



MUNICIPALITY OF ANCHORAGE

ANIMAL CARE AND CONTROL

MONTHLY REPORT – September 2023



Director’s Report:

- This a new format to share information with the community on activities within our shelter. We hope this combination of statistics, “good news” stories, and other efforts we are undertaking will assist in understanding of how things tick here at your Animal Care and Control Center.
- The Management Team recently attended a 1.5-hour webinar sponsored by the ASPCA on decision making for Behavior Euthanasia.
- This training was instrumental in assisting us in developing and implementing a new policy on when to consider Euthanasia utilizing best humane practices.
- The shelter continues to have challenges in over-population. This issue is not unique to Anchorage; nationally most shelters are experiencing this problem. The month of September was used for adoption events that included reduced fees and active social media outreach to assist in addressing this challenge.

LIVE RELEASE RATE (LRR*)	
Intake	
Cats	65
Dogs	92
Other	21
Year to Date - 2023	3,218
Year to Date - 2022	3,863
Percentage Change	(16.7%)
Outcomes	
Cats	129
Dogs	104
Other	37
Year to Date - 2023	3,371
Year to Date - 2022	3,920
Percentage Change	(14%)

** LRR – Is the measurement of number of animals taken in (Intake) as compared to animals exiting because of adoptions, transfers and return to owners (Outcomes). Anything above 80% is typically viewed as acceptable by National standards.*

This month we saw more animals leaving then coming in. This was primarily due to very aggressive adoption events while a portion of the month had surrenders put on hold and a quarantine due to a Parvo outbreak..

	Adopted	Claimed/Returned to Owner
Cats	90	5
Dogs	46	38

Veterinary Clinic:

- We had a beautiful little Shih Tzu mix puppy in the shelter that had bilateral inguinal hernias. Our Dr. Carol Hedges, DVM fixed the hernias during her spay and her new owner is very happy with the outcome.
- Friends of Pets provided funding for spay/neuter surgery slots. These are nearly completed. Approximately 80% of those animals have been adopted already.
- We have formed relationships with two relief veterinarians for options to provide continuity of care during absences of our Vet Staff.
- The shelter was closed for two weeks due to an outbreak of Parvo (a very contagious disease that impacts puppies, seniors, and immuno-compromised dogs). Extensive health and safety protocols were instituted; followed by a de-briefing session after the quarantine was lifted to

Medical Services Provided	Sept.	YTD
Spay/Neuter	48	596
Vaccines: Distemper-Dogs	137	1,084
Distemper-Cats	112	1,191
Rabies	179	1,550

identify better daily procedures to reduce the chance of future outbreaks. Unfortunately, the age of our building contributes to not being able to keep areas completely sanitized.

Community Outreach: *(Re-titled from the Public Relations Department)*

- We had BTH Construction call wanting to sponsor adoption fees for ten cats we had in the shelter. This caused a snowball effect of community support of other people wanting to help any way they could. The community working together to find homes for our four-legged friends is always heartwarming.
- We were invited by Alaska Mill and Feed on the 16th to host an adoption event at their facility. All animals that went to the event were either adopted that day or the next day after getting this positive exposure on social media. The event went so well we have been invited back to make it a monthly affair.
- The Community Outreach team and the Director met with a large number of our volunteers for a Saturday lunch. The new Director described his vision for the shelter and how important our Volunteers are to achieving goals and objectives. Our volunteers contributed 626.25 hours in September towards operations of the shelter.



INTERACTIONS		
	Total Followers	Likes this Month
Facebook	27,416 (up by 199)	25,511
Instagram	3,349 (up by 34)	
Tik Tok	9,135 (up 132)	742,830

Customer Service

- We held a Vaccination Clinic for the first time in three years. This event went wonderfully for the public that included over 200 animals vaccinated. We had local organizations host booths and food trucks were there to help feed people while they waited. Mayor Bronson even visited the event with his wife. You can expect regular clinics to return in 2024! →
- We have been hearing from the public about their difficulty in getting a staff member on the phone to answer questions. We hear you! We are actively designing ways to improve our response and hope to roll out new procedures soon.
- James, one of our Customer Service Representatives, attended a 3-day national user group meeting in Baltimore for our Chameleon database (used for all computerized animal care activities within the shelter). He returned with a lot of new innovative ideas that will make us more efficient in data management while better serving the public and our animals.



Animal Control

- We have taken delivery of a smaller sized truck for our Animal Control fleet to see if downsizing will still allow us to carry out our duties. A kennel box that will be mounted in the truck bed

recently arrived. Once installed and decals to the truck are applied it will be ready to be put into service.

