

# YEAR END REPORT

Orange County Animal Services 2021

**Daphne  
(A469298)  
was adopted  
in July 2021,  
after more  
than 100  
days at the  
shelter.**



# ANIMAL SERVICES AT A GLANCE

**96%**

live release  
rate for dogs

**88%**

live release  
rate for cats

overall live release rate 91%



**13,454**

dogs and cat  
impounds



**30,770**

requests for  
citizen response  
handled



**64,843**

number of  
kennel visitors

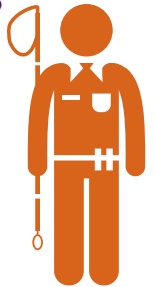


**\$32,500**

awarded in  
grants to  
non-profit  
organizations  
helping Orange  
County pets



**ANIMAL SERVICES  
CURRENTLY HAS  
99 FULL-TIME  
POSITIONS** split  
across four teams  
– Enforcement,  
Sheltering,  
Clinic and  
Communications.



**RESPONSIBLE FOR ENFORCING  
CHAPTER 5 OF THE CODE OF  
ORDINANCES FOR ORANGE  
COUNTY, FLORIDA**, which  
encompasses nearly 1,000 square  
miles and has a human population  
of nearly 1.4 million residents.



**THE SHELTER IS  
SUPPORTED BY  
A NETWORK OF**



**456**

volunteers

**428**

foster  
parents

**84**

rescue  
groups



# MESSAGE FROM THE MANAGER

Hello,

The Orange County Animal Services Year End Success report for fiscal year 2021 highlights the best of the shelter's achievements and a few stories that are near and dear to our hearts. For those of us working in the shelter, we're accustomed to an incredibly fast-paced environment and COVID-19 has amplified that even more so. I'd like for this report to provide us an opportunity to reflect on the past year and the progress we've accomplished as a team, with the support of our volunteers, foster parents, rescue partners and community as a whole.

I am proud to announce that for a second year in a row, Orange County Animal Services has reached a 96% live release rate for dogs. This success was not reached without struggle, and for that I'm thankful to each and every one of our employees and community members who played a role. Additionally, I am thrilled to reveal the live release rate for our cats reached 88%, the highest in the shelter's history.

To fully appreciate this metric, we must look backward to see the progress. Just 10 years ago, in fiscal year 2011, the cat live release rate was 28%. We've stretched to grow our cat-focused services and programs over the past decade and are pleased to see the data reflect these efforts. The true heroes here are the cat rescue groups and foster parents, who take in large volumes of medically needy cats and neonatal kittens, each year.

Live release rate is just one number, one of many, many ways that we gauge our progress and where we need to shift to meet



the needs of our community. Pet overpopulation continues to be a challenge for this community, primarily for large dogs. Now more than ever, we need to encourage spay/neuter and adoption, so that we can make a difference for future generations of pets in Orange County.

I invite and implore everyone reading this to find an avenue to help – whether that be by joining the volunteer team, becoming a foster parent, adopting, joining forces with a rescue group or sharing the word. It will take all of us to continue this progress forward!

A handwritten signature in black ink that reads "Diane Summers". The signature is written in a cursive, flowing style.

Diane Summers

<sup>1</sup> Live release rate is a common shelter metric and is calculated by dividing the number of live outcomes (adoptions, relocations, rescue placements, reclaims and missing) by the total number of outcomes (excluding the categories of owner requested humane euthanasia and disposals/transfers of deceased animals).

