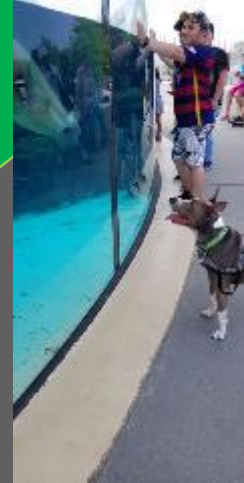


# 2019 Accomplishments



# VB ANIMAL CARE & ADOPTION CENTER

With each successive year, we work improve operations and implement initiatives to improve the lives of shelter animals, promote public awareness, increase Live Release Rate, and to continue to carve a positive niche in the community for the Animal Care and Adoption Center.

We work in tandem with the Animal Enforcement Team to provide the City of Virginia Beach holistic animal services.



## 2019 Initiatives to Increase Quality Live Release and to prevent surrender

- Foster program (484 foster transactions in 2019)
- Continued use/contact of rescue organizations (641 transfers in 2019)
- On-site and off-site marketing/community engagement opportunities (100+)
- 8th year of our Barn Cat Program to place cats, that would be inappropriate for in-home living, into an environment where they can be successful.
- Continued use/partnership with adult and youth volunteers to assist with animal enrichment, socialization, and customer service (see slide 9)
- Quality customer service (customer surveys, attention to complaints, staff/volunteer recognition for compliments)
- Continued adoption follow-up phone calls/assistance with any identified behavioral issues (approximately 1990 calls and 232 voice mails left)
- Owner reunification efforts
- Knowledgeable workforce (staff and volunteers)
  - Routine training classes offered to volunteers: 8 course titles with approximately 593 hours provided (volunteer orientation, K-9 handling basic and advanced, adoption counseling, customer service, feline handling – 2 courses (webinar and practical), exotics handling, adult and youth orientations)
  - Employees attend various City sponsored trainings as well as industry specific trainings and continuing education opportunities.
- Provide resources to pet owners who are at cusp of surrendering animal. This includes offering items from a pet pantry (i.e food items) to those in need, providing behavioral/training resources and counseling on potential resources in the community that have financial programs for veterinary care.



# PARTNERSHIPS

- Partnership with VA Aquarium - sharps disposal, volunteer and staff recognition, veterinary equipment and staff, emergency sheltering, exhibits and special events
- Serving veterinary needs of Police K9, Special Investigations, Sheriff's Department and Mounted Patrol to offset their costs
- Implemented MOU with the Humane Society of the United States for Emergency Pet sheltering
- Landstown Work Experience: Engaging special needs youth, weekly, with learning job skills.
- Community Alternatives: Engaging special needs adults weekly with socialization and job skills.
- Skills Quest: Engaging special needs adults (seasonal) with socialization and job skills.
- Youth Opportunities – Summer Youth Program: Employment of youth in community to learn job skills and stay engaged in positive activities during summer months. Often this is the youth's first job experience.



2019



NEW!

- Installed concrete walking path around perimeter of building
- Upgraded veterinary laboratory equipment for enhanced medical diagnostics (blood analyzer and microscope)
- Began improving cat housing in the back areas of building; project will continue into 2020 with goal of providing more space to individual cats which will reduce stress and illness.
- Interior of building re-painted; continuing into 2020
- Integrated CCTV to the City's Genotec system for improved security measures.
- Alignment with socially conscious sheltering model ([see handout](#))
- Increased staff! –additional clerk and caretaker, convert part-time vet assistant to full-time
- Hired new professional veterinary staff (veterinarian and veterinary technician)
- Began project to transition cash registers to the City Treasurer's system of accountability – will continue project in 2020.
- Establishment of a caretaker II position which now allows for career progression within the rank

# VOLUNTEERISM

	2017		2018		2019	
# of Volunteers	Youth 141	Adult 258	Youth 82	Adult 217	Youth 50	Adult 201
Service Hours	3218	47,012	3079	48,020	2175	42,442

A healthy volunteer program is essential for the shelter to progress and achieve success. Here are the ways that volunteers help us achieve our goals:

- Cat Room Ambassador
- Adoption Follow-up
- Grooming
- Caretaking
- Off-site/On-site special events
- Vet Assistant
- Petsmart Volunteer
- Call taker
- Youth Mentor
- Volunteer Coordinator
- Foster Parent
- Transporter
- Greeter/Shelter Guide
- Professional Vet Services
- Dog Walker
- Adoption Counselor
- Dog training/Agility
- Emergency Pet Sheltering
- Small Animal Companion socialization
- Volunteer coordinator (1)

