



AUSTIN ANIMAL CENTER  
**2023**  
ANNUAL REPORT



# LETTER FROM THE DIRECTOR

In the ever-changing world of animal welfare, the past year presented both challenges and opportunities for the staff of the Animal Services Office (ASO). It is my honor to work with the dedicated ASO team who have shown flexibility, resilience, and commitment to our goals every year.

The Animal Services Office provides sheltering, enforcement and prevention services for the City of Austin and unincorporated areas of Travis County. In partnership with community organizations, ASO staff provide a safety net to our most vulnerable pet populations and remain dedicated to sustaining Austin's No-Kill commitment of achieving live outcomes for 95% of the companion animals that enter the shelter each year.



Our top priorities: helping animals most at-risk, supporting pet owners through education and resources, and expediting the placement of sheltered animals into adoptive homes or one of our rescue partners. A prevention-based, educational approach is used throughout all of ASO's programming and activities in an effort to keep pets in their own homes and reduce shelter intake. This past year also brought about a renewed focus on public safety.

In 2023, intakes exceeded our outcomes and we faced overcrowding issues at every level, from intake to daily maintenance to positive outcomes. Staff and volunteers were required to go above and beyond in caring for all the animal companions in our care. Yet, the live outcome rate for 2023 was 97.2%!

Staff also received the assessment conducted by the City Auditors and have worked hard at meeting the identified challenges. Our volunteers stepped up and provided the most volunteer hours recorded in ASO's history.

With continued focus on refining policies and procedures, ensuring appropriate staffing levels, and strengthening community support, the Animal Services Office will continue to enhance its reputation as one of the most progressive and humane animal welfare communities in the nation.

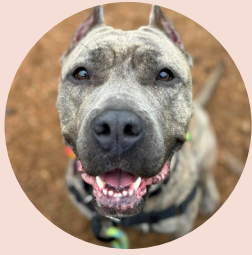
**DON BLAND, CWA**

**Chief Animal Services Officer**

## ABOUT AUSTIN ANIMAL CENTER

The City of Austin Animal Services Office (ASO) operates Austin Animal Center (AAC), our campus on Levander Loop in East Austin. Austin Animal Center has been proudly no-kill since 2011, exceeding the national no-kill standard of 90% live release rate every year. In 2019, City Council recognized the high level of lifesaving and officially mandated a live release rate of at least 95%. Austin Animal Center also plays a crucial role in the community by promoting responsible pet ownership and connecting community members with resources for their pets. Learn more at [austinanimalcenter.org](http://austinanimalcenter.org).

# Intake



## 5,088 dogs

Stray: 3,034  
 Owner Surrender: 1,221  
 Public Assist: 470  
 Abandoned: 283  
 Born in Care: 80



## 5,603 cats

Stray: 4,431  
 Owner Surrender: 828  
 Public Assist: 99  
 Abandoned: 155  
 Born in Care: 90