# ENFORCEMENT

**30,770**

Number of activities handled

**1,335**

Number of citations issued

**158**

Number of court cases

**2,488**

Number of bite reports

**Number of wildlife relocated**

**147**

Audubon Center for Birds of Prey

**+ 373**

Back to Nature

**+ 161**

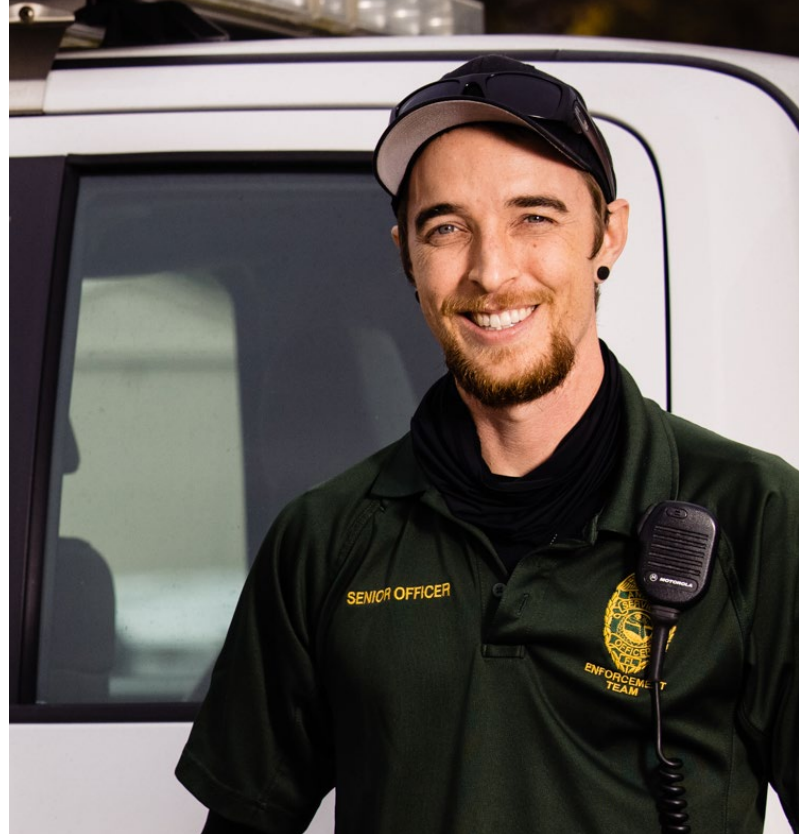
Fallin' Pines Critter Rescue

**+ 47**

Seaworld

**728 ANIMALS**

**The Animal Services Enforcement Operations Team includes** 24 Animal Services Officers, four Senior Animal Services Officers, a dispatch team, Program Coordinators and a Program Manager. The Enforcement Operations Team responds to calls for citizens assistance on a priority basis and does so 24 hours a day, 7 days a week, 365 days a year.





## **In fiscal year 2021, Animal Services impounded 722 pets through confiscations.**

The impound type “confiscation” can apply to multiple situations, including, but not limited to, potential cruelty investigations, situations in which an owner has been incarcerated or hospitalized leaving the pet in need, times when an eviction has been served and the pet found abandoned in the residence. Confiscation cases can range from a single animal to several.

### **The largest confiscation case of fiscal year 2021 involved the impound of 32 dogs and one cat on April 16 from a residence in the Parramore area.**

One of the dogs, Watermelon, was sadly discovered in poor medical condition, unable to stand or walk. Due to the extent of his medical challenges and his diminished quality of life, he was humanely euthanized. Prince was another dog found in need of immediate care, with a large wound near his shoulder and several smaller injuries. Animal Services filed a petition for custody, seeking to take ownership of the pets, and that case was heard before a judge on May 25. Animal Services was awarded custody of the animals and able to begin releasing them for adoption and rescue placement on June 25.

### **With the support of foster parents, rescue groups and adopters, the remaining dogs are now thriving and in loving homes.**

Animal Services would like to share a special thank you to **Ziggy’s Legacy Rescue**, for taking in Prince, who needed an immense amount of care in order to heal from his wounds. Thanks to Ziggy’s Legacy Rescue, Prince has made a full recovery and landed his forever home.



### **This is just one of many confiscation cases that Animal Services handled this year.**

Each case begins with someone picking up the phone to make a report. Animal Services encourages those who see something, to say something. Reporting animal cruelty can be done anonymously by calling Crimeline at 1-800-423-TIPS (8477).



