

**September 2015 Animal Services Report**  
**Austin Animal Center**

**Animal Center News**

- The live release rate of animals was 96.7%.
- More than 1,000 staff dog walks occurred.
- Deputy Chief Lee Ann Shenefiel started on September 21. She will be overseeing Animal Protection, Outreach and Education and Veterinary Services.
- The Shelter Art Foundation, funded through a grant from Purina, presented workshops and donated photography equipment to the Austin Animal Center. AAC also arranged for SAF to conduct workshops at Austin Humane Society and Austin Pets Alive! This training will aid in creating volunteer skill sets for marketing and promoting as well as developing creative teams. <http://shelterartfoundation.org/>
- A photography session to take portraits of Austin Police Department's Animal Cruelty Detectives with shelter pets was conducted while SAF was in Austin. These photographs will be used to promote long-stay animals and to share information about the role of cruelty detectives in our community.
- In collaboration with Austin Humane Society, Austin Pets Alive!, Animal Trustees of Austin and Emancipet, AAC launched an all-Spanish Facebook page called *Mascotas de Austin* to share information about services and pets for adoption as well as to provide resources to the community regarding spay and neuter, vaccinations and disease and illness prevention. <https://www.facebook.com/mascotasdeaustin>
- AAC is in the process of hiring 10, temporary, part-time cleaners for 6 months, to allow the restructuring of the animal caretaker position descriptions to include daily enrichment of dogs.
- Dog breeds are no longer being listed on kennel cards. However, breed label guesses are still included on dog's rabies certificates and in the shelter software system.
- AAC is piloting a first-come, first-serve adoption and rescue policy, meaning animals will not be placed on interest pending holds either during the stray period or once they're available. The foster and rescue coordinators may still hold certain pets if they have special medical or behavioral needs or if there is another reason the animal would be best suited to rescue placement. The pilot period begins October 5 and concludes November 7.
- The shelter is no longer sending a 'negative space count' to rescue partners. Because co-housed animals are counted as negative, the daily count was almost always negative which was confusing to rescue partners. Instead, AAC is sending out alerts to rescue partners when kennels are actually all full and assistance is needed to prevent animals from being housed in temporary kennels.
- New large banner-signs for the fence outside AAC and the side of the building were designed, printed and installed to aid visitors and people looking for services.
- The ringworm treatment ward, formerly off limits to the public, was moved to an area where cats and kittens being treated for ringworm can be on view to the public and available for foster

and adoption. The room is locked, but visitors can see cats and kittens upon request, following shelter medical safety protocol.

- Fine art dog photographer, Jesse Freidin, is touring the country photographing animal welfare volunteers for a new book he is producing. He visited and photographed volunteers at the Austin Animal Center. Finding Shelter: <http://findingshelterportraits.com/watch-our-video/>
- Six shelter staff attended the ASPCA regional partner conference held in Austin.

### **Customer Service – Adoptions and Intake**

- Customer service is fully staffed with 13 positions filled. These positions currently cover on and AAC , TLAC and offsite adoptions, animal intake, lost and found and redemptions.
- 18 adoptions were completed at the Pecan Street Festival.
- Identified and transferred 87 cats for the Stray Cat Return Program

### **Animal Protection**

- Animal protection rescued several injured birds, including hawks and owls. All were transported to wildlife rescue.
- There were 170 domestic animal bites reported.
- Two dogs were seized for Serious Bodily Injury and one dog was seized for Failure to Comply with Dangerous Dog requirements.
- 49 dogs were returned-in-field.

### **Outreach and Education**

- 36 owned pets and 70 community cats were spayed or neutered through the outreach program. This is an estimated number. Final numbers may be slightly higher.
- Outreach team taught several community classes, including a responsible pet ownership class.
- Outreach team conducted four school tours, including a tour and hands-on animal meet and greet with the Texas School for the Deaf.
- Outreach team attended four offsite events.
- Outreach team assisted with supporting other areas of the center, including dispatch, play groups and customer service.

### **Media and Marketing**

- AAC was featured 30 times in print and digital media and four times in El Mundo, the Spanish newspaper.
- Staff and volunteers appeared in 26 local television news segments and were featured in five radio spots.

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

- 511 animals were transferred to rescue partners.
- 10 one-time groups volunteered to walk dogs.
- 310 volunteers served 3,635 hours of service.
- Four volunteer input and information sessions led by Deputy Chief Kristen Auerbach and the volunteer team were held. There are eight total sessions and all volunteers are required to attend one session. During the session, volunteers participated in a SWOT analysis and received a volunteer manual and culture agreement.
- The application process for volunteers has switched from a paper application to an online application. This will streamline and expedite the volunteer onboarding process.
- 31 new fosters were on-boarded.
- As of October 1, there are 358 animals in 174 foster homes.
- 18 kittens from the foster program found homes during the Luau Meow adoption event held on September 12.
- New volunteer tee-shirts have been designed and are being printed.

## **Vet Services**

- Vets performed 530 sterilization surgeries and 16 specialty surgeries.
- They responded to 89 emergencies and accepted 73 animals from the emergency clinic.
- 166 animals were held for rabies observation.