



Austin Animal Center

YOUR COMMUNITY SHELTER

2021

Annual Report



LETTER FROM THE DIRECTOR

We are excited to share the 2021 Annual Report with you!

The Animal Services Office provides sheltering, education, prevention, and enforcement services for Austin and the unincorporated areas of Travis County. In partnership with community organizations, Animal Services provides a safety net for lost and homeless pets and is dedicated to sustaining Austin's No-Kill commitment of achieving live outcomes for at least 95 percent of the companion animals that enter the shelter each year.

We had to face many challenges over the past two years, a time that was disruptive to normal operations and life-changing for so many people, pets, and organizations. Despite COVID, an extreme winter weather event, and never before seen hiring challenges, our staff, volunteers, fosters, adopters, donors, and community members came together and navigated the unprecedented times.



Our top priorities at the Animal Services Office remain 1) preventing animals from entering the shelter through education, resources, and support services; and 2) finding placement of sheltered animals through return-to-owner, adoption, or transfer to one of our rescue partners. As the City's population grows, so does the demand for services. An estimated 100 people move to the metropolitan Austin area every day, and about 70 percent of American families have pets according to the 2021-2022 National Pet Owners Survey. Our number one goal is to keep pets with their families.

In the last two years, our staff developed, implemented, and evaluated programs to prevent shelter intake like our website chatbot, reunification guide for lost and found pets, owner surrender consultations and behavior consultations to help keep pets in their homes, drive-thru microchip clinics, and a new process for stray dog requests for Animal Protection.

Our adoption team went from COVID-prompted appointment-based adoptions to being fully open again as soon as we could, and implemented two new software programs to enhance customer experience. Our rescue program expanded from local partnerships to out-of-state transports – a lifesaving tool used by shelters across the country.

The Animal Services Office will continue to focus on meeting the community's animal services needs through an expansion of the foster program, improving the customer experience at the shelter, expanding neighborhood-level programs, and finding innovative ways to connect community members with resources so that pets may stay in homes whenever possible.

With our community's help, we will continue to be one of the most progressive and humane animal welfare communities in the nation.

DON BLAND
Chief Animal Services Officer

Intake



6,221 dogs

Stray: 3,686
Owner Surrender: 1,918
Public Assist: 471
Abandoned: 146



5,108 cats

Stray: 3,556
Owner Surrender: 1,226
Abandoned: 233
Public Assist: 93

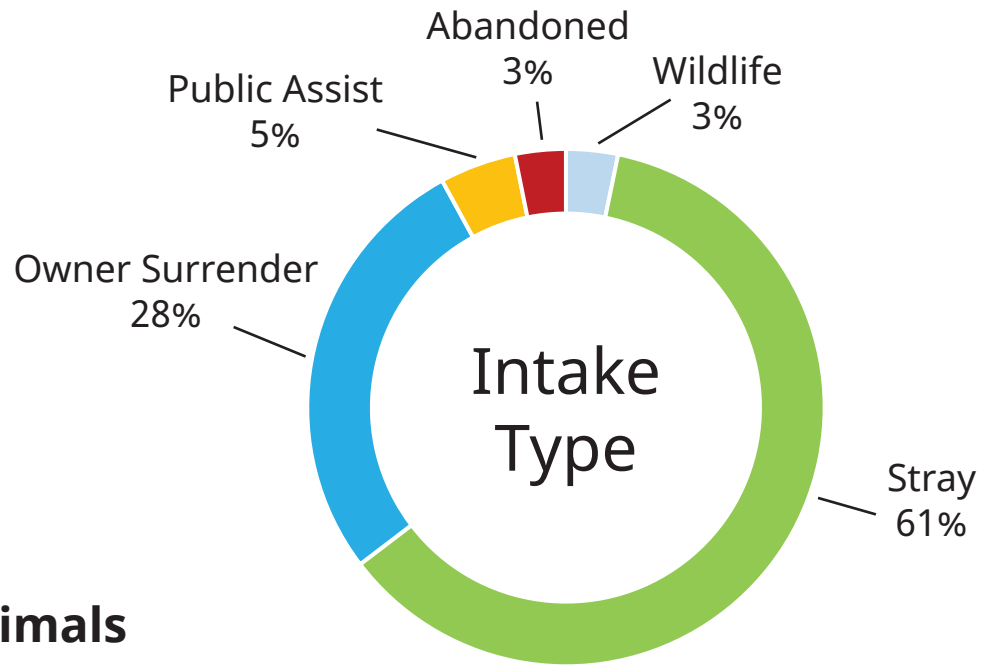


321 small animals

Owner Surrender: 154
Stray: 146
Abandoned: 11
Public Assist: 10



382 wildlife



DID YOU KNOW?

