



P I N A L • C O U N T Y

Wide open opportunity

Pinal County Animal Care and Control

Strategic Business Plan Alignment Maps

June 6, 2008

Animal Care and Control Mission

The mission of the Pinal County Animal Care and Control Department is to provide rabies control, enforcement, protection, education, and adoption services to Pinal County residents so they can live in a community that promotes responsible pet ownership and is protected from diseased and aggressive domestic animals.

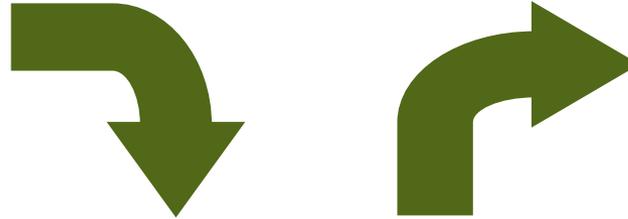
Pinal County Animal Care and Control

Strategic Business Plan Alignment Map 1 of 4

Issue 1 – Rabies/Unvaccinated Domestic Animals

An increase in the number of positive rabies cases (from 7 cases in 2007 to 18 cases in 2008 in Pinal County) confirmed in wildlife combined with an increased number of unvaccinated domestic animals, which if not addressed, will result in:

- Increased risk of contracting rabies by the human population
- Increased risk of rabies in the domestic animal population
- Increased public health cost to those that have been exposed to a potentially rabid animal
- Increased demand for Pinal County Animal Care and Control services such as quarantines, low cost vaccination clinics, service calls, etc.

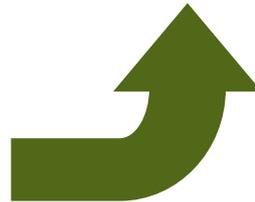


ANIMAL CARE AND CONTROL DEPARTMENT

Strategic Goal # 1: Rabies Prevention and Control

By 2012, Pinal County residents will experience increased public safety related to the prevention of rabies in domestic animals as evidenced by:

- 15% annual increase in dogs and cats vaccinated for rabies at mobile outreach clinics from 822 (2008) to 1440 in 2012.
- 15% annual increase in dogs and cats vaccinated for rabies at PCACC shelter from clinics from 1,050 (*2008) to 1,840 in 2012.



Board of Supervisors Priorities

Public Safety
Healthcare

The purpose of the **Rabies Prevention and Control activity** is to provide investigation, license, and quarantine services to Pinal County residents so they can live in an environment that protects domestic animals and humans from the rabies virus.

1. 30% of dogs in Pinal County Animal Care and Control jurisdiction will be licensed
2. 99% of all animals coming out of quarantine will be vaccinated and licensed prior to the release of the animal

The purpose of the **Community Education activity** is to provide prevention and outreach training services to pet owners, schools, and community groups so they can properly care for dogs and cats.

2. 30% of dogs in Pinal County Animal Care and Control Jurisdiction will be licensed

The purpose of the **Companion Animal Placement activity** is to provide pet adoption services to potential adopters so they can save the life of a healthy, vaccinated, spay or neutered pet.

1. 20% of eligible impounded animals will be adopted annually* impounded animals that are adopted are vaccinated, spay/neutered, healthy

The purpose of the **Field Services activity** is to provide animal investigation, emergency response, and euthanasia services to Pinal County residents so they can live in a community where there is a decrease in animal cruelty/neglect and a humane control of animal overpopulation.

1. 100% of Priority One calls will be responded to within 24 hours

The purpose of the **Kenel Operations activity** is to provide temporary animal care and sheltering services to Pinal County residents so they can have healthy animals available for adoption and returned to owners.

