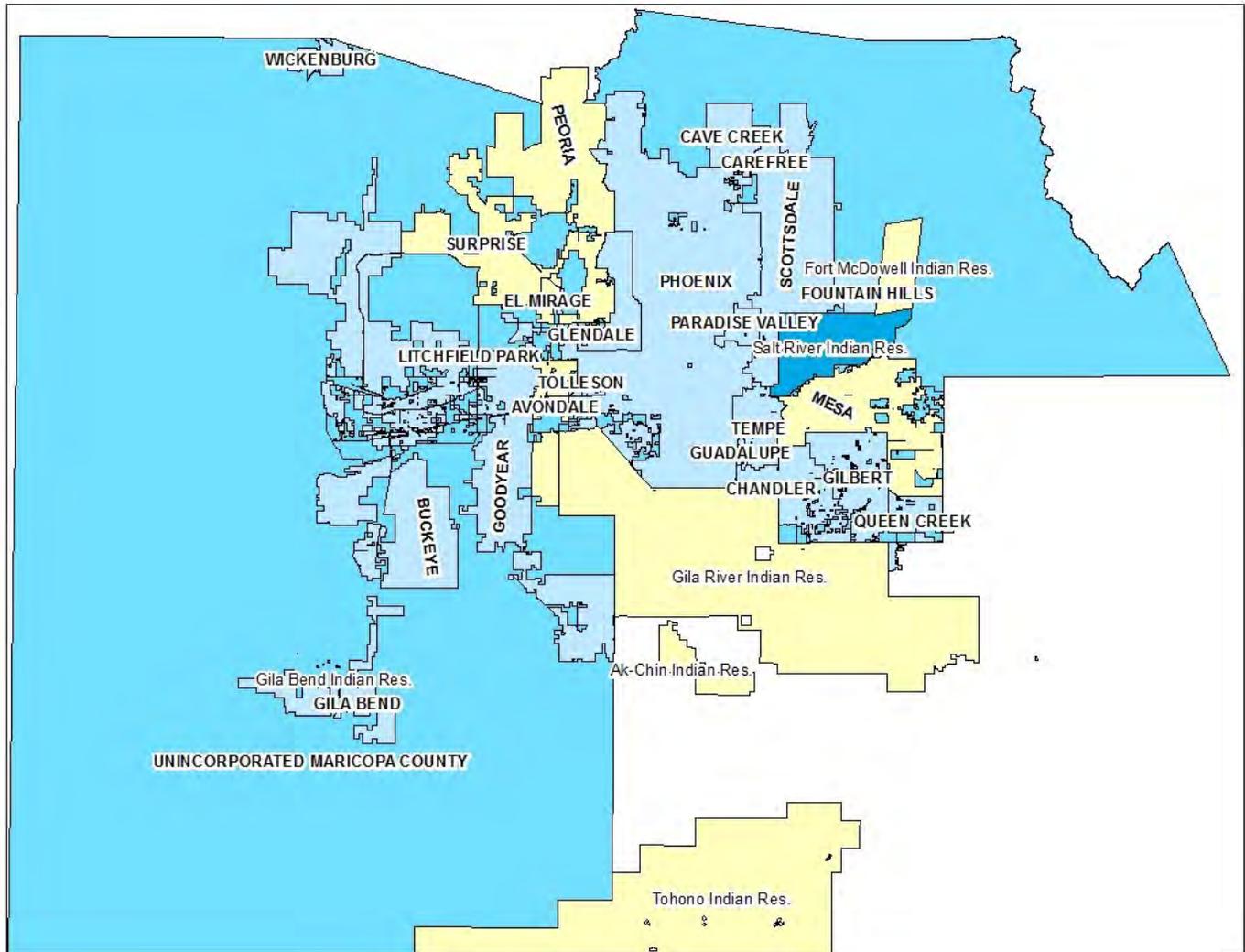
Our Service Animal Decontamination guide has become recognized across the country. We've received calls from the Boston Public Health Commission, Virginia Department of Agriculture and Consumer Services, and the US Army — all interested in utilizing our guide.

Earlier this year, MCACC's West Field Animal Control Supervisor taught animal decontamination procedures to the Louisiana State Animal Response Team in Baton Rouge.



The Animal Decontamination Program for the Palo Verde Nuclear Generating Station was recognized as a 2014 Achievement Award Winner by the National Association of Counties.

MCACC Field Service Areas



MCACC's Animal Control Officers are contracted to enforce animal control regulations in the following communities:

Aguila, Anthem, Arlington, Buckeye, Carefree, Cave Creek, Chandler, Chandler Heights, Circle City, Citrus Park, Desert Hills, Fountain Hills, Gila Bend, Gilbert, Glendale, Goodyear, Guadalupe, Higley, Komatke, Laveen, Liberty, Litchfield Park, Morristown, New River, Palo Verde, Paradise Valley, Phoenix, Queen Creek, Rio Verde, Salt River Pima Indian Community, San Lucy, Scottsdale, Sun City, Sun City West, Sun Lakes, Tempe, Theba, Tolleson, Tonopah, Tortilla Flat, Waddell, Wickenburg, Wintersburg, Wittman, Youngtown

We do not provide service in areas marked in yellow (many of these areas provide their own animal control).

