

**APPENDIX A
BENCHMARK DATA**

Data Element	Washoe County Regional Animal Control	Nevada Humane Society	Philadelphia	Charlottesville
Agency Title	Washoe County Regional Animal Services	Nevada Humane Society	Pennsylvania Society for the Prevention of Cruelty to Animals (PSPCA)--Animal Care Control Team (ACCT)	Charlottesville/Albemarle Society for the Prevention of Cruelty to Animals (SPCA)
No Kill Facility	Yes	Yes	No	Yes—report foster care is the key to No Kill success for past six years
Does not Euthanize (Time/Space)	They don't	They don't	Yes	They don't
Has Public/Private Partnerships	Yes, primarily with Nevada Humane Society. Also with SPCA Northern Nevada, Pet Network, Wylie Animal Rescue, Community Cats, Another Chance Rescue	Yes, with Washoe County Regional Animal Control. Also with the Univ Nevada – Reno vet school, PetSmart, USHS, United Animal Nations	City of Philadelphia contracts with the PSPCA for the Animal Care and Control Team (ACCT)	City/County contract with SPCA to provide pound services
Public/Gov't Functions	Stray/unknown animals, animal control, lost/found pets, Low cost spay, neuter, microchip, Pet licensing,	Owner drop-offs (no strays), Low cost spay neuter, Adoptions, Low cost clinic, Behavior testing, Obedience training for adult dogs	ACCT: enforces city animal code, horse carriage enforcement, complaints and nuisances, lost pets, dog licensing, rescue, strays, surrenders, foster care , adoptions, wild animals and animal/debris removal	Animal Control provided by City/County Police Depts.
Partner Functions	Volunteer recruitment, Owner drop-offs (no strays), Low cost spay neuter, Adoptions, Low cost clinic, Behavior testing, Obedience training for adult dogs	Stray/unknown animals, animal control, lost/found pets, Low cost spay, neuter, microchip, Pet licensing,	PSPCA provides shelter, adoptions, foster care, animal hospital, law enforcement (Humane Society Peace Officers),lost and found, obedience training, Safe Haven Program (pets of deployed military and abused women)	Provides shelter care, adoptions, foster care, pet marketing, medical care, spay/neuter programs, and rummage store

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Hours of Operation	10:00am to 5:00pm every day	11am - 6:30pm M-F 10am - 6:30pm Saturday 11am - 6:30pm Sunday	Adoptions: Mon.-Fri. 1 p.m. – 8 p.m.; Sat.-Sun. 10 a.m. – 5 p.m.	Daily 12 p.m. – 6 p.m.
Fee for Drop-off	Drop-offs go to Nevada Humane Society	\$25.00		By appt. only: \$50-litter of puppies/kittens or adult pets not spayed or neutered or not up on shots; \$30-adult pets that are spayed or neutered and current on shots
Public Spay/Neuter Program	Low cost, subsidized spay, neuter and vacs	Low cost, subsidized spay, neuter and vacs	PSPCA: low-cost neutering program; free if unable to pay; CUBE Program operates 5 days/week targeting roaming and feral cats	Yes
Software Management System	Chameleon	Chameleon		Shelter Buddy
Facility Age	5 years	5 years		Shelter (2004); satellite adoption center and rummage store
Full-time Volunteer Coordinator	Yes	Yes	PSPCA: Yes	Currently in transition; considering broadening responsibility beyond one person
Full-time Foster Coordinator	No	Yes	Multiple staff members work on foster program	No; joint effort between front desk and clinic staff (nearly 40% of animals coming in are placed in foster care)
Intake Type/Volume	10,587 - strays, noise complaints, abused/neglected, owner requested euthanasia	Owner drop-off	Total Live Intake 29,492 (2010); 10,282 owner surrendered; 18,786 stray; 73 transfers; 351 returned adoptions	Total intake of 3,998 in 2009; 3,946 public and 52 transfers

