



City of  
**SACRAMENTO**  
Front Street Animal Shelter

# Annual Impact Report

Saving Lives, One Animal at a Time!



2019 |

# A Letter from the Shelter Manager

Dear Front Street Community,

It has been my pleasure to join the Front Street Animal Shelter as the Animal Care Services Manager in November of 2019, after the retirement of Gina Knepp in October of 2019. Gina was on my hiring panel for the City of Stockton Animal Shelter in 2014, when I was hired as the first Manager for the City of Stockton Animal Shelter. We kept in touch over the years as colleagues both managing municipal animal shelters of the same size, with similar programs and services. It was a difficult decision to leave my previous position. I am originally from Sacramento, so it seemed like a natural transition.

Since November, there have been lots of transitions, not only for Front Street but for our entire community, nation, and world. The COVID-19 pandemic has turned our world and communities upside down; many have suffered tragic losses of family members and friends due to COVID-19. We had to make decisions quickly to keep our staff, volunteers, and community safe. We asked our volunteers to stop volunteering at the shelter; again, they continued to amaze us with their understanding of why we were making particular decisions.

Even with all the negative consequences of COVID-19, we have seen our fantastic community rise-up like never before to assist animals and those who care for them. Our current volunteers and over 1000 new community members signed up in a matter of two days. They helped us place almost every animal into foster care. We asked, and the City of Sacramento community delivered. I can tell you this outpouring of support from community members reaching out to help their local shelters extends across the nation. For the first time in years, many shelters have almost no animals in their shelters. Instead, these animals are being fostered in loving homes, homes where animals belong.

The future model of animal sheltering is still unknown at this time, but we know one thing for sure, our community wants to help. Together we can make Front Street better than ever before, not only for animals but for our human community members as well. In the coming months, as we all get back to a "new normal," we will be asking for you to help us define what animal sheltering looks like for our community. We will ask you to collaborate with us locally and nationally as we partner with animal sheltering professionals across the nation to see if we can do things better. Better for animals and humans alike.

I wish your family and friends health and happiness in 2020 and beyond, and I look forward to you helping us make Front Street better than ever.

Sincerely,

Phillip Zimmerman

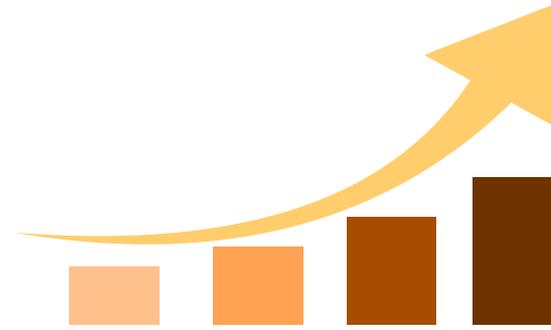
*Annual Impact Report*

In 2019 we said a fond farewell to Gina Knepp as Shelter Manager and a warm welcome to Phillip Zimmerman as he steps into the leadership role.



# 2019 by the numbers

Each year, the Front Street Animal Shelter strives to increase the number of animals we save.



2019

Animals Admitted



Animals Going Home

 **5,940** **DOGS** & **5,270** **CATS** 



- 5,541 Adopted
- 2,277 Rescue/Transfer
- 1,738 Returned to Owner

In Our Community



- 📈 Serving **508,172 people** in the **97.9 square miles** of the City of Sacramento.
- 📈 More than **60 trained and skilled employees** and **3,418 dedicated volunteers!**
- 📈 **11 Humane Officers** to protect people and animals in the City of Sacramento.



Frank needed a leg amputated to live a happy, pain free life, and found the purrfect family.

# Humane Law Enforcement Team

## In Our Community

In 2019, Animal Care Officers spoke at multiple neighborhood meetings, talking about our role in the City. We presented to Sacramento City College Criminal Justice majors about career opportunities, were present at Cops and Kids, and attended a career day for local high school students. Chief Huggins and Sr ACO Frisch taught a course for shelter employees at a California Conference and at the local SPCA on the topic of identifying cruelty and neglect in animals coming into a shelter.



# Our Animal Care Officers

2019

Our small team of Animal Care Officers are in the field seven days a week protecting animals throughout the City of Sacramento by enforcing city ordinances and animal cruelty & neglect laws.

**97.9**  
Square  
MILES

**21,000**  
Service  
Responses

**3,254**  
Animals  
HELPED



## Animal Cruelty Investigator

We reallocated resources and converted an ACO II position into the Animal Cruelty Investigator. Since the advent of this new position in November, we submitted an additional 5 cases and secured arrest warrants on all of them. In 2019, we have investigated a total of 35 cases – 20 which have been submitted to the DA's office!