Licensing and Call Center



This fiscal year, **346,567** Maricopa County residents licensed their dogs (a 2.31% decrease from FY13). Many of the dogs who enter MCACC shelters are not licensed and or wearing any form of identification. In FY14 only 12% of stray dogs at MCACC were reunited with their families. This serves as an important reminder to license dogs!



Dogs wearing a current license tag receive longer care periods at our shelters while MCACC staff exhaust every option to try and locate their owner(s). If a current, licensed dog bites someone, he/she may be eligible for in-home quarantine instead of being quarantined at our facility. In addition, if one of our Animal Control Officers picks up your currently licensed dog, they will make every effort to contact you and return your dog home and save you (and your pet) a trip to our shelter. Finally, a licensed dog that can be reunited with their family within 24 hours may not incur any fees.

Did you know it's easy to license your dog online at our website? Visit www.maricopa.gov/pets for more information.

MCACC's call center team handled **99,875 phone calls** this year. Thanks to MCACC's website, which provides many online services, the number of calls into our call center was **reduced by nearly 15%** in FY14. The most common questions in to the center are about services not provided by MCACC, followed by licensing and stray animals. The call center fields a variety of other questions including those about pets seen in the media, special events, volunteering and educational opportunities.

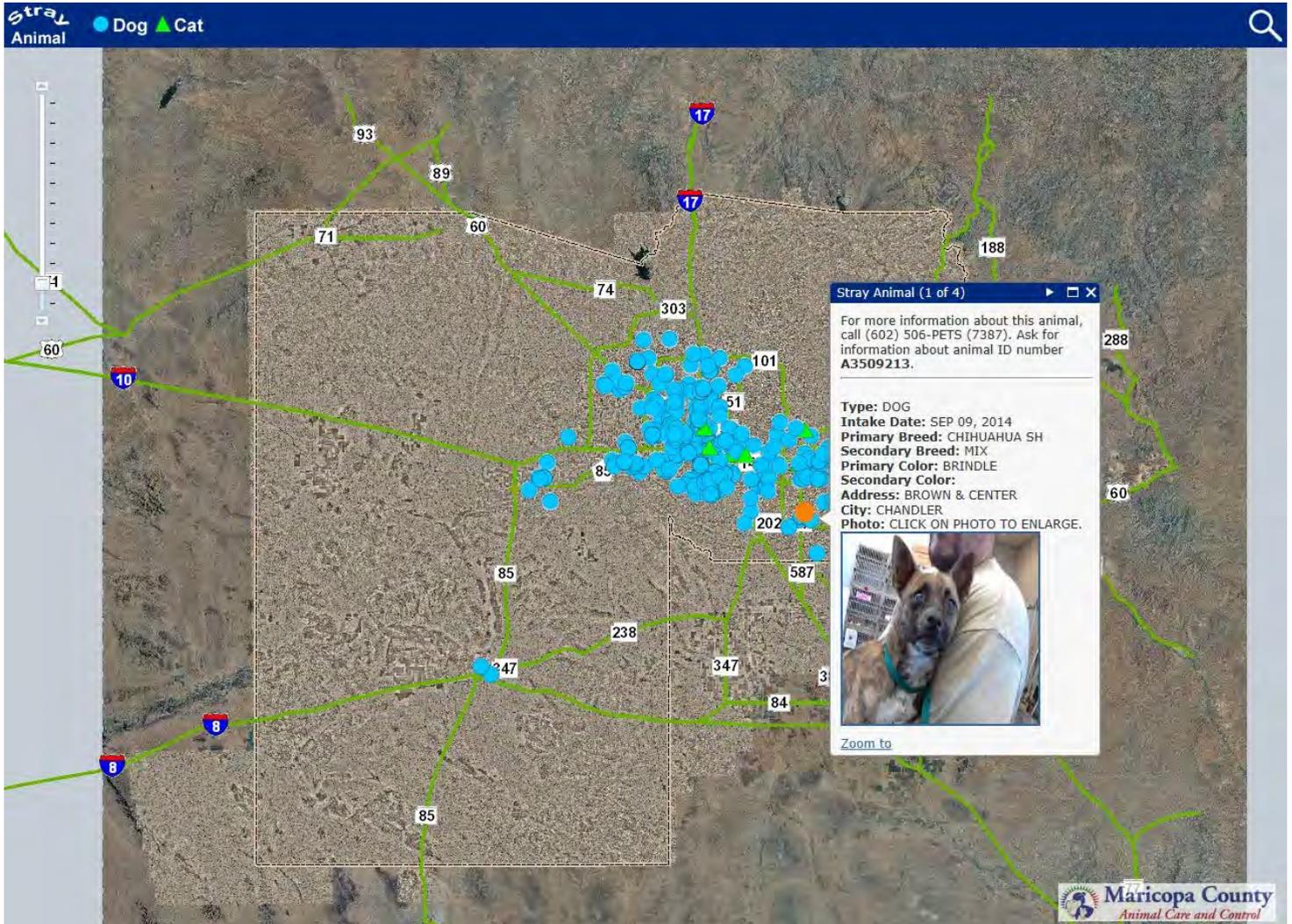
MCACC's call center agents also field email inquiries that come in through MCACC's website. Many of the emails are "happy tails" from adopters ...

