



A Word From the Director

Have you ever approached a door and guessed incorrectly how to open it? You pulled when you should have pushed or pushed when you should have pulled? Did you know there is a name for this? These momentary frustrating doors are called “Norman Doors,” after Don Norman, a researcher widely regarded for his expertise in human-centered design.

Doors are simple– well, they should be. They shouldn’t need instructions. You can build a door to look like it should be pushed or pulled. Unfortunately, many doors require instructions. Little signs that tell you how to use them. This poor design, according to Norman, is due to a lack of empathy. A lack of understanding of that individual just trying to get through the door.

When I learned about this concept, I couldn’t help but think of the struggle many animal shelters are facing in this moment. When contemplating the doors to our shelters, so overcrowded with animals, how should our lobby doors work? Are they simple to use? Are they locked when they should be opened? Most importantly, are we making any decision with a lack of empathy? Do we have a lack of understanding for that individual, that person, that dog, that cat at our door?

And we can’t forget that doors work both ways. Are we making any decisions with a lack of empathy for those in the shelter? Do we have an understanding for their needs?

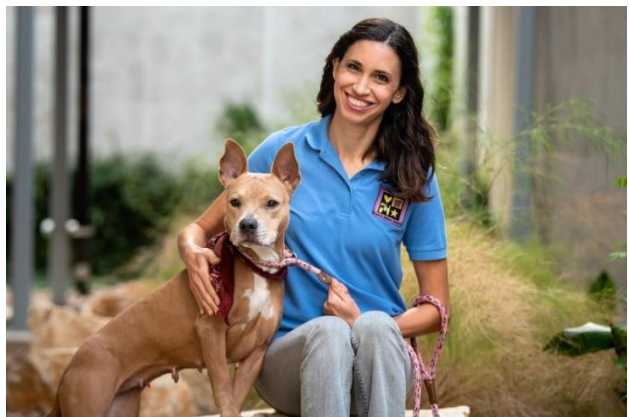
I believe our lobby doors should be open. And, the more full the shelter, the wider that lobby door, the deeper the connection to the community, should be. Our shelter lobbies should be open to the public, inviting them to come in, to foster, to adopt, to help them in any way we can so they can help us in any way they can.

During this past year, that is what the Williamson County Regional Animal Shelter did. We met the community at our threshold and said “Welcome. We are here to help you and we thank you for your help.” We did this by focusing on a relationship-centered customer service model. We continue to work on making our volunteer and foster program more accessible and supportive. We continuously work to make first impressions with the community as positive as possible – all while keeping the animals’ needs in focus.

We may not have all the answers right now, but that doesn't mean we give up. We design new ways to move forward with empathy.

We are so thankful for our community. Together we have done what others have called impossible. Thank you.

Misty Valenta, Animal Services Director



Record Number of Large Intakes from Single Locations

This fiscal year, we assisted our partner animal control agencies with numerous incidents, including a record number of cases involving ten or more animals from a single location.

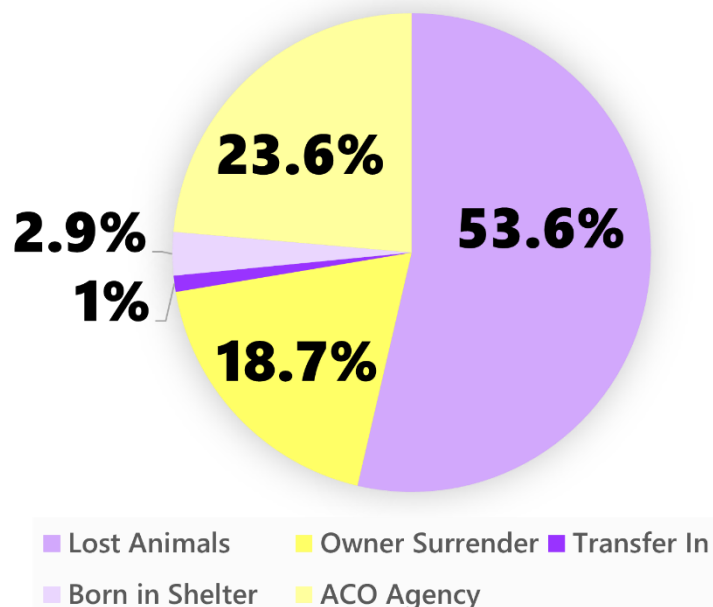
- 🐾 *January 5, 2022* - Round Rock Animal Control assisted in a case involving 45 cats from a single residence.
- 🐾 *January 19, 2022* - Williamson County Animal Control assisted in a case involving 11 cats from a single residence.
- 🐾 *March 11, 2022* - Williamson County Animal Control seized 36 dogs and 2 cats from a single residence.
- 🐾 *August 10, 2022* - Williamson County Animal Control seized 43 animals from a single residence. This seizure included dogs, ducks, a few hens, and over 20 roosters.
- 🐾 *September 9, 2022* - Round Rock seized 55 animals from a single location. This seizure included dogs, cats, ducks, rabbits, and chickens.