## Sacramento P.A.W.S.

We developed the Sac P.A.W.S (Promoting Animal Welfare and Safety) team with Johnson Tran, Alex Aldana and Kib Khang. They have been hard at work developing a wide-reaching program to provide door to door resources to those communities needing them the most.



We assisted with multiple unique rescues including a mountain lion, a "service" monkey, a 5.5' boa sunning himself in the middle of a neighborhood street, removing 33 dogs from inside of an ~1600 sq foot house, and 70 cats from an RV.

# Shelter Medicine Team

Saving Lives Everyday

Our incredible team of veterinary staff work together to save lives at the Front Street Animal Shelter every single day. From treating parvovirus cases, to amputating broken limbs, to spay and neuter surgeries, to emergency treatments, our vet team sees it all.

Our vet team  
hard at work on  
National Spay  
Day!



# Our Shelter Medicine Team

2019

Our small team of veterinarians, registered vet technicians, staff, and volunteers work tirelessly to save lives every day at Front Street.

Thanks to donor dollars, animals are getting the medical care they need to recover and start new lives with loving families.

**3,039**  
Spay/Neuter  
Surgeries

**643**  
FIV/FelV  
Tests

**1,822**  
Heartworm  
Tests



8,254 Rabies  
Vaccinations



6,534 Exams



552 X-Rays



13,273  
Treatments



Maggie suffered severe chemical burns but got an absolutely outstanding home that has custom clothing made for her to protect her bare skin from the sun.



Dr. Laura Warner, the shelter's very first veterinarian who led the team for over 20 years, retired in January 2019, leaving some big shoes to fill.

# Volunteer Team

## Making a difference

It would be impossible to accomplish our mission of saving lives without the sacrifices our volunteers make on behalf of the animals in our care. The volunteers at the Front Street Animal Shelter bring hearts full of grace each and every day as they serve the animals who are waiting for adoption. They help with everything from cleaning kennels, to washing dishes, to training dogs, to fundraising, to grant writing, and even producing a TV show! No matter what task they are working on, our volunteers save lives!



# Our Shelter Volunteer Team

2019

Imagine what's accomplished in 94,396 hours served by 1,178 active volunteers! That's the equivalent of 45 full-time positions. According to the national Independent Sector, the value of volunteer time to the shelter is more than \$2.3 million!

**3,418**  
Registered  
Volunteers

**94,396**  
Service  
Hours

**\$2.3M**  
Value  
Given

Cat kennels were cleaned

**472 times**

Dog kennels were cleaned

**7,724 times**

Dishes were washed

**106,596 times**

Dogs were worked with

**10,387 times**

Laundry was washed

**2,957 times**



Our volunteer Team worked more than 148 events - including 61 outreach events, 32 Adoption events, and 14 special events like our 2nd annual Front Street Brewfest and our 7th annual Paws to Party!

670 community members from 45 different organizations came and volunteered 1,082 hours of their time for service projects at Front Street!



# Cat Foster Team

## Saving Cats

Our Cat Foster Program makes an extraordinary effort to ensure that every viable underage kitten, every nursing mom cat, and every cat needing medical treatment is placed in a loving foster volunteer home where they can thrive until adoption.



# Our Cat Foster Team

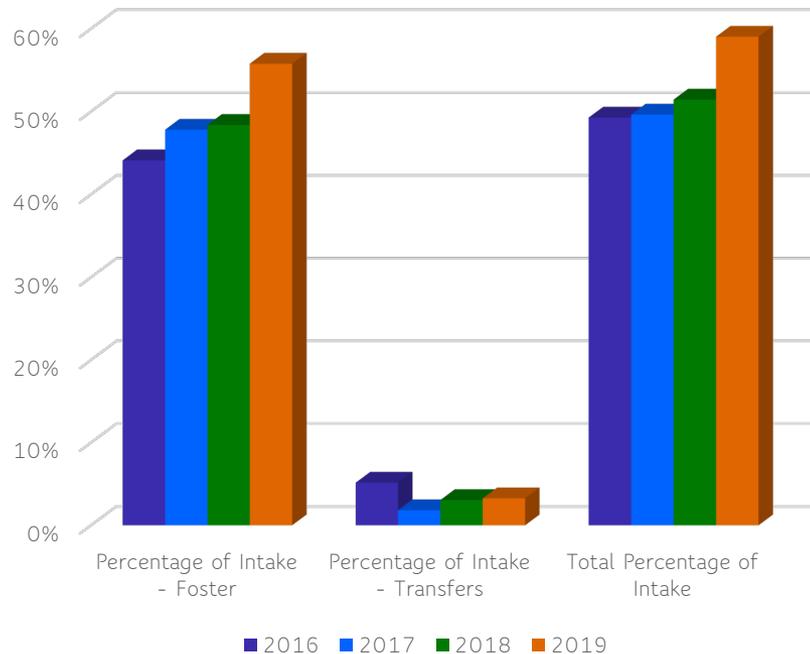
Thanks to our Foster/Rescue program, 2,769 placements for cats were made outside our shelter to a place where they could find their forever homes. Our Cat Foster program found placements for over 56% of all cats brought to the shelter in 2019!