# CLINIC

**8,684**

Number of spay/neuter surgeries performed

**1,206**

Number of spay/neuter vouchers issued

**1,367**

Number of TNR specific surgeries

**1,558**

Number of CARE Feline TNR surgeries

**15,053**

Number of vet exams performed

**872**

Number of x-rays taken

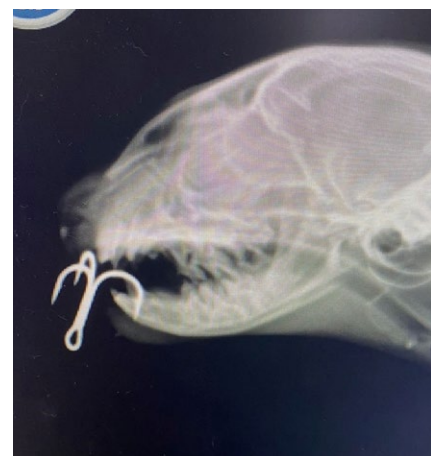
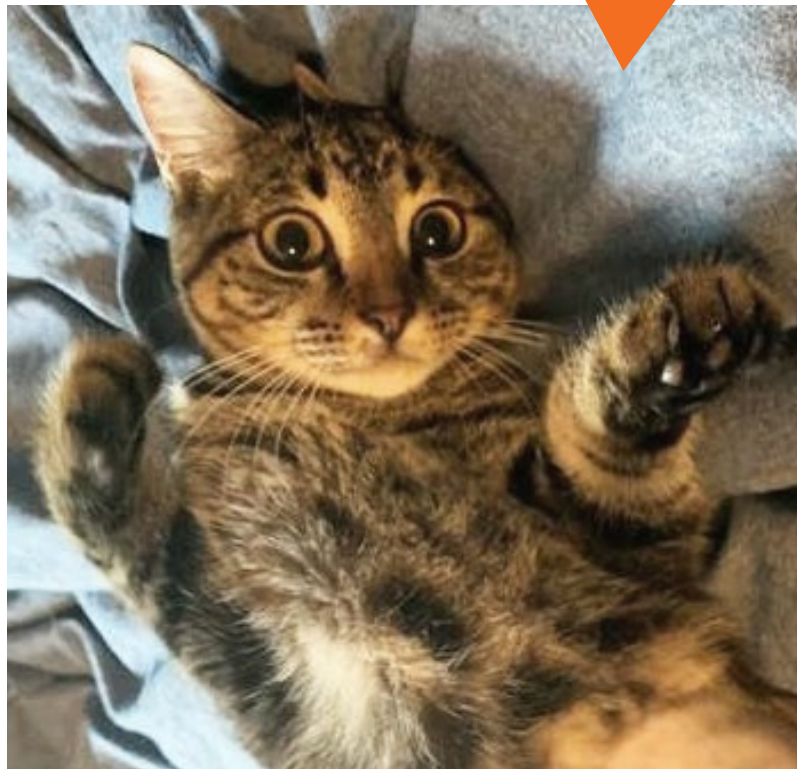


## The Animal Services Clinic Team is comprised of

three full-time Veterinarians, one part-time Veterinarian, two Supervisors, a group of Technicians and a Program Manager. The Clinic Team handles spay/neuter surgeries, preps animals for departure with

their adopters and rescue groups, triages animals as they arrive and conducts exams for ongoing medical issues for pets in the shelter's care.

**Maggie (A479033, initially named Rylee)** arrived at Animal Services on September 3 with fishing lures embedded in her paws and lips. The clinic team carefully extracted the lures and Maggie was taken in by Veterinary Technician Desiree. This arrangement ended up being a foster "failure" when Desiree adopted Maggie later that month.





