



2020 ANNUAL REPORT



METRO ANIMAL
SERVICES



A note from Mayor Fischer



Louisville Metro Animal Services (LMAS) continues to shine as an example of excellence achieved through the hard work, dedication and compassion of our employees and the tremendous support of the community.

While the COVID-19 pandemic presented unusual challenges, the essential workers of LMAS worked tirelessly to make sure our shelter's doors remained open for every homeless, stray or injured pet in need. The expanded online services to include boarding and licensing permits, reducing the need for in person visits to the shelter. They were also able to secure funding to waive all redemption fees, during this difficult time, allowing owner to be reunited with their pets, regardless of their ability to pay the bill. Their commitment to public safety went above and beyond, with our animal control officers providing assistance other first responders as needed.

We can all be proud that for the fourth consecutive year, not a single LMAS pet was euthanized for the lack of time or space. LMAS also celebrated the completion of a livery for rescue livestock. Good things are happening at LMAS, and I look forward to what's to come. The future of animal sheltering in Louisville remains bright!

A message from the Director



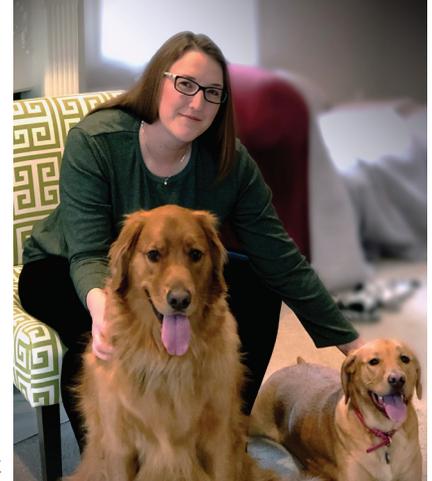
The new year started on a high-note for Louisville Metro Animal Services, shortly after having celebrated the opening of our new facility. At the time, no one could have anticipated the impact of Coronavirus, which precipitated my temporary departure from LMAS. As a life-long public servant, I have pledged to do all I can for the betterment of my community, so I could not say no when I was asked to lead the Department of Public Health and Wellness' response to the pandemic. I could not be prouder that in my absence, staff met the challenges of the pandemic without letting suffer their commitment to a high standard of quality, compassionate care for every pet. LMAS holds a special place in my heart, and while I'm no longer involved in day-to-day operations, I remain committed to ensuring its success. In the year to come, it is my hope that you will continue to support the very important life-saving work at LMAS, so that it remains a place of hope for the homeless pets in our community.

Ozzy Gibson

A message from the Interim Director

With a new shelter, the beginning of 2020 found us focused on utilizing new resources, welcoming the public and settling in. Like most places, we were suddenly faced with new challenges brought on by the COVID-19 pandemic. While it presented difficulties, our commitment to the standard of top-notch, quality care for the pets entering our shelter never wavered.. LMAS never closed its doors to animals in need and animal control remained committed to their role of public safety. None of these challenges stopped us from finding homes for hundreds of pets.

I am especially proud of our accomplishments and certainly have to credit the dedication of our staff. For the fourth consecutive year, not one animal in our care was euthanized for lack of time or space. We celebrated the historic opening of Alley Cat Advocates' headquarters on our campus, cementing a partnership which has successfully reduced the stray cat population in Louisville. Finally, we saw the completion of a livery for livestock that enter our shelter. These achievements aren't ours alone, we share them with the citizens of Louisville and our partners in saving animals lives: the Friends of Metro Animal Services (FOMAS), Alley Cat Advocates and many others. In the coming year, I look forward to your continued support and together we can continue to find new and innovative ways to saves shelter pets!



Ashley Book

Our Mission Statement

LMAS has a fundamental mission to:

- **Protect** public health and safety
- **Ensure** the humane treatment of domesticated animals
- **Provide** quality, professional service to the public
- **Serve** as an authority in domestic animal welfare
- **Create** and **preserve** a safe and humane community for both people and domesticated animals
- **Eliminate** the euthanasia of adoptable animals through education, community engagement, enforcement, and leadership efforts.