**1,799**  
Foster  
Placements

**45,812**  
Foster  
Hours

2019  
**647**  
Hours per  
Volunteer

Percentage of Intake



205 Cat Foster volunteers logged 45,812 foster hours caring for shelter cats - this includes in-home foster care, mentoring new foster families, Foster Program Aide, and Kitten Shot Clinic. That's an average of 647 hours per volunteer!



# Dog Foster Team

## Saving Dogs

Our Dog Foster Team works every day to help shelter dogs have the opportunity to be cared for in a loving foster home rather than staying at the shelter. They send hundreds of dogs into foster and to partner rescue organizations. In addition, they operated the Doggie Day Out program where shelter dogs could go on “dates” with community members and enjoy stress-free time away from the shelter!



# Our Dog Foster Team

2019

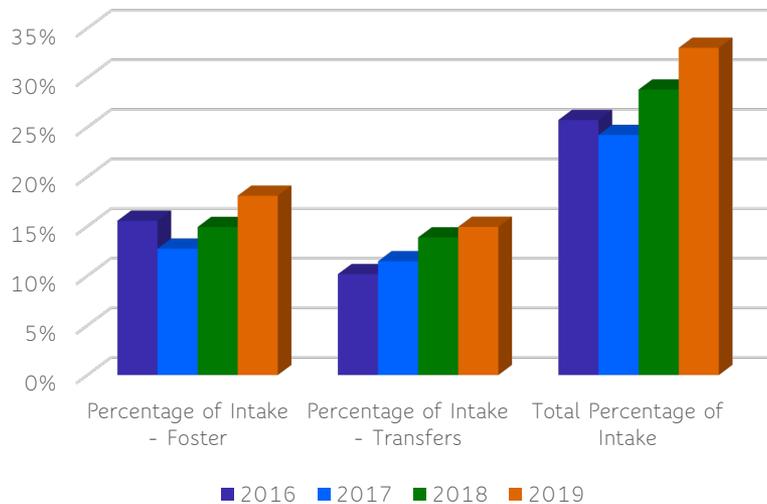
Our K9 Foster/Rescue Program makes an extraordinary effort to ensure that every underage puppy, every nursing mom dog, every kennel-stressed dog, and every dog needing medical treatment is placed in a loving foster volunteer home. Our K9 Foster program found placements for over 33% of all dogs brought to the shelter in 2019!