# LIVE RELEASE RATE (LRR) STATISTICS

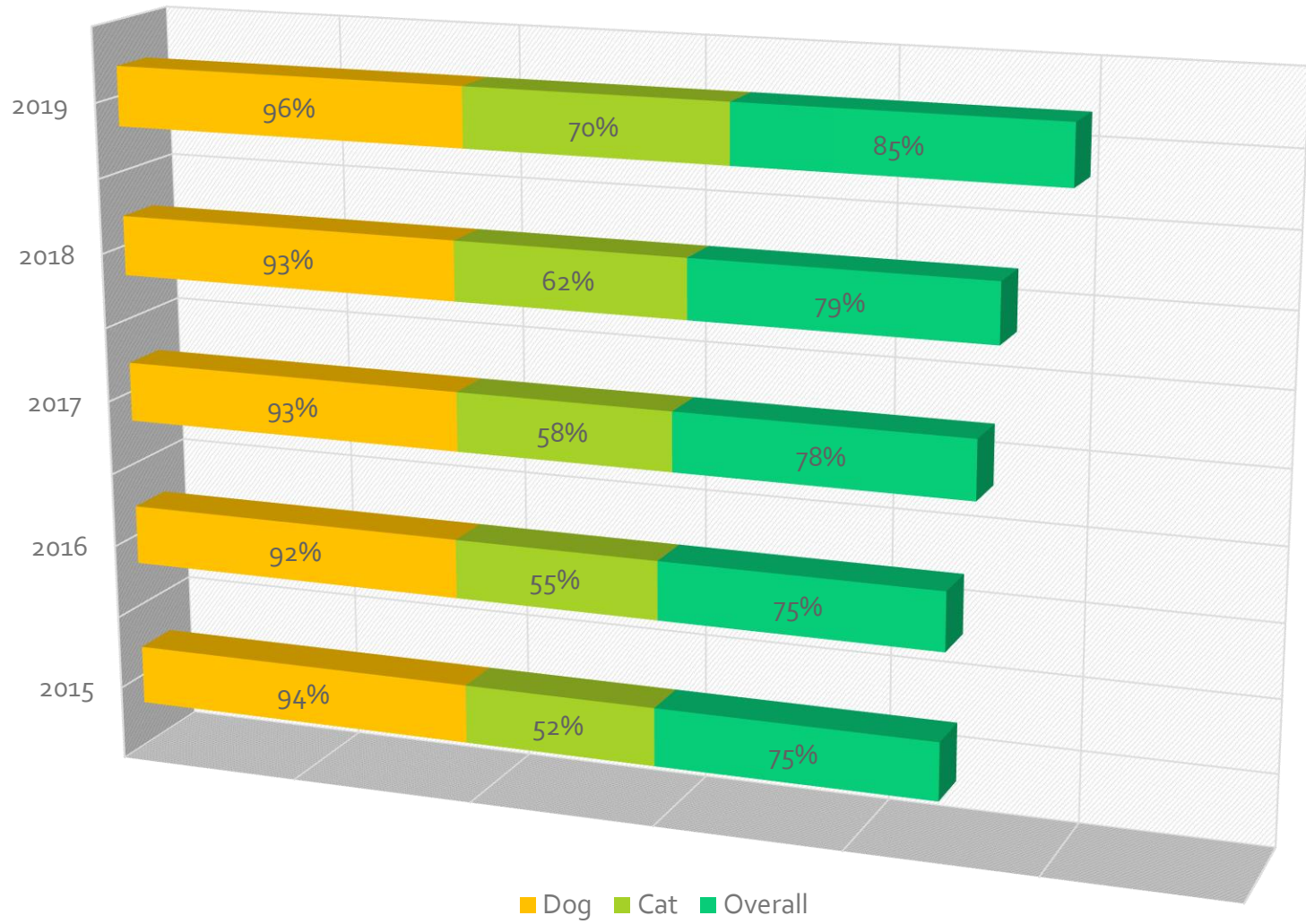
This is the percentage of animals that we were successful in placing back into the community

2019						
	INTAKE	RTO	ADOPTED	TRNSFERRED	EUTH	LRR
DOGS	2695	1533	923	126	139	96%
CATS	2109	184	832	454	626	70%
OTHER	357	23	249	59	8	93%
ALL SPECIES	5226	1747	2053	641	774	85%

All Species includes livestock, poultry and equine

The LRR is calculated by dividing total live outcomes (adoptions, outgoing transfers, return to owner/guardian) by total outcomes (total live outcomes plus euthanasia not including owner/guardian requested euthanasia which were Unhealthy & Untreatable or died/lost in shelter/care).