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Outcome Type/Volume	40% Owners pick up from shelter 17% WC returned to owner 27% Transferred to NHS 8% transferred to other rescue group 8% Euthanized (sick, behavior, owner requested) 0% euthanized unnecessarily	95% cat adoption rate 94% dog adoption rate	Total Live Release 17,573 (2010); 4,782 adoptions; 793 returned to owner, 7,743 transferred to rescue; 4, 255 transferred to PSPCA,	2,866 adoptions, 74 transfers and 592 returned to owner in 2009
Live Release Rate	91.50%	94.50%	60.9% dogs; 58.3% cats; 69.1% other for total of 59.8%	Save rate of 90% overall (91% dogs, 89% cats, and 90% other)
Euthanasia Rate	8.50%	5%	40%	10%
Euthanasia Reason	Not fit for adoption (sick, injured, dangerous, behavior) and owner requested	Sick or safety – never for time/space	Owner/guardian requested; unhealthy; untreatable	Serious medical condition, serious aggression or public health/safety risk
# Licenses	All dogs over 4 months	N/A		Sell licenses; funding is returned to City/County
License Fee	\$20 unaltered, \$8 altered, +\$10 late fee if applicable	N/A	Annual \$16; Spay/Neuter \$8; Permanent Unaltered \$40; Spay/Neuter \$16 (50% off fees for Seniors 65+)	City: \$10-unaltered; \$ 4-Altered; County: \$10-unaltered; \$5-altered; \$50-kennel license; \$15-kennel tags
# Calls for Service	40,000	N/A		
Website Information	Robust website. Animals picked up by animal control are posted hourly at petharbor.com	Great website – info about upcoming events, adoptable animals, volunteering, breaking news, no-kill resources, clinic info, kids section, “animal of the week”, barn cats, etc	Includes pictures of adoptable animals, job/volunteer/foster applications, donation options, on-line library and store, on-line reporting, video, blogs, event calendar, annual statistics	Includes pictures of adoptable animals, pet information, job application and openings, volunteer and foster applications, annual reports and statistics, events calendar, public listing of pets to be re-homed

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Vet Services Performed	*works with Community Cats on TNR for feral cats. Does not spay/neuter at this time and directs all inquiries to the Nevada Humane Soc	Low cost vacs, low cost spay and neuter, microchipping, free clinic. Also offer free spay/neuter to residents in specific zip codes	Prevention and treatment services for owned and homeless animals	Exams, vaccinations, medical treatment
# Spays/Neuters	N/A	6,000 free or low cost. Also provide vouchers to citizens to have their pets spayed/neutered at local vets.	PSPCA: >20,000 in 2010	Total of 4,680 in 2009; 2,903 cats and 1,777 dogs
# Educational Presentations		Community programs held at least once/week. Education is key. Free dog training also. There is a community programs director that works just on educational and outreach events		Reached > 3,300 children through classes, camps and birthday parties
# Days Animal Held (Ord.)	4 before being transferred to Nevada Humane Society	N/A		6 days for strays without collar; 11 days for strays with collar
# Volunteers	"Pet detective" volunteers help reunite lost pets with their owners. They have a small dedicated group of volunteers and direct most volunteers to the NHS	2700. Also have almost 1000 families available to foster.		Approx. 200 (assigned to cat socializing or dog walking)
# Volunteer Hours		Over 15,000 hours		>17,000; also utilize school and court-required community service hours
Staff Size	35	83 (59 full time)		SPCA: 50 (includes shelter, satellite adoption facility and rummage store)

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# Staff/Functional Areas	1 Animal services manager 8 Kennel staff (Supervisor, assistants, animal care) 20 Animal control (1 Field manager, 2 lead officers, 17 officers) 4 admin office workers 2 vet techs 1 contract veterinarian	3 directors (executive, community programs, operations) 3 vets (2 FT, 1 PT) 2 licensed vet techs 3 vet assistants 1 volunteer coordinator 1 foster coordinator 3 admin 1 events manager 2 animal help desk 15 adoptions counselors 43 animal care (includes one dog care manager and one cat care manager) 2 intake specialists		
# Staff/NACA Certified	All Animal control officers are required to be NACA certified	All are required level one and two		
Budget Amount	4.9 million		City Contract: \$8,400,074 (runs from Jan. 1, 2009 through June 30, 2011); contract under office of Managing Director	2010: \$2.7M
Personnel Budget	2.4 million, including benefits			
Operating Budget	2.5 million	All budget info is private		2010: \$2.7M
Human Population	414,820	414,820	1,526,006	City: 42,218; County: 94,908
Square Miles	6300 sq miles	6300 sq miles	135 (City/County)	City: 10.26; County: 722.61

[**For more info on Washoe/NHS see www.washoecounty.us/repository/files/44/Washoe%20County%20Assessment%20FINAL.pdf](http://www.washoecounty.us/repository/files/44/Washoe%20County%20Assessment%20FINAL.pdf)

<http://www.nevadahumanesociety.org/pdf/HowWeDidIt11-08.pdf>