**1,799**  
Dog  
Placements

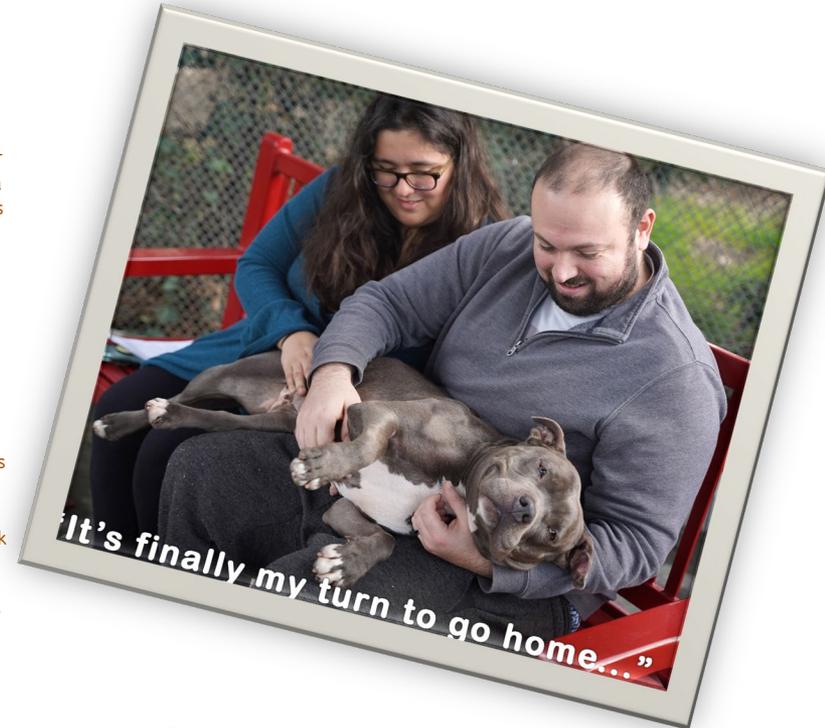
**16,432**  
Foster  
Hours

**597**  
Hours per  
Volunteer

Percentage of Intake



Chica is an older dog who spent a long two months at the shelter. But that was made much easier thanks to nice people taking her out for walks and sleepovers through our K9 Foster Program's Doggie Day Out program. Erica and Maclain took her out every week and fell so in love that they decided to take her out forever.



# Animal Care Team

## Caring for the Animals

Our team of Animal Care Technicians work extremely hard to care for each and every animal brought to the Front Street Animal Shelter. They are responsible for in-processing each animal, vaccinations, behavior evaluations, keeping each kennel clean and sanitized, feeding each animal twice a day, adoptions, and so much more! Their tireless devotion to all of the animals at Front Street is the reason why we are able to save so many.



# Our Animal Care Team

2019

Our team of Animal Care Technicians work tirelessly to care for each and every animal at the shelter!

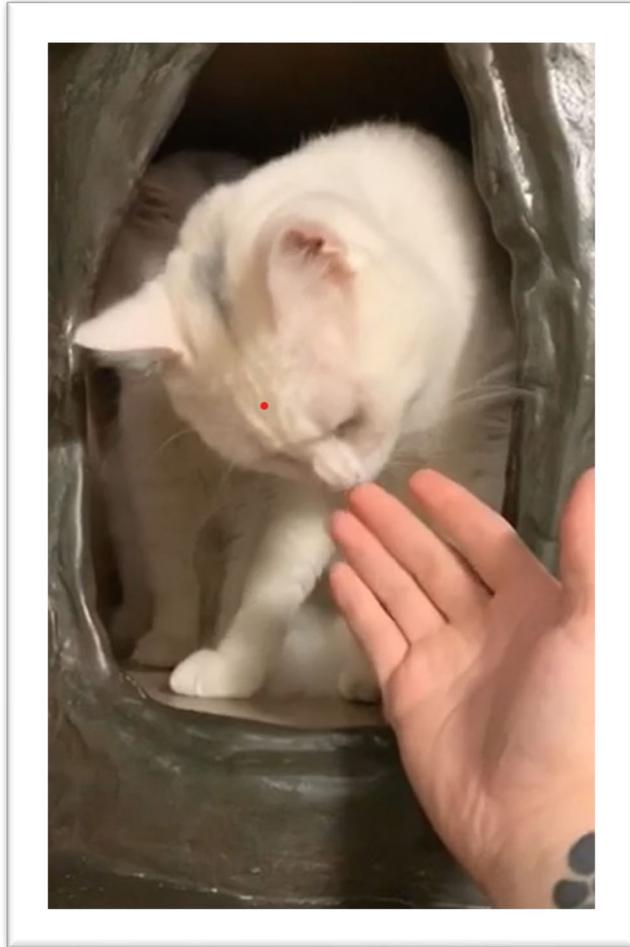
**7,912**  
Animals

**8,254**  
Rabies

**5,546**  
Adoption

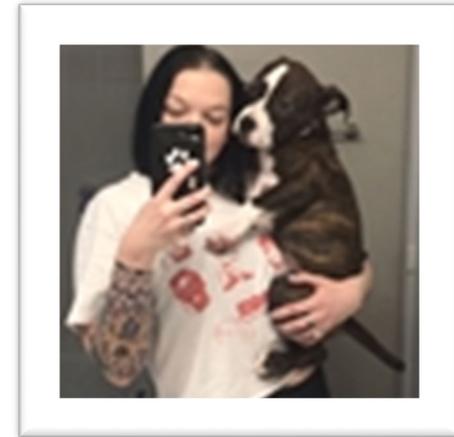
In-Processed Vaccinations

Counseling  
Sessions



"Diesel the FeLV cat got sent to a rescue. FeLV rarely have good outcomes, but with help from our ACT team fighting for him and lots of research on FeLV he was saved and is living his best life with a family that loves him. Hopefully he's a story that changes how we and the world looks at FeLV positive cats!"  
-Sarah, ACT

"One story that comes to mind is Zoey, she was a dog that came in after being hit by a car. She was in the medical area for quite a long time, I think she had a broken pelvis. When she was finally able to be put up for adoption, the people who had originally found her and brought her in showed up to adopt her. So that was really cool to see!"  
-Cassidy, ACT



Our team of ACT's microchipped over 7,517 animals! All of those animals now have a much better chance of getting home if they stray!