METRO ANIMAL SERVICES





Our Core Values

To fulfill the mission and help meet the five strategic objectives of Louisville Metro Government, LMAS provides citizens with:

Animal Care and Sheltering To ensure the health, wellness and humane care of the animals in the care and custody of LMAS

Field Services, Enforcement, and Rescue To protect and serve the citizens and animals of Louisville Metro through response, education, collaboration and enforcement.

Community Engagement To educate and inform the public of all ages about animal-related issues including responsible pet ownership, the humane treatment of animals and adoption. Engage the community through education, collaboration and volunteerism to support animal welfare.

Animal Adoption and Placement To care for the homeless and abandoned animals in our care and custody and to secure a permanent, loving home for every adoptable animal in our care.

Administrative and Licensing To provide quality, professional customer service to the citizens of Louisville Metro.

LOUISVILLE METRO SERVICES ANIMAL CARE COMPLEX



One Campus, Two Buildings for all Animal-Related Services



Harshaw Family Foundation Animal Shelter

3528 Newburg Road

THIS IS WHERE

- Animal Control is located
- Stray pets are accepted and held
- You can search for a lost pet
- You can pay a bill or citation
- You can adopt a pet
- You can find a pet to foster
- You can get your pet microchipped
- You can find free and low-cost pet resources

Animal House Adoption Center

3516 Newburg Road

THIS IS WHERE

- You can adopt a pet
- You can purchase or renew a pet license
- You can drop off donations



ALLEY CAT ADVOCATES

3528 Newburg Road



THIS IS WHERE

- Community cats are cared for
- You can get community cats spayed or neutered
- Free resources are available for caretakers

A NEW HOME

In February 2020, Alley Cat Advocates opened its community cat complex on our campus. The relocation of its headquarters created a more efficient process of managing the community cat program through the Trap-Neuter-Return Model. The spacious facility has three operating tables, separate rooms for cats receiving medical care and those waiting to be spayed or neutered. Donations also allowed for construction of a catio, a relaxing space where the felines in their care can safely spend time outside. Alley Cat Advocates, a not for profit organization, was founded in 1999 to provide humane treatment of unowned cats in our community. Learn more about the important work of Alley Cat Advocates and how you can help, visit AlleyCatAdvocates.org.



"Alley Cat Advocates is a great partner to our city and a national model for animal welfare advocates," Mayor Fischer.



NEW IN 2020

A Continuing Commitment to Compassionate Care



Livery for barn animals

Construction was completed on a livery for barn animals that enter the shelter. A chicken coop is located next to the livery and to the rear are four, fenced-in yards. The Friends of Metro Animal Services spearheaded fundraising efforts to pay for construction of the livery.



Animal Rescue Transport Vehicle

In 2020, LMAS retired the transport vehicle that for years had carried shelter pets to rescue organizations committed to finding forever homes. It has been replaced by a new transport vehicle but it still needs to be outfitted.

You can help shelter pets get on the road to a better life

Make a donation to the Friends of Metro Animal Services at FOMASlou.org.

2020

BY THE NUMBERS

0

Pets euthanized
for lack of time
or space

5,524

Animals
entered the
LMAS Shelter



4 Years in a Row!

In 2020, LMAS celebrated its fourth consecutive year of not euthanizing any animals for lack of time or space!



97%

The live-release rate
for dogs who entered
the shelter in 2020.

93%

The live-release rate
for cats who entered
the shelter in 2020.





In January 2020, WAVE 3 news anchor Dawne Gee adopted Lucas, a puppy who was born at the shelter and stole her heart during a news segment about pet adoption. Dawne came with donations in tow the day she visited Animal House to adopt Lucas.