## Live Release Rate 5-year trend

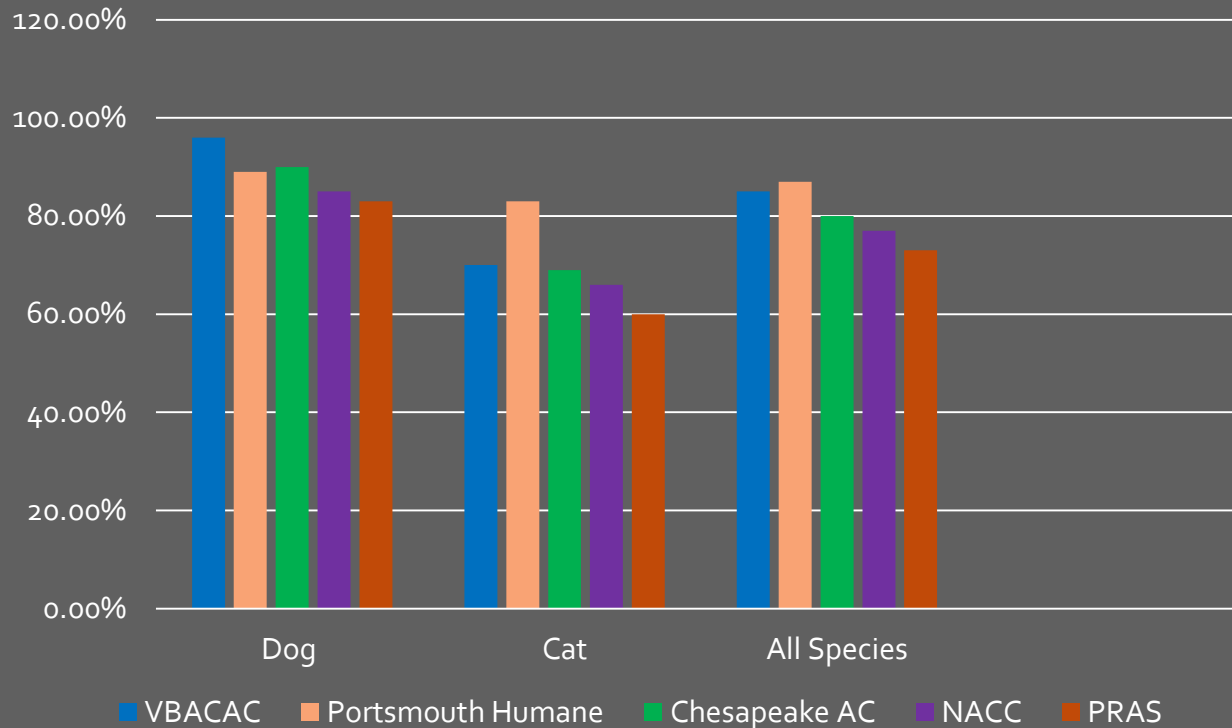


Note: Overall - includes equine, poultry and livestock



# HOW ARE WE DOING COMPARED TO OPEN-ADMISSION/CITY OR CITY-CONTRACTED SHELTERS IN THE REGION?

Chart Title



VBACAC intake: 5226  
Portsmouth intake: 1615

Chesapeake A/C intake: 3414

PRAS intake: 6445  
NACC intake: 4827

# HOW DO IMPROVE OUR LIVE RELEASE RATE (CATS)

- Reduce impounds
- Continue to increase adoptions (believe we are nearing the top of capability for social cats)
- Increase cat reclaims!
- Increase barn cat program use/identify alternative options for feral/non-social cats
- Increase cat rescue partners (limited number available)
- Revise cat at large ordinance to give citizens more options when locating stray and/or feral cats



# 2020 AND BEYOND

- Continue our strive toward maximum live release for all species. It is our goal to see a statistical improvement each successive year; concentrated efforts on cats
- New shelter specific software including application and website options
- Revise cat at large ordinance
- Continue to improve marketing of animals in foster, increase use of foster parents and decrease time between foster and final placement
- Strive toward approval of outstanding staffing requests (1 caretaker, 1 shelter operations supervisor, 1 clerk)
- Blood chemistry lab equipment upgrade/replacement (current is 8 years old)
- Barn upgrade to facilitate better housing for livestock and poultry
- Floor refinishing in various areas throughout building





# ANIMAL ENFORCEMENT TEAM

# Calls for Service and Summonses

- Calls for service
  - Dispatched calls – 18,263
  - Animal Bite Reports – 1,496
  - Animal Cruelty Complaints – 527
  - Animal Cruelty Investigations – 184
- The Unit issued 911 summonses (uniform and magistrate) and 115 charges for animal cruelty in 2019