Public Assist includes pets whose owners were hospitalized or incarcerated, pets who require rabies quarantine, and pets who are the subject of cruelty investigations.

NOTABLE INTAKE: THE TWENTY-TWO

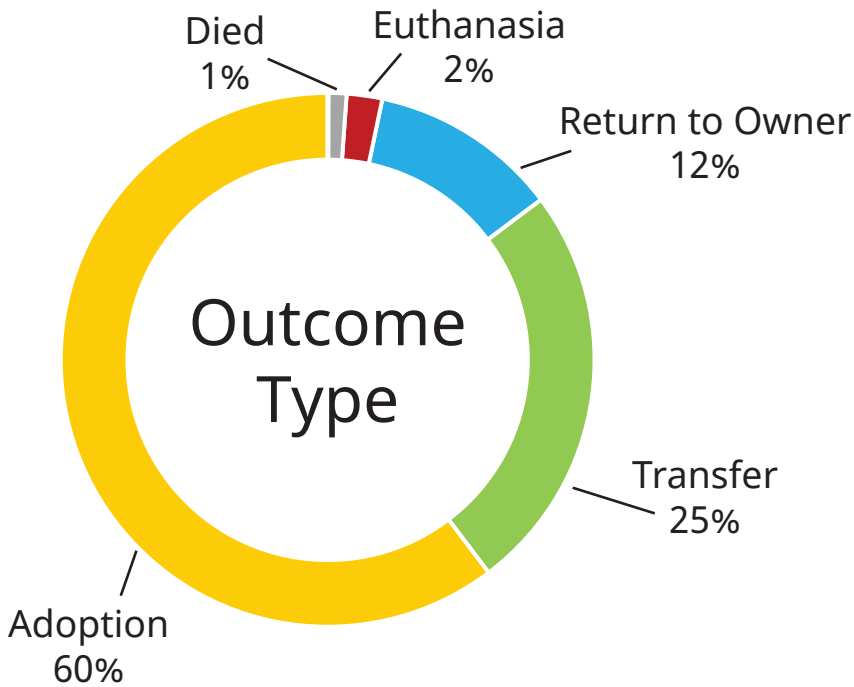
In mid-June, Animal Protection was notified by the Travis County Constable's Office of an impending eviction with numerous dogs.

On arrival, APOs found 23 undersocialized pitbull-type dogs living inside the home. The owner surrendered all but one of the dogs. The case caught the attention of our community, and thankfully the majority of the dogs were adopted within just a couple months!





Outcome



96.6%
LIVE RELEASE RATE



INTRODUCING ADOPETS

In May 2021, we launched Adopets, a new adoption software that helped streamline the adoption process, provided an online adoption application as well as an easier and more attractive website to navigate listings, and a simpler way to donate. In fact, we received **\$47,896** in 2021 donations through Adopets!



ADOPTED!

At the end of December, after 2.5 years in our care, bonded pair of senior pitties Frick & Frack were adopted!

REUNITED!

Thanks to a Lost Report filed by her owner, 14-year-old Lady was reunited with her family after coming into the shelter!



Vet Services



10,485 vet exams

5,371 spay/neuter surgeries

1,283 emergency cases

369 specialty surgeries

Volunteer & Foster

353 VOLUNTEERS
DONATED **24,905 HOURS**

~700 FOSTER FAMILIES
CARED FOR **2,365 PETS**



Rescue & Transport

2,396 pets transferred to 82 in-state rescue partners

1,220 cats

1,067 dogs

109 other species (including a horse, a macaw, and a hedgehog!)



TRANSPORT PROGRAM

After being overcapacity for months, we launched our out-of-state transport program in July! We vetted no-kill rescue partners in Wisconsin, Minnesota, Colorado, Wyoming, and New Mexico. Many partners had adoptive or foster homes ready before the dogs even left Texas.

230 dogs transported out-of-state



1,689 owner surrender consultations

In April 2021, the Pet Resource Center implemented a new owner surrender consultation process. Owners looking to rehome their pets sign up for a 30-minute phone consultation with a Pet Resource Specialist, and identify any possible solutions to help keep the pet home and out of the shelter.