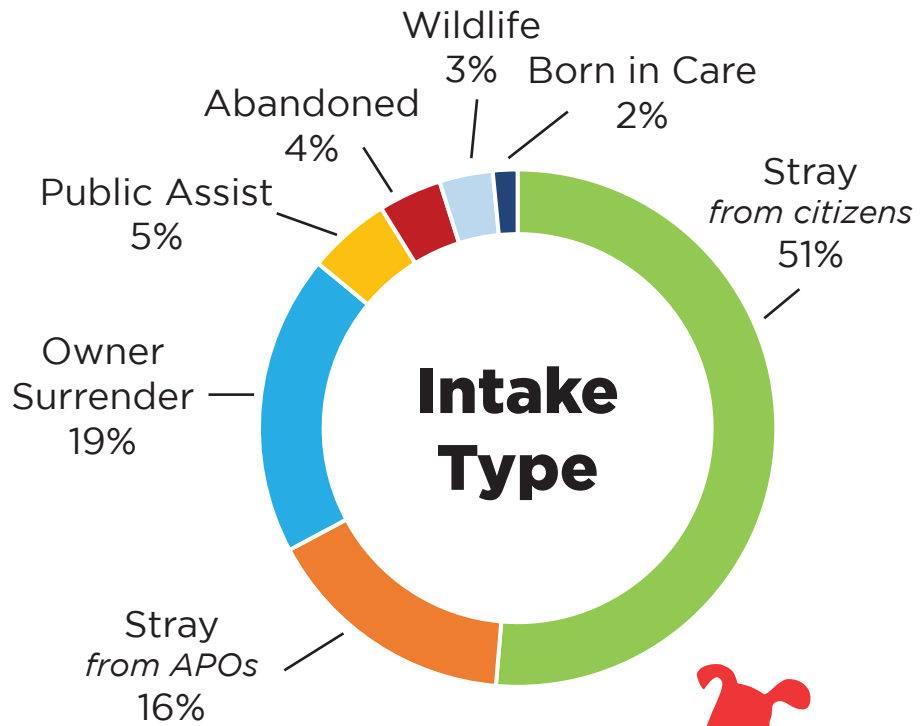


## 165 smalls

Stray: 82  
 Owner Surrender: 61  
 Public Assist: 13  
 Abandoned: 6  
 Born in Care: 3



## 375 wildlife

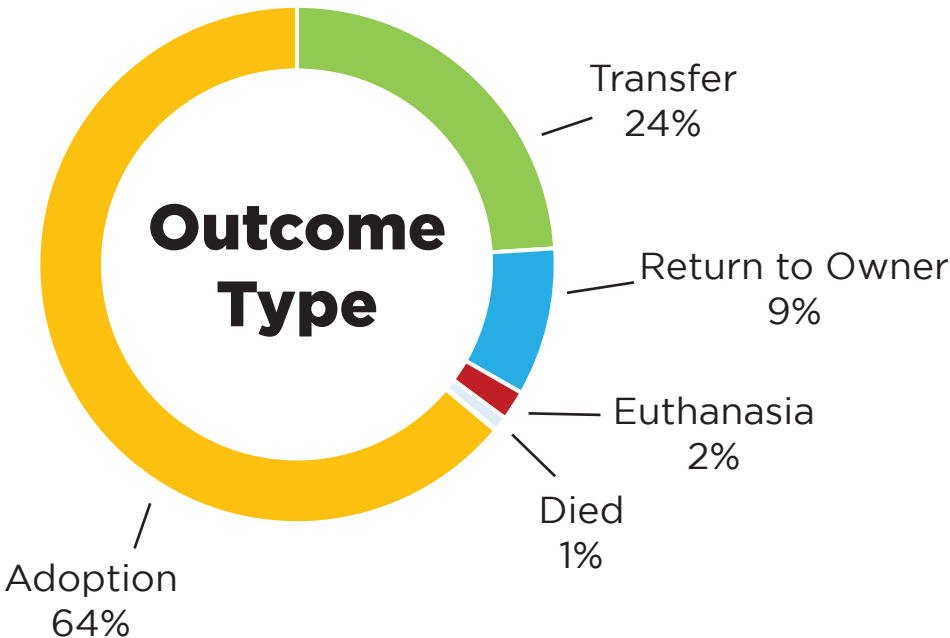


### DID YOU KNOW?

Public Assist includes pets whose owners are hospitalized or incarcerated, pets who require rabies quarantine, and pets who are the subject of cruelty investigations.



# Outcome



**97.2%**  
 LIVE RELEASE RATE





# PET RESOURCE CENTER

**1,006**

**visitors seeking resources**

**1,652**

**pets posted to Home To Home**

## PAW AID

The vouchers through this Friends of Austin Animal Center-funded program prevent surrender by providing financial assistance with acute veterinary needs.

**81**

**Paw Aid vouchers utilized**



## ANIMAL PROTECTION



**26,229**

**calls received**

**1,670**

**investigations of reported neglect**

**1,842**

**injured animals impounded**

**2,525**

**bite investigations**

**101**

**Serious Bodily Injury investigations**

**604**

**calls handled about coyotes**

**32**

**families given fencing supplies**



## VET SERVICES

**11,087**

**vet exams**

**5,197**

**spays & neuters**

**775**

**emergency cases**

**230**

**specialty surgeries**



# VOLUNTEER

**1,123**  
volunteers



**74,597**  
hours  
of service

## TOP VOLUNTEERS

**MAGGIE BRYS**

**1,700**

hours donated  
in 2023

Volunteer since  
October 2002



**LINDSEY MEYER**

**1,114**

hours donated  
in 2023

Volunteer since  
June 2022



“My favorite part of volunteering is fostering. My husband and I typically foster at least 10 older and/or medical needs cats at a time. I love working with the shelter DVMs and Vet Techs.

Once our fosters are ready to be adopted, they become part of the Desperate Housecats (DHC) Program, which started almost 14 years ago with the mission of fostering and finding homes for cats who are older (7+), have a medical condition, or have behavior issues. To date, we’ve had over 3,400 DHC adoptions!”