In May 2020, Magnolia entered the shelter and remained for 138 days. The staff helped this shy favorite gain confidence so she could find a forever home. Magnolia was adopted in October. Now she's a spoiled rotten, cuddle bug who loves every minute of it!

2020

BY THE NUMBERS

2,253

Shelter pets
adopted

Pet adoption in a pandemic

A wait list was created to only allow a limited number of adopters inside Animal House at one time. Meet and greets were moved outside or to open areas indoors, according to social distancing guidelines. Safety procedures and changes to the adoption process were posted online so potential adopters would know what to expect during their visit.

Finding homes for every adoptable pet

LMAS makes every effort to find homes for all pets who enter the shelter. In 2020, adoption coordinators helped match hundreds of shelter cats and dogs with families seeking a new companion. They monitor meetings between families and adoptable pets, help potential adopters find the right pet for their family, and even help those with special needs find companions to improve their quality of life. The duties of adoption coordinators are critical to ensure the best chance of a successful adoption. LMAS offers free and donation-based adoptions through three highly successful programs.

Our Adoptions Programs



Pay It Forward

Allows LMAS to offer free adoptions and encourages adopters to make a donation, to ensure the program continues to find homes for more shelter pets.



Long-Stay VIP Champions

Promotes adoptable pets which have spent 30 days or longer in the shelter. VIP package worth more than \$500 in savings, including free wellness checks and vaccinations for three years!



Barn Cats

Finds non-traditional homes for cats, such as farms and warehouses. In exchange for food and shelter, working cats keep away pests and vermin, reducing the need for toxic chemicals.

Animal Sheltering in a Pandemic

New protocols were implemented at intake to keep staff and the public safe during their visit to the shelter. LMAS created a hostess station and began offering curbside service for citizens surrendering stray pets. Staff utilized walkie talkies to decrease the wait time for customers. LMAS also expanded on-line services to include boarding and licensing permits, and allow citizens to pay citations and civil fees. Citizens were also given a grace period for renewing licenses due to the pandemic.



Compassionate care begins at intake

Caring for shelter pets during a pandemic created new challenges for LMAS adoption coordinators who ensure pets are as comfortable as possible during their stay at the shelter. They quickly adapted to changes in protocol and social distancing guidelines, while continuing to provide top-notch care to shelter pets. From the start of their day cleaning kennels to providing food and water for more than 100 shelter pets during their shift, adoption coordinators spend the most time with shelter pets. Their observations and interactions with these pets are crucial to helping as many as possible make it out of the shelter through adoption or to a rescue organization. Donations provide the resources needed to remove any barriers which might be preventing them from being adopted.

Adoption coordinators are nurturers who provide



Companionship

The shelter can be a lonely, stressful place. Daily interaction prevents mental deterioration and reduces the anxiety some pets may experience.



Training

They make teaching basic pet commands a fun and rewarding experience for adoptable pets waiting for homes.



Grooming

They give pets that enter the shelter looking less than their best the spa treatment. They get baths in our groom room before posing for adoption photos.



Socialization

They plan and monitor group play sessions, which provide socialization and an opportunity to learn more about each pet to help them find homes.

2020

BY THE NUMBERS

154

Pets received behavioral evaluations and correctional training

107

of these pets were returned to their owners, adopted or sent to rescue

Behavioral correction saves lives

LMAS has a staff member dedicated to evaluating shelter pets to make sure they are ready for adoption. The observations of the behavioral specialist are used to create a training program to correct behavior which could prevent a pet from being adopted. Staff work together to eliminate behavioral issues and improve a pet's chances of adoption. The behavioral specialist also helps new adopters who have encountered a behavioral issue after bringing their pet home, and volunteers who are caring for a foster pet.



Nigel's story - When training pays off

Nigel was receiving correctional training for being a jumpy puppy that lacked manners, when staff discovered he was reactive to adult men. They worked with Nigel to overcome his challenges and during a meet and greet with a potential adopter, Nigel remembered his training. After being tossed a few treats, Nigel laid down and rolled over for belly rubs.