"It's been three and a half years since I adopted one of my best friends Lilah from MCACC's East shelter.

I look at her everyday and think about how much she has enriched my life. The love you receive from a dog is unconditional. Thanks again for all the work you do."
— Jennifer G.



MCACC Launches Mapping Tool



In September 2013, MCACC launched its interactive mapping tool as a resource to assist pet owners in search of their lost dog or cat. The interactive map is easily accessed via MCACC's website (www.maricopa.gov/pets) and allows users to perform a variety of searches including entering the cross streets where their pet was last seen; entering a home address; or, by using GPS to determine an owner's current location and searching from that point.

Homeless Receive Pet Services



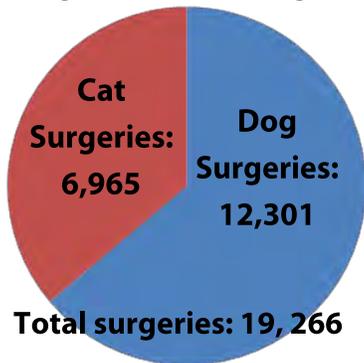
On Sunday October 13, 2013, MCACC partnered with the City of Phoenix and the Human Services Campus to help pets of the homeless population in downtown Phoenix. MCACC's Uno por Uno program provided free spay/neuter surgeries, vaccinations and microchips to the pets of those served by the Campus. Suge Knight and his family (pictured) were just some of those who benefitted from the free services.

Community Outreach



FY14 was a tremendous year for MCACC's Community Outreach Department. The team handles MCACC's Spay Neuter Assistance Program (SNAP) and the Uno por Uno program. Both of these innovative programs bring free services to pet owners in throughout Maricopa County.

Spay Neuter Assistance Program (SNAP) Surgeries:



MCACC's Spay Neuter Assistance Program (SNAP) provided **19,266 FREE spay or neuter surgeries** to owned pets of Maricopa County residents. MCACC partners with a network of private veterinarians and clinics throughout the Valley to provide the service to those who cannot afford to have their animals spayed or neutered. The average cost per surgery is approximately \$64.

SNAP is funded entirely by donations and through the support of FRIENDS of Animal Care & Control. FRIENDS is a 501(c)(3) non-profit organization whose goal is to raise money to support MCACC's non-mandated programs. FRIENDS is committed to ending pet homelessness through spaying/neutering and their fundraising efforts are directed toward the Spay Neuter Assistance Program.

MCACC's Uno por Uno program began in 2007 as a culturally sensitive campaign to address the needs of people and pets in under-served neighborhoods throughout Maricopa County.

Seven years later, the Uno por Uno program continues to provide free services to cities and neighborhoods across the Valley. In addition to community events and fairs, free rabies vaccinations are offered during Uno por Uno vaccine clinics at MCACC Animal Care Centers every month. The program also offers \$10 microchipping. In FY14, **2,518 free rabies vaccinations** were administered during **28 Uno por Uno community events**. Additionally, 56 dogs and cats received spay or neuter surgeries at no cost to pet owners.



Our Partners



Our Community Commitment

Spring 2014 marked the completion of the first year for the **Fix.Adopt.Save.** Campaign. The initiative is a collaboration between seven Valley animal welfare groups (Alliance for Companion Animals), who all strive to end pet homelessness. During its inaugural year, there was a 5% reduction in the number of animals entering Valley animal shelters and **euthanasia decreased by 14%**. In recognition of the Alliance, Nina Mason Pulliam Charitable Trust and PetSmart Charities for their hard work and dedication to animals in our community, the Maricopa County Board of Supervisors proclaimed April 5, 2014 "Fix.Adopt.Save. Awareness Day."



MCACC Volunteers Walk Shelter Dogs at the Wag & Walk Adoption Hike

In October 2013, MCACC partnered with **Maricopa County's Parks and Recreation Department** to create the Wag & Walk Adoption Hike program. Canine and human hikers meet at Utery Mountain Regional Park for an easy one-mile trek along the parks Merkle Trail.

The program, which runs from October thru March, gives adoptable dogs much needed time outside of their kennels and provides hikers an opportunity to socialize and meet the animals away from the shelter.

Ebay Enterprises Sponsors Hundreds of Adoption Fees



12K's of Christmas Event Celebrates its 5th Anniversary



Pets for Life Sponsors Community Vaccination and Spay/Neuter Clinic



Some of our Favorite Photos from FY14





Maricopa County

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Denny Barney, Chairman

District 1 Supervisor

Steve Chucri

District 2 Supervisor

Andy Kunasek

District 3 Supervisor

Clint L. Hickman

District 4 Supervisor

Marie Lopez Rogers

District 5 Supervisor

Tom Manos

County Manager

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