1. 98% of animals that are adopted will be in healthy* condition

* Free from contagious disease



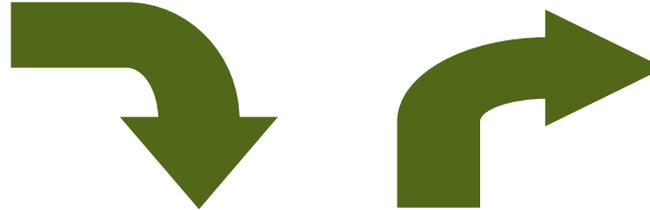
Pinal County Animal Care and Control

Strategic Business Plan Alignment Map 2 of 4

Issue 2 – Increased Domestic Pet Population

The increasing domestic pet population which is projected to increase by 2013 (from 108,666 to 138,071) resulting in an increase of dogs and cats not being spayed or neutered, will if not addressed, result in:

- Increased number of impounded animals
- Decrease in available shelter space
- Adoption rates not keeping up with the number of impounds
- Increased euthanasia



The purpose of the **Rabies Prevention and Control activity** is to provide investigation, license, and quarantine services to Pinal County residents so they can live in an environment that protects domestic animals and humans from the rabies virus.

1. 30% of dogs in Pinal County Animal Care and Control jurisdiction will be licensed
2. 99% of all animals coming out of quarantine will be licensed and vaccinated prior to the release of the animal

ANIMAL CARE AND CONTROL DEPARTMENT

Strategic Goal #2: Responsible Pet Ownership

By 2012, there will be an increase in responsible pet ownership as evidenced by:

- 30% annual increase of licensed dogs being spayed/neutered from 3,000 (*2008) to 6,221 in 2012
- 30% annual increase of dogs being licensed in the County from 18,000(*2008) to 39,546 in 2012
- 20% annual increase in pets adopted from 490 to 1,016 (all animals adopted from the shelter are spayed/neutered, vaccinated, and micro-chipped)

The purpose of the **Community Education activity** is to provide prevention and outreach training services to pet owners, schools, and community groups so they can properly care for dogs and cats.

1. 85% of session participants will score 80% or better on the session post-test
2. 35% of all licensed dogs in Pinal County Animal Care and Control jurisdiction will be spayed/neutered

The purpose of the **Companion Animal Placement activity** is to provide pet adoption services to potential adopters so they can save the life of a healthy, vaccinated, spay or neutered pet.

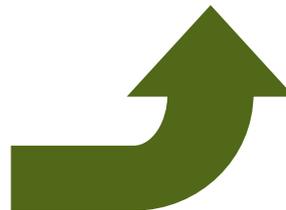
1. 20% of eligible impounded* animals will be adopted
- * impounded animals that are adopted are vaccinated, spay/neutered, healthy

The purpose of the **Shelter Operations activity** is to provide consultation, license and animal return services to Pinal County Residents so they can reduce repeat animal ordinance violations and increase animals returned to owners.

1. 30% of dogs in Pinal County Animal Care and Control jurisdiction will be licensed

Board of Supervisors Priorities

None



Pinal County Animal Care and Control

Strategic Business Plan Alignment Map 3 of 4

Issue 3 – Increased Demand for Services

Pinal County's increasing growth in population (from 233,756 to 297,010 in 2013) and the culture shift from rural to urban has produced increased demand for services and faster response times, which if not addressed will result in:

- Increased calls for service from 8,600* to 14,350
*estimate for 2013
- Decreased response times which currently average 2 days (*All calls including follow-up calls requiring second or third visits).
- Decreased customer service
- Increased neighbor/community conflict



ANIMAL CARE AND CONTROL DEPARTMENT

Strategic Goal #3: Customer Satisfaction

By 2010, Pinal County residents will experience customer satisfaction with the services they receive from Pinal County Animal Care and Control as evidenced by:

- 100% of priority one calls (such as bites, aggressive animals, etc.) will be responded to within 24 hours
- 75% of customers will respond on the department survey that they are satisfied or very satisfied with the services of Pinal County Animal Care and Control

The purpose of the **Community Education activity** is to provide prevention and outreach training services to pet owners, schools, and community groups so they can properly care for dogs and cats.