2020

BY THE NUMBERS

2,910

Pets spayed and
neutered

132

Specialty surgeries
performed

The best medical care for every patient



In 2020, LMAS veterinary services provided expert medical care, ranging from routine checkups to diagnostic testing, thanks to the shelter's first ultrasound and X-ray machines. By performing more than 375 individual radiographs sessions, they saved metro government thousands in external medical expenses. Committed to improving quality of life, they performed 132 specialty surgeries, including amputations, eye removals, wound closures and hernia repairs. Last year, veterinary services spayed or neutered 2,910 pets. Providing more than basic wellness checks to their patients wouldn't be possible without monetary and medical supply donations from local veterinarians and animal welfare organizations.

Stepping up in a Pandemic

LMAS Veterinary services helped local animal welfare organizations like the Shamrock Foundation and Pets4Life, whose medical services were impacted by the pandemic. Working with these organizations and offering referrals, more than 350 pets in their care were able to be spayed and neutered, last year.



47

Amputations
Performed

5,200

SNR/TNR



Koal's story - Super dog's new leash on life

Koal was left tied to a fence outside a closed shelter, on a frigid morning in January 2020. Suffering from hypothermia and pneumonia, Koal was rushed to an emergency vet hospital where he required surgery for an intestinal blockage. Koal wasn't expected to survive - but he did. He spent six months recovering under the close watch of veterinary services and a medical foster. In October, Koal was adopted. Saving Koal's life cost more than \$5,000 in medical bills and wouldn't have been possible without monetary donations.



The story of a super kitty

Coriander entered the shelter with several health issues and one of his legs had to be amputated. The super kitty went home with a long-time foster volunteer, where he gained his footing and found a home before he could make it to Animal House Adoption Center!



Colby's story - a pitiful puppy's transformation

Colby came into the shelter underweight with a severe case of Demodex mange. Colby was sent home with an expert foster volunteer, who made sure he received regular medicated baths. A couple months later, Colby was ready for adoption and quickly found a forever home.



2020

BY THE NUMBERS

536

Sent to rescue

37

Flown to
out-of-state
rescues

Going the distance for forever homes

In 2020, LMAS retired its first and only transport truck. The vehicle had been on the road since 2013 and safely transported more than 2,000 pets to out-of-state rescue organizations, including two gorillas for the Louisville Zoo. LMAS sent 536 pets to rescues as far away as Canada. Our rescue supervisor goes above and beyond to build and maintain partnerships with rescue organizations, to give every adoptable pet every opportunity to find a forever home. Working with rescues allows LMAS to provide shelter pets that may be ill, need behavioral correction or hospice, the best opportunity at a happy life.



Flying High - Going above and beyond

Our partnership with the non-profit Pilot N' Paws resulted in 32 dogs taking flights to better futures in Michigan and Ohio. Pilot N' Paws allows animal welfare organizations, pilots and plane owners to coordinate rescue flights.

Road Trip - Highway to Adoption

Volunteers also stepped up to help transport shelter pets to rescue organizations in other counties and states.



Animal Rescue in a pandemic

Interest in animal rescue placement soared at the beginning of the pandemic. LMAS received more inquiries than ever from animal welfare groups. Our rescue supervisor worked hard to secure placement and coordinate transportation for the lucky pets that were going to rescue, where they would eventually be placed for adoption.



Blue's Story - The right rescue

Blue's success story was possible because of our rescue supervisor's tireless effort to get him sent to rescue. Blue suffered severe anxiety in the shelter, constantly pacing in his kennel and becoming frantic during walks. Blue's mental health was at risk the longer he stayed in the shelter. Placement was found for Blue - and the effort was well worth it! The rescue reported Blue loved playing with his new group of friends. A photo showed Blue looking happier and more relaxed than he ever looked, while he was at our shelter.