- Dog bite investigations are up as compared to last year. This month alone officers responded to 61 such incidents. This past quarter saw 170 cases as compared to 121 cases in the same time period last year. We don't have a clear reason why but do note these require extensive investigative time spent by our officers.

Calls for Service	
Priority Response Level	Number of Calls
Level 1	91
Level 2	4
Level 3	131
Level 4	160
Other Loose Animals	79
Total Calls for Service	466
Calls for Service YTD	4,084
Calls for Service YTD 2022	3,978

Definition: Priority Response Level		
	Required Response Time	Types of Calls
Level 1	30 mins	Assist Outside Agencies, Dog Bites/Attacks/Aggression, Injured Animals
Level 2	120 mins	Rabies Quarantine violations; Animal Cruelty
Level 3	24 hrs	Animals in Custody; Loose Animals
Level 4	48 hrs	Animal Welfare Check; Dead Animals in Public Areas; Barking Complaints

Animal Care (Re-titled from the Kennel Department)

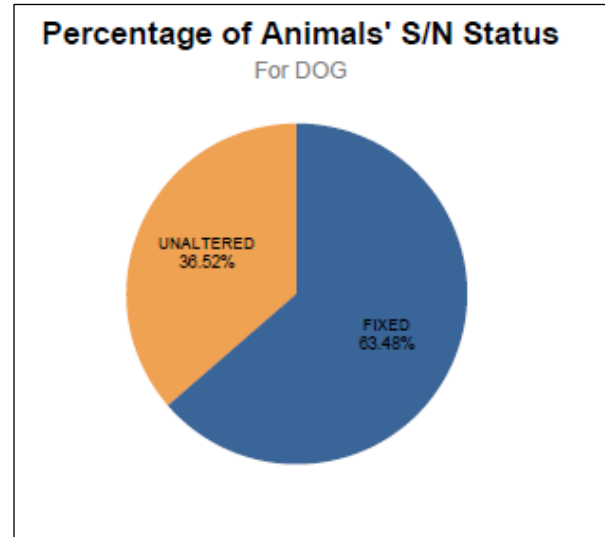
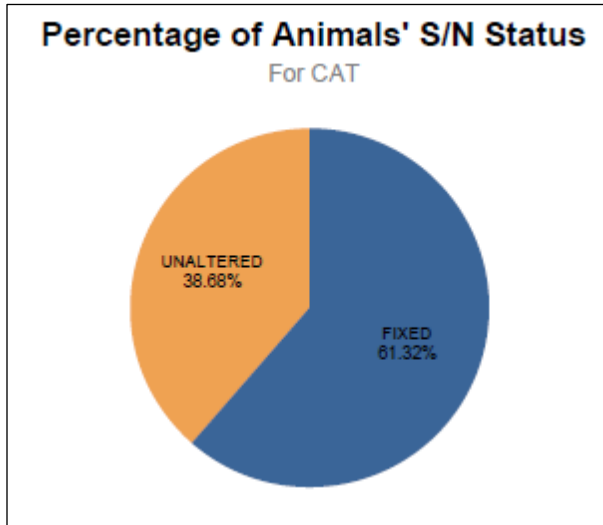


- We established a new focus group known as PAC (Population Analysis Committee). This group, with representatives from each department, meet weekly to review animals in our care to address concerns and to identify possible pathways that can lead to adoption.
- In-house discussions continue to study alternatives to the unrestricted Night Drops that impact daily operations.
- ___ Cupid was finally adopted on the 29th! He was our longest staying cat who came in initially in February with a large open laceration that was repaired by Dr. Hedges. Cupid was adopted in March but returned in May. His recent adoption was a celebrated success due to efforts by all our departments.

Administrative and Facility Areas

- The Safety Department at Denali Universal Services conducted noise level measurements in our kennels. Because of the aging facility that allows measurable high noise levels we will be requiring kennel staff to always wear ear protection.
- As part of the adoption process, new owners are expected to spay/neuter their new family member if the animal has not already had this procedure. A fee is included in the adoption that is refundable once the pet is altered (a requirement of the City). The chart on the next page shows a significant number of adopters not complying with this requirement. Over the coming weeks we will be reaching out to each adopter. We could, unfortunately, be possibly taking enforcement action if there is a continued failure to spay/neuter. A major long-term goal of AACC

is to ensure every animal is altered *prior* to adoption but stable financing must be secured before achieving this goal.



Respectfully Submitted,

Steve MacKinnon, Director
Anchorage Animal Care and Control

If you have any questions on this report, please email us at: accs@muni.org