183 dogs deferred with behavioral help

Neighborhood Level Program

24,861 PET SUPPLIES PROVIDED TO THE COMMUNITY

including food, collars, leashes, and jackets



Animal Protection



1,439 pets returned to their families in the field

2,020 injured animal calls

2,592 bite investigations

31 Serious Bodily Injury investigations

436 coyote-related activities triaged by wildlife officers

FENCING SUPPLIES PROVIDED
TO 47 FAMILIES

39 DOG HOUSES GIVEN OUT

Trap-Neuter-Return



1,730 cats
went through Trap-Neuter-Return

CATTYSHACK GRAND OPENING

On December 11, the brand new “Cattyshack” opened! This building, funded by Friends of Austin Animal Center, is bigger, brighter, and safer than the previous Mobile Mini used for TNR. Volunteer trappers put cats in the building for Austin Humane Society to pick up, spay/neuter, and return to the building for trappers to release back at the location where the cat was living.

Cactus Cats

In late 2020, we launched our Cactus Cats program! Designed to help shy or temperamental cats find homes, we define Cactus Cats like the plant their named for: unique, beautiful, low maintenance, and perhaps a little prickly.

Cactus Cats have their own cactus-themed group room at the shelter and a set of dedicated staff and volunteers to help work on their people skills.

27 CACTUS CATS
ADOPTED IN **2021**



Kitten Nursery



2,284 kittens served

It was the first year in the Kitten Nursery’s new and improved location at the back of the cat building!

Playgroup

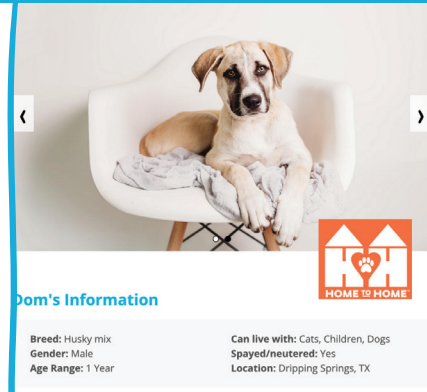


Playgroups are our best tool for assessing dog' social skills, it reduces stress by providing enrichment, and Animal Care can clean kennels while dogs are attending! We also send videos of dogs in playgroups to help transport partners choose dogs that are appropriate for their programs.

>1,460 HOURS OF PLAYGROUP

Home To Home

In August, the Pet Resource Center launched a new service to help pet owners needing rehoming assistance. Thanks to a grant from Maddie's Fund, we became part of the Home To Home program and provided courtesy listings for pets in the community. Nearly 200 pets were rehomed through Home To Home which means they never had to enter the shelter!



Shelter Exchange Program

We participated in a "Shelter Exchange Program" with neighboring shelter Williamson County Regional Animal Shelter. They took some of our longstay dogs and we took some of theirs to give the dogs a fresh start and a new audience. It was very successful: 5 dogs were able to find new homes shortly after transferring to the other shelter, including Reggie and Mufasa!



Community Partnerships



In 2021, Friends of Austin Animal Center (FOAAC) funded several vital projects, including the Kitten Nursery renovation and the Cattysack building. They also funded **200 force-free training sessions** and helped support veterinary care for **82 pets in the community** to avoid shelter surrender.



Classic Canines, a senior dog advocacy organization, provided complete **medical sponsorship for 66 foster dogs**, supported **10 owned pets** in the community to avoid shelter surrender, and **marketed over 250 senior dogs** for adoption.

Snowpocalypse 2021

February 2021 brought a “snowpocalypse” the likes of which Texas hadn’t seen in a very long time. Thankfully, the shelter never lost power, and several of our amazing staff and volunteers were able to make it in to care for the animals. Some staff even stayed overnight to help!

When the City of Austin opened up a cold weather shelter for people at the Palmer Events Center, we were there to make sure their pets could come too.



Adoption Events

In a year where the shelter was at or overcapacity for the majority of the time, our teams came up with unique ways to market our adoptable animals. Here are just a few:

'Itty Bitty Mostly Pittie' Adoption Event: In May, we utilized the new play yard near the front of the building to focus on our playgroup pittie rockstars.

Moonlight Adoptions: In August, we stayed open late for the night owls looking to adopt.

Adoptober Fest: In October, volunteers and dogs (plus one cat) worked their stuff down the runway.

Coffee with Cats: In December, we held an adoption event in our cat building with music, coffee, and of course, cats.



Small Animal Haven



In March of 2021, we converted an independent section of cat cages into small animal kennels for guinea pigs, rabbits, rats, hamsters, etc. This provided better light and more visibility compared to their previous housing, and the small critters have really appreciated it!