Hamish's story -Teamwork works

Hamish was very reactive to other dogs and would continuously alarm bark. Frustration began to set in because Hamish showed very little progress despite regular training sessions, and he had to live in a kennel in close proximity to other dogs. Thanks to the teamwork of our behavioral specialist and rescue supervisor, Hamish was accepted by a rescue in Canada that could continue working with him. Hamish was eventually adopted!

2020

BY THE NUMBERS

1,129

Pets sent to foster

Fostering in a Pandemic

Interest in fostering skyrocketed at the beginning of the pandemic. LMAS was able to place more pets than ever into temporary foster homes, until they were ready to be adopted.

Temporary homes lead to forever homes

LMAS depends on foster homes to prevent shelter overcrowding and avoid euthanasia of adoptable pets. In 2020, LMAS sent 1,129 pets to temporary homes for reasons which include, being too young or old to be in the shelter, to recover from illness or injuries, or until transfer to a rescue could be arranged. Our foster program offers volunteers flexibility in their commitment to temporarily caring for a shelter pet. Some choose to only foster kittens, puppies or a specific breed, while others take in terminally ill pets so their final days will not be spent in the shelter. Donations allow LMAS to provide food and supplies needed to foster a shelter pet.

#FosterMeLouisville

Field trip orientation

Our field trip program serves as a model for similar programs across the nation. In early 2020, a record of more than 300 people attended orientation, to be allowed to take adoptable dogs out for the shelter for a day. LMAS is able to provide everything volunteers need to take adoptable dogs on a field trip because donations pay for leashes, seat belts, water bowls, and treats.



Saving shelter lives takes a community

Fosters come in all sizes



The Fife family regularly fosters shelter pets. Naomi loves caring for kittens and formed a close bond with sick, little Blueberry, who rarely left her arms. Blueberry was eventually adopted, thanks to the Fifes. Naomi got another kitten to foster, and she was excited about appearing in the Friends of Metro Animal Services newsletter.



The story of a wimpy dog



Moe was paralyzed by fear when he entered the shelter, in April 2020. The timid Mastiff was placed in foster to work on building his confidence. The slow process of teaching Moe to trust and just be a normal dog took six months. When Moe was finally ready for a forever home, he began visiting with a family who was interested in adopting him. In October, they made it official and a confident Moe became a big brother to Zoe.



Helping them to find their way home...

Animal control was dispatched to pick up two dogs after their family was involved in an accident while traveling through Louisville. After being released from the hospital, their grateful owners came to the shelter to claim Kavea and Shyber's Anne.



When a family came to the shelter looking for their lost cat, our Lost and Found Coordinator began searching missing pet reports filed with LMAS. There was one cat which fit the lost cat's description. Our coordinator contacted the person who had surrendered the cat to LMAS the week prior and learned the cat's stray hold had ended and he was at Animal House, waiting to be adopted.

The family of the missing cat was notified, and they came to the shelter to be reunited with Kayde Frankles.

because there's
no place like
HOME



2020

BY THE NUMBERS

945

Pets reunited
with their owners

3,733

Microchips
registered

In 2020, our Lost and Found coordinator reunited 945 animals with their owners, the best outcome for most pets which enter the shelter. Donations allow LMAS to send every pet returned to its owner home with a microchip, collar, and dog tag that has their owner's name and contact info. If their pet gets loose and is picked up by animal control, they can be returned home instead of coming to the shelter.

Reuniting pets with owners in a pandemic

As the pandemic worsened and many pet owners faced economic hardship, LMAS was able to waive redemption fees for owners who claimed their pet, thanks to a \$10,000 grant awarded to FOMAS by the Honorable Kentucky Colonels.



A microchip is a lost pet's ticket home

Capone had been missing for two-and-half-years, when he showed up at our shelter. Capone had a microchip, so we were able to reunite him with his very happy family and he was a short-term guest at our shelter.