# Customer Service Team

## Top Notch Customer Service!

Our Customer Service Team makes an extraordinary effort to ensure that each visitor to the shelter receives prompt, efficient, and courteous service. They are the face of the shelter – the first people that guests see when they visit Front Street. They are intimately involved in just about every aspect of the shelter from in-taking animals to processing adoptions – and they do it all with flair!



# Our Customer Service Team

Each day, our Customer Service Team is the face of the shelter. No matter what situation is presented to them, our Customer Service Team works to ensure that every customer is not only satisfied, but truly happy with their experience at Front Street!

**1,736**  
Animals  
Returned to  
Owners

**334**  
Feral Cats  
Released

**2,753**  
Donations  
Processed

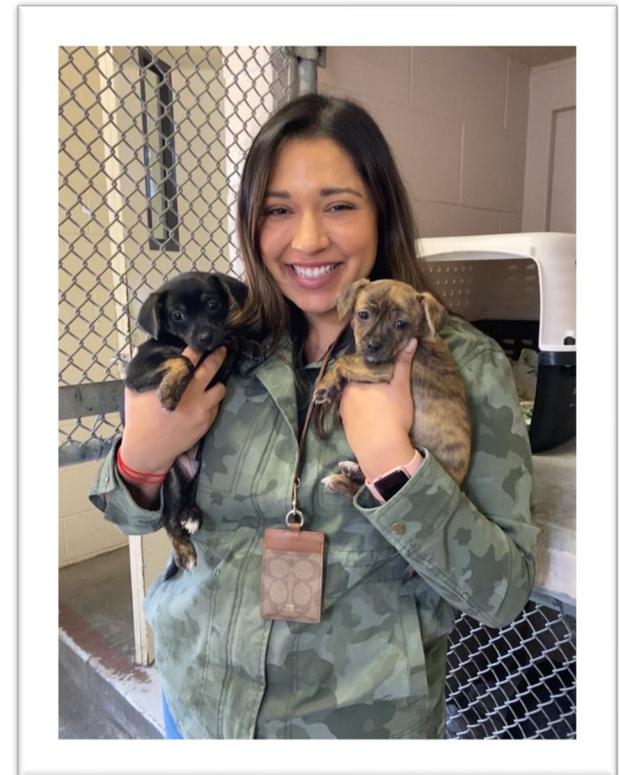
2019

## Licenses Sold



71  
Chicken  
Licenses  
Sold!

Customer Service Representative Jennifer processes in two adorable pups!



# text STRAY to 555888

## Ralph & Cognac's story

Through innovative strategies, in 2019 we reunited more animals with their owners than ever before, approximately 400 more pets this year over last - our biggest single year increase ever! We launched a texting program that's helping many owners find their lost pets. People looking for their lost dogs or cats can text STRAY to 555888 to get automated messages that guide them through every proven step in finding their pet. We're continuing to provide low cost microchips as well, which are hugely beneficial.

Ralph lost his dog Cognac and was convinced he was dead after seeing a dog on the side of the road near his home. He was so certain that he took the dog to be cremated. Imagine his surprise when our shelter called letting him know we had the real Cognac, alive and well, and had gotten his number from Cognac's microchip!



2019

# Helping the Most Vulnerable in Our Community

2019



We actively help pet owners experiencing homelessness. In 2019, we provided crates, supplies, and veterinary services to the winter triage shelter, which helps homeless Sacramento residents, and is one of the few shelters that accepts pets.

We're also helping in individual cases. This single mom is a veteran and going back to school. She and her daughters were left homeless and living out of hotels when her apartment building was sold. We were able to board her dog while they got back on their feet, and the first thing they did was come get their beloved dog Hemi back.



2019

We face challenges each day. It is through the support of our community that we were able to achieve all of these accomplishments - and much more. With your help, we continue to improve every day!

# THANK YOU!

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For a fantastic 2019

-with gratitude,  
The staff and animals at the Front Street Animal Shelter