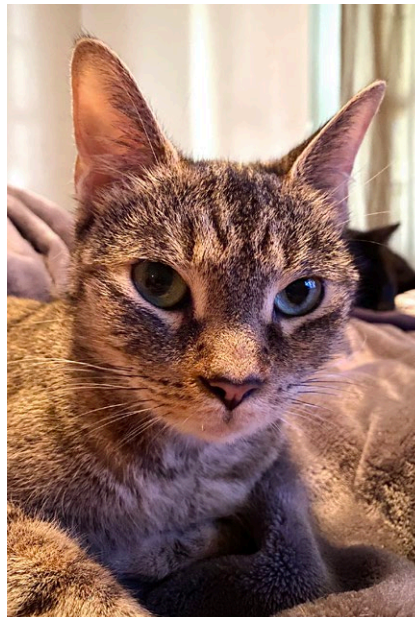
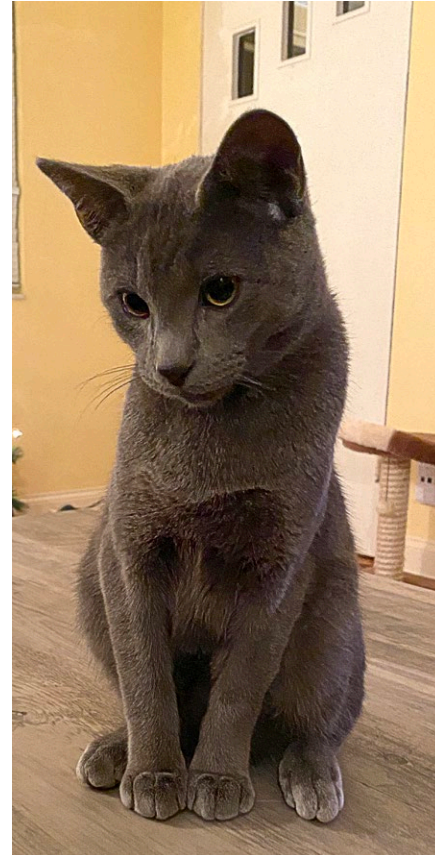
# Spay It Forward



**Animal Services was thrilled to unleash the "Spay It Forward" spay/neuter voucher program in November 2020.**

The new program, initially funded through a grant from Florida Animal Friend, provides vouchers to qualifying low-income Orange County pet owners, enabling them to obtain free spay/neuter services for their pets at participating clinics at the Pet Alliance of Greater Orlando, Snip-It and Spay N Save. Of the participating pet owners surveyed, 95% stated they would not have been able to obtain spay/neuter services for their pet with the assistance of this program.

**The new program has quickly become one of the most sought after.** Once the initial grant funds were exhausted, Animal Services continued the program utilizing donations. In order for this valuable program to continue indefinitely, and to expand, donations are necessary. Animal Services encourages those wishing to support its supplemental programs to donate online via the website at [www.ocnetpets.com](http://www.ocnetpets.com).





# KENNEL

Number of domestic animals (dogs, cats, birds, etc.) impounded by intake type:

**6,530**

Strays

**3,002**

Owner Surrender

**1,763**

Owned

**722**

Confiscated

**473**

Adoption Returns

**697**

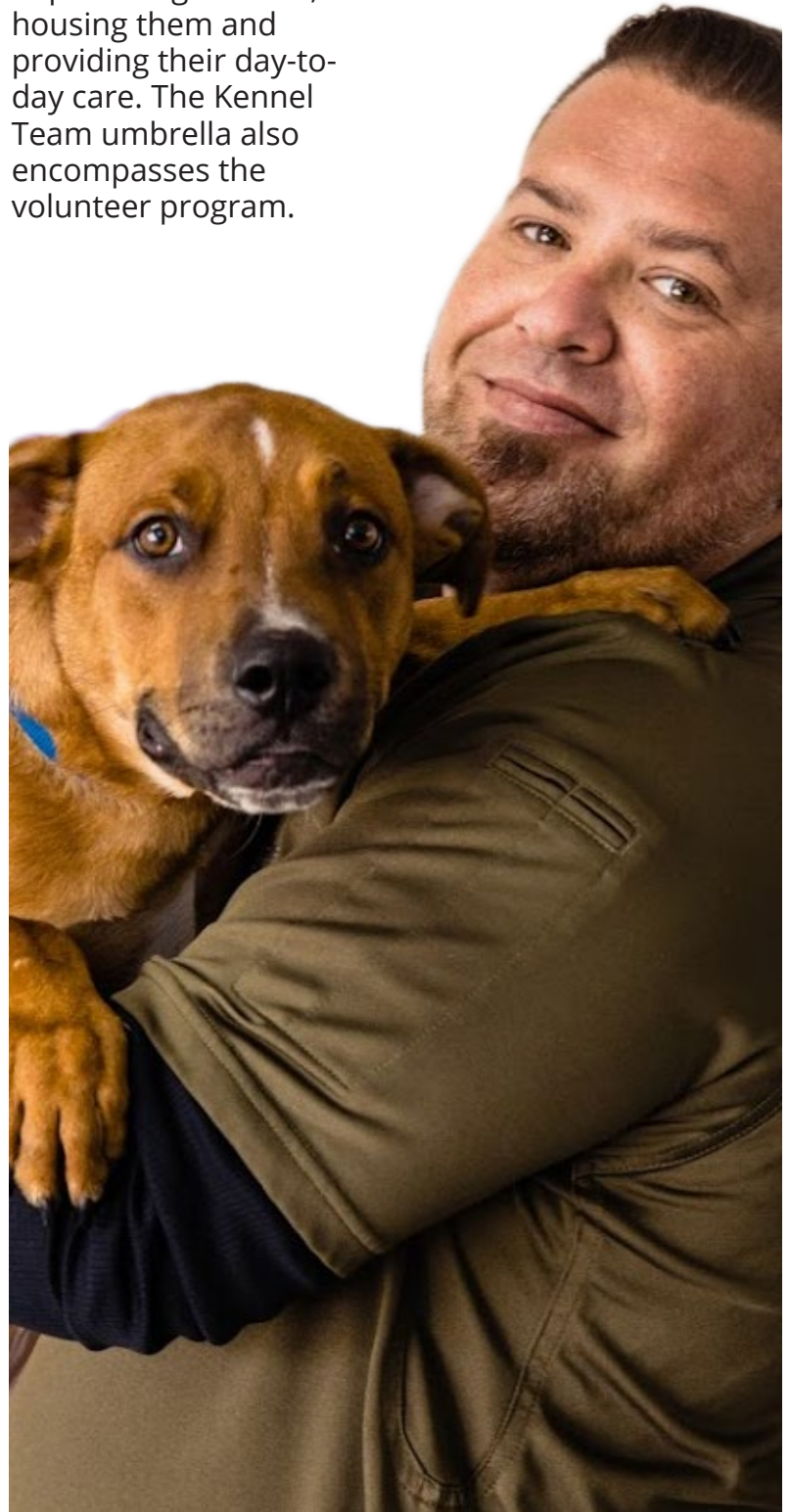
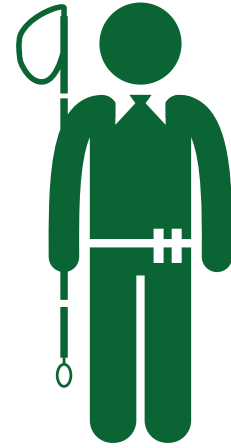
Requested owner Euthanasia

**340**

Requested Disposal

## The Animal Services Kennel Team includes

16 Animal Services Officers, four Animal Care Assistants, two Supervisors, the Volunteer Coordinator and a Program Manager. The Kennel Team is responsible for impounding animals, housing them and providing their day-to-day care. The Kennel Team umbrella also encompasses the volunteer program.