“My favorite part of volunteering at AAC is having the opportunity to advocate for all of the incredible dogs within the shelter system. These dogs possess immense potential, exuding love and playfulness, yet they often feel overwhelmed in the stressful shelter environment and their personalities are not able to really shine. The ability to be able to represent these dogs, showcasing their true personalities in the hope of connecting them with their perfect forever homes is what drives me.”

## DOG ENRICHMENT



In 2023, our enrichment coordinator oversaw the installation of puppy play scapes in three of the play yards - two for large dogs and one for small dogs. They’ve been a big hit!

# FOSTER

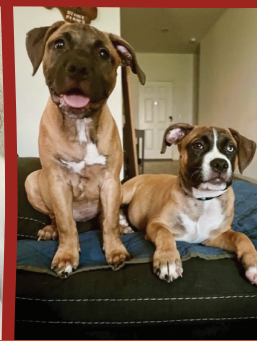
**1,350**

**foster families**



**3,224**

**pets**



# RESCUE



**2,444**

**pets**

**--->**  
**TRANSFERRED TO**

**44**

**partners**

# SOCIAL MEDIA

**~1,340**

**posts on Facebook/Instagram**

**11,354**

**new followers**


**4.7 million**


**people reached**


## ANIMAL INFLUENCERS

A 10-second video of a kitten with a unique meow took Instagram by storm, gaining over 250,000 views and 246 hours of watch time.

Tiny Tater Tot's foster glow up was featured on The Dodo!

 Austin Animal Center




 @austininanimalcenter

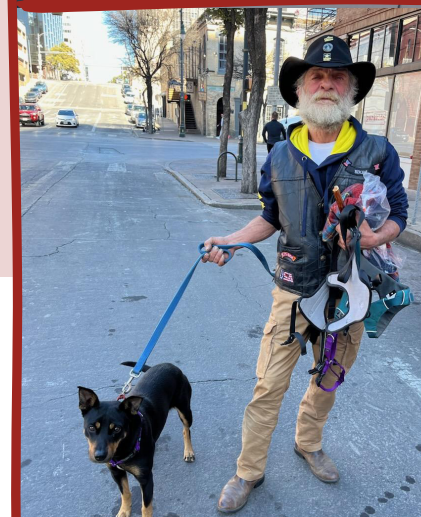
 @austinanimals



# NEIGHBORHOOD LEVEL PROGRAM

The Neighborhood Level Program (NLP) works to connect pet owners with resources to help them care for their pet. NLP staffer Brendan has focused on building trust and connection with people and pets experiencing homelessness. These folks and their pets do not fit into our typical animal services model due to their unique barriers, so Brendan hits the road to meet them where they're at.

-  Brendan was invited to join the citywide Homelessness Encampment Management and Logistics team.
-  Costco, Amazon, and Tomlinson's provided large donations of pet food and supplies.
-  We handed out supplies and resources at monthly Pop Up Resource Clinics alongside EMS, CapMetro, Addiction Services, and others.



**14,270** pet supplies provided to the community

## COMMUNITY OUTREACH & ENGAGEMENT



4

drive-thru microchip & rabies vaccine clinics

36

Pet of the Week spots

41

off-site events

65

Spanish-language media spots

# COMMUNITY CATS

## KEEP AUSTIN TNR'D



Trap-Neuter-Return (TNR) is the most humane and effective cat population tool available to communities. Free-roaming cats are trapped by Community Cats volunteers and sent through spay/neuter surgery with our partner Austin Humane Society. Shelter-Neuter-Return (SNR) is a version of TNR for found cats that come to the shelter through Good Samaritans; staff evaluate each cat to determine the best outcome.

**2,495**

**cats served through TNR & SNR**

Community Cats is much more than “just” TNR and SNR. We also provide medical vouchers for caretakers to seek veterinary care for free-roaming cats.

**150**

**medical vouchers utilized**

# CACTUS CATS

Designed to help shy or temperamental cats find homes, we define Cactus Cats like the plant they’re named for: unique, beautiful, low maintenance, and perhaps a little prickly.

Cactus Cats have their own cactus-themed group room at the shelter and a set of dedicated staff and volunteers to help work on their people skills and find adopters who accept each Cactus Cat just the way they are.

**55**

**Cactus Cats adopted**



# KITTEN NURSERY



**2,154**

**kittens under 2 months old helped**





Here are just a few of the pets who found homes in 2023.

# THANK YOU

to our adopters, fosters, volunteers, rescue partners, advocates, and supporters!

