

January 2016 Animal Services Office Report

Animal Center News

- 1,221 animals arrived at AAC and 597 animals were adopted. The intake number, adoption numbers and return to owner numbers were all slightly higher than January of 2015.
- The live outcome rate was 97.5%.
- AAC held a 'Name-your-own adoption fee' promotion, which resulted in 87 adoptions.
- AAC will be closing for adoptions on February 17 for an all day, customer service training led by the ASPCA.
- Weekend cat adoptions have moved to the main cat kennel area. This has reduced wait time in the lobby and allowed customers to stay with their new cat or kitten while they wait to complete their adoption.
- 45 cats were transferred to Austin Humane Society through the SCRIP program.
- Improvements to the customer service section of AAC are in progress, including concentrating adoption counselors in the kennel areas instead of the lobby, and allowing partners and adopters to confirm on animals while on stray hold. The goal of these changes is to provide faster, better service to adopters, to make great matches between pets and families and to decrease the average length of stay.

Personnel

- Customer service (Adoptions and arrivals) is fully staffed.
- Two candidates have been selected for the two vacant animal care supervisor positions and are currently completing background check paperwork.
- The position of behavior/enrichment specialist was posted on February 4. This position will serve primarily at the Town Lake location, providing enrichment and exercise to dogs at Town Lake. Animal protection has one vacancy for an animal protection officer and has completed the hiring process for a full time dispatcher. The selected candidate is in the background process.

Vet Services

- Vets treated 64 emergency cases at AAC and received 64 arrivals from the emergency clinic.
- They performed 492 spay/neuter surgeries and 58 other surgeries.
- Vets oversaw 80 animals in rabies quarantine.

Animal Protection and Outreach

- Animal protection officers responded to 2,602 request for service and complaints, issued 164 citations and returned 58 dogs to owner in the field.
- They rescued a potbelly pig and investigated two coyote complaints.
- Officers attended a training by Emancipet called 'How to have "the talk," talking about spay/neuter effectively.'

- 129 dogs and community cats were spayed and neutered through the outreach program.
- Outreach staff participated in seven community events including the District 1 Town Hall meeting.

Volunteer, Foster and Rescue Programs

- 446 volunteers served 4,066 hours in January and eight one-time groups served 83 hours.
- A record 255 (the most in any month at AAC ever) went through a volunteer orientation in January. There were two adoption specialist orientations, five dog/enrichment orientations and a Town Lake orientation. There are 11 more orientations scheduled for February.
- Dogs Out Loud began advanced training for volunteers. A new training called, 'Intro to Shelter Cats' also began in February.
- 88 new foster families were on-boarded and 31 fosters attended orientation.
- As of February 1, there were 237 animals in 157 foster homes.
- Rescue partners pulled 289 total animals, with Austin Pets Alive! pulling 171, Austin Humane Society pulling 47, PAWS shelter pulling 15 and Wee Rescue pulling seven.

Media Coverage

- Austin Animal Center upcoming volunteer opportunities: <http://www.austintexas.gov/news/new-volunteer-opportunities-austin-animal-center>
- Austin remains America's largest No Kill city: <http://www.austintexas.gov/article/because-you-austin-remains-largest-no-kill-city>
- Austin Animal Center adoption applications are now online: <http://www.austintexas.gov/article/pet-adoption-applications-now-online>
- AAC puppy to star in the Puppy Bowl on February 7: <http://www.austintexas.gov/news/two-austin-rescue-puppies-part-puppy-bowl-xii>
- AAC campus improvement open house will be held on February 16: <http://www.austintexas.gov/news/city-host-open-house-austin-animal-center-expansion-dunkerley-campus-improvements>
- 'Fospice' dog featured on ABC news: <http://abcnews.go.com/Lifestyle/elderly-dog-abandoned-shelter-spends-year-home/story?id=36032252>

Friends of the Austin Animal Center

- The Classic Canines of Austin served 55 dogs, with 20 being placed through rescue or adoption.
- The Hard Luck Hounds served 20 dogs and six were adopted.
- The Desperate Housecats served 111 cats and 33 were adopted.