**Animal Services would not be able to achieve the lifesaving it does today without the help of the volunteer force.**

With more than 450 volunteers on board and multiple ways to assist, Animal Services is pleased to have such an active program. During the height of the COVID-19 pandemic, Animal Services transitioned the volunteer orientation from in-person to online, sharing the same essential information in a way that was safe for all involved.

**3,205**

Number of community service hours



**Volunteer Spotlight – Ken Shields**

Volunteers help to socialize the shelter pets, showcase them for potential adopters and assist in other various tasks. In fiscal year 2021, volunteer **Ken Shields** tallied the most hours spent at the shelter. He generously spent 450 hours of his time here at Orange County Animal Services. We'd like to offer him a special thank you for his hard work and dedication!



**16,101**

Number of volunteer hours





# COMMUNICATIONS

**64,843**

Number of shelter visitors

**7,015**

Number of dog and cat adoptions

**1,316**

Number of dog and cat reclaims

- Approximately 25% of dogs are reclaimed by their owners compared to just 3% of cats.

**1,521**

Number of dog and cat rescue placements

**1,422**

Number of pets fostered

**130**

Number of foster parents recruited this year



## The Animal Services Communications Team includes

a group of Animal Services Specialists, two Supervisors, a Program Coordinator for Adoptions and Foster Care, a Program Coordinator for Rescue Placements and a Program Manager. This team is often the first face many have with the division, as they serve at the front desk, helping to facilitate adoptions and owner reclaims.



The shelter currently has

**68,473**

followers on  
**FACEBOOK**   
[@orangecountyanimalservices](#)

**17,562**

followers on  
**INSTAGRAM**   
[@orangecountyanimalservices](#)

**3,844**

followers on  
**TWITTER**   
[@ocas\\_orlando](#)





**When possible, Animal Services lends a hand to other shelters in need.** In fiscal year 2021, Animal Services took in pets from Sumter County and Clay County, in an effort to assist them when those county shelters were overwhelmed.

**In response to Clay County announcing a temporary closure** of their shelter and certain challenges as a result of COVID-19, Orange County Animal Services stepped up to take in 58 cats and eight dogs on August 4. One of the pets, a senior small dog, was placed with **Lil' Rascals Dog Rescue** and the remaining 65 pets were adopted from Animal Services.



**Animal Services is proud to partner with more than 80 rescue groups in Florida**

to transfer animals out of the shelter environment and into

the care of smaller organizations. Rescue groups typically take in pets with medical and/or behavior challenges and rehabilitate them to a point they are adoption ready. Rescue groups are essential as they take in and work with pets that would otherwise not have a chance of thriving in the shelter environment and are unlikely to be adopted. Please consider supporting a rescue group by adopting, fostering or donating; they need resources in order to continue their lifesaving work.

**Number of dog and cat rescue placements**

**1,521**

**Top pulling rescue groups of 2021**

**CARE Feline TNR**

**212**

**Purrrfect Angels Rescue**

**153**

**Pet Alliance of Greater Orlando**

**142**

**Hoffmeyer Animal Rescue**

**138**

**Adore Pet Rescue**

**111**



**Foster Spotlight - Beth Otto**

Services is proud to have a team of more than 400 foster parents on board. Foster parents provide temporary care for cats and dogs that are too young to thrive in the shelter environment, sick, injured or in need of socialization. The shelter is always in need of foster parents

to help take in neonatal kittens, helping them grow strong and ready for adoption in a home setting rather than the shelter environment. In fiscal year 2021, foster parent **Beth Otto** won the crown for most cats and kittens fostered. She provided temporary care for 84 kitties in need. Thank you, Beth, for your longstanding commitment to helping shelter animals!



# NOTABLE EVENTS





**Animal Services strives to have a presence in the community and has attended and hosted several events in the recent year.**



## HERE ARE JUST A FEW HIGHLIGHTS

### **Pet Food Distribution Events**

Held at the South Econ Recreation Center on December 9, 2020 and April 28, 2021.