1. 85% of session participants will score 80% or better on the session post test

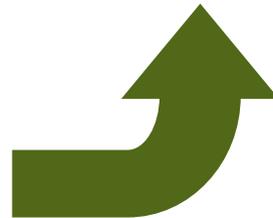
The purpose of the **Field Services activity** is to provide animal investigation, emergency response, and euthanasia services to Pinal County residents so they can live in a community where there is a decrease in animal cruelty/neglect and a humane control of animal overpopulation.

1. 100% of Priority One will be responded to within 24 hours

The purpose of the **Companion Animal Placement activity** is to provide pet adoption services to potential adopters so they can save the life of a healthy, vaccinated, spay or neutered pet.

2. 75% of customers will respond on the department survey that they are satisfied or very satisfied with the services of Pinal County Animal Care and Control

Board of Supervisors Priorities



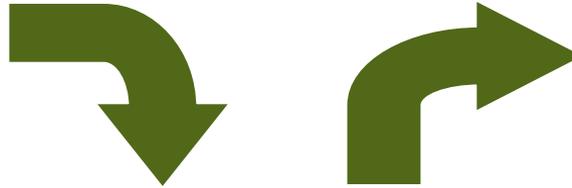
Pinal County Animal Care and Control

Strategic Business Plan Alignment Map 4 of 4

Issue 4 – Animal Abuse and Cruelty/Neglect

Higher public awareness has led to increased reporting of animal abuse and cruelty/neglect incidents, which, coupled with Pinal County Animal Care and Control's limited legal authority, if not addressed will result in:

- Increased number of offenders not being held accountable for their actions
- Increased number of animals that are involved in cruelty/neglect
- Greater tolerance of violence against animals which is associated with domestic violence and crimes against society



ANIMAL CARE AND CONTROL DEPARTMENT

Strategic Goal # 4: Animal Abuse Reduction

By 2012, there will be a reduction in confirmed animal abuse and cruelty/neglect cases as evidenced by:

- 20% annual reduction in reported cruelty/neglect cases from 900 (*2008) to 369 in 2012 (civil cases)
- PCACC will be consulted* on 100% of all cases that are turned over to the County Attorney's Office

* To ensure that accurate, first-hand information is provided about each case, along with professional expertise regarding animal cruelty and neglect

The purpose of the **Field Services activity** is to provide animal investigation, emergency response, and euthanasia services to Pinal County residents so they can live in a community where there is a decrease in animal cruelty/neglect and a humane control of animal overpopulation.

1. 100% of Priority One calls will be responded to within 24 hours
2. 20% annual reduction in reported cruelty/neglect cases from
3. PCACC will be consulted on 100% of all cases that are turned over to the County Attorney's Office

The purpose of the **Community Education activity** is to provide prevention and outreach training services to pet owners, schools, and community groups so they can properly care for dogs and cats.

1. 30% of dogs in Pinal County Animal Care and Control Jurisdiction will be licensed

Board of Supervisors Priorities

Public Safety





Pinal County Animal Care and Control

Cross Cutting Issues

Issue Statement #2: Rabies

Goal #3: Rabies Prevention in Domestic Animals

Cross Cutting with: Public Health Services District

Need: To have Public Health Services District conduct a Rabies Risk Assessment Follow-up to determine the need for post exposure prophylaxis (PRP) for bite victims. The departments will work cooperatively during an event of an increase in positive rabies cases in the county.

Issue Statement #4: Animal abuse, cruelty and neglect

Goal #4: Animal Abuse, Cruelty and Neglect Reduction

Cross Cutting with: Pinal County Sheriff's Office and Pinal County Attorney's Office

Need: To work cooperatively with Pinal County Sheriff's Office and Pinal County Attorney's Office to investigate and properly charge felony & misdemeanor animal cruelty and neglect cases.