A dog and a sheep walk into the shelter...

Nobody knows how this story began, but it ended with an unlikely pair being reunited with their owners. The dog and sheep arrived at the shelter together. We were able to locate both owners, who were happy to be reunited with their pets. How the dog and sheep came to be traveling partners remains a mystery.



2020

BY THE NUMBERS

17,832

Service requests
to animal control



Animal Heroes - Our first responders

LMAS animal control officers are the shelter's first responders, keeping our community safe and ensuring the humane treatment of its pets. In 2020, animal control had a 99% one-hour response rate to priority one service requests. Animal control officers investigate bite cases and cases of animal abuse and neglect, pick up strays, and trap community cats to be spayed or neutered and released back into an area with a caretaker. They rescue pets from life-threatening situations every day and are the first shelter staff to comfort a pet whose owner has died. Animal control officers also educate the public about animal ordinances and responsible pet ownership.

Ensuring *humane treatment of animals*



Protecting *public health and safety*



Animal Control in a pandemic

During the pandemic, animal control was available 24 hours a day, to assist first responders and protect public safety. Officers continued to respond to serious incidents involving humans and animals, and informed owners financially impacted by the pandemic of resources available through our pet retention program, thanks to a grant by the Petco Foundation and donations.

Improving pet lives with compassion

In December 2020, officers responded to a report of loose dogs in one neighborhood. When they located the owner, he said he wanted to surrender the dogs because he was disabled and could no longer care for them. Officers advised the man that LMAS could help make corrections, so he could keep his beloved pets and arranged to have a dog igloo, hay and trolley delivered his residence. The day the corrections were made, the man became visibly emotional. He was very happy that he didn't have to give up his companions.



Making a difference - donations and volunteers



Our shelter relies on donations to supplement funding allotted in the annual budget for the city. Donations were more important than ever as the COVID-19 pandemic hit. Thanks to our dedicated supporters, LMAS was able to continue providing enrichment, toys and supplies so the shelter would be a more comfortable place for the pets in our care. LMAS regularly received donations, including supplies shipped directly to the shelter through Amazon, items collected by school groups and businesses like Feeders Supply, Kroger and the Petco Foundation. The pandemic forced LMAS to temporarily stop allowing volunteers to help out around the shelter, except for a few long-term, dedicated volunteers who pitched in to help when Coronavirus impacted our shelter. We are thankful and grateful for their commitment and dedication to our shelter and the pets in our care.



A message from Friends of Metro Animal Services



Susanna Westerfield
Executive Director

Friends of Metro Animal Services is committed to supporting LMAS and saving animals lives by providing financial resources beyond what is provided by Louisville Metro Government's budget. Never has fundraising been as important as right now, in the midst of the COVID-19 pandemic, as many families are struggling financially.

I am proud that FOMAS secured a grant last year, which made it possible to waive redemption fees for more than 70 pets, all of whom were reunited with their owners. FOMAS also supports the free adoptions programs at LMAS, which have found homes for thousands of pets.

Donations not only cover adoption fees, but also medical care, specialty surgeries and supplies. I ask your help to continue offering shelter pets more than standard care in 2021. Consider making a donation to FOMAS or sponsoring a kennel room at Animal House Adoption Center. All donations made directly to our nonprofit are tax-deductible. Thank you for your support!

Help save someone's new best friend!

Board of Directors

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Sponsor a Kennel Room



Honor the memory of a beloved pet or family member, or promote your business, by sponsoring a kennel room at Animal House Adoption Center. Your donation helps pay for spaying and neutering shelter pets, vaccinations, and specialty surgeries. Sponsorship levels are for a one, three, or five year time period. For more information, visit FOMASlou.org.



Giving hope and shelter to abandoned animals Louisville Metro Animal Services





ADOPT



FOSTER



LICENSE



DONATE



METRO ANIMAL SERVICES

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