### **Free Rabies Vaccine & Microchipping Event**

Held at Animal Services on December 14, 2020.

### **Absolute Excellence Preparatory Academy**

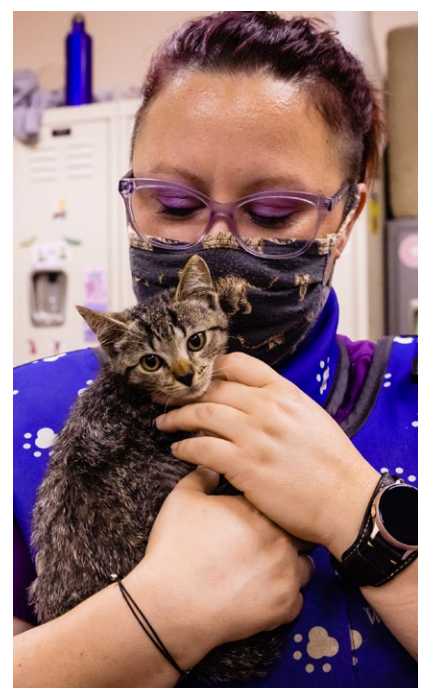
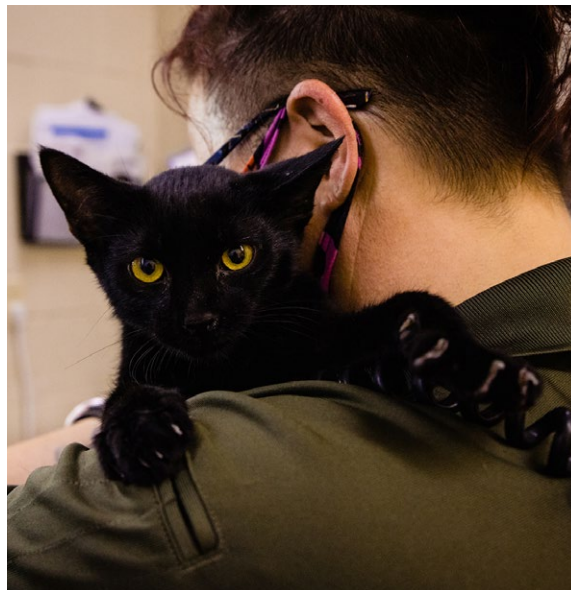
Visit to teach children about responsible pet ownership on June 22, 2021.

### **Adopt-a-thon**

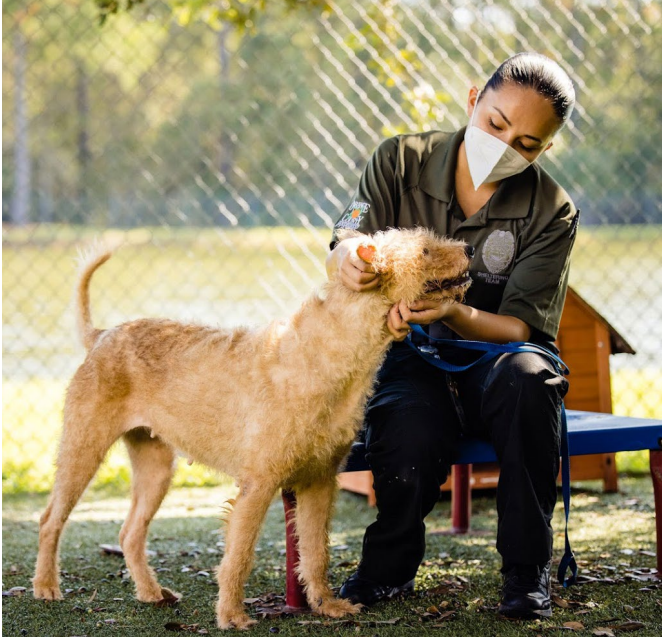
Held at Animal Services on August 8, 2021, event helped 71 pets find new homes.











# Animal Services looks forward to continuing to engage with the community in 2022!