Did you know?

- 🐾 Animals involved in a court case must wait at the shelter for their case to be heard. This means the shelter may be housing a case like those listed above for weeks while also housing all the other animals in need.
- 🐾 All of the animals listed in these cases (*yes, even the roosters!*) were adopted, helped by other organizations, or reunited with their original families.

How Animals Came to the Shelter



Shelter Program Highlight: Population Balance Calculation

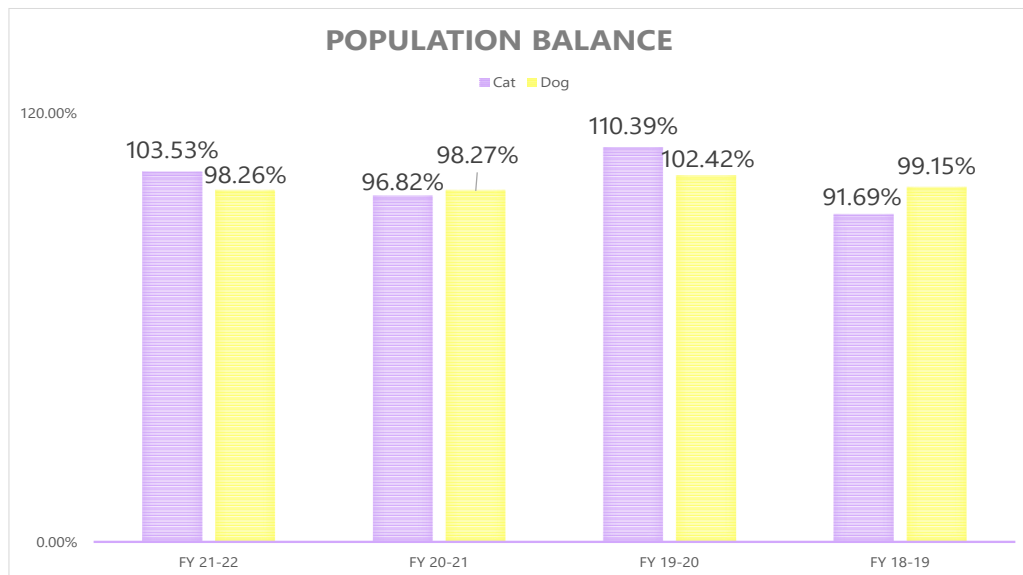
Shelters across the nation noticed not only was intake slightly rising, but outcomes were slowly lowering. This slow and steady lowering of outcomes lead to overcapacity issues. We have been using this formula to track and manage the balance at WCRAS.

Population Balance = Total Outcomes / Total Intakes

100% means that animals are leaving at the same rate they are coming in

Under 100% means the shelter population is increasing

Over 100% means the shelter population is decreasing



Shelter Snapshots

Volunteers **593 volunteers** assisted the shelter this fiscal year. **14,053 hours** were donated to help in all aspects of shelter work.

Foster **2,378 animals** (862 dogs and 1,516 cats) spent time with a foster family.

Cat offsite Adoptions Petco, Petsmart, and Tomlinson's retail stores provide the shelter with cat adoption space at multiple locations. **17 cats** were adopted from Petco, **190 cats** were adopted from Petsmart, and **196 cats** were adopted from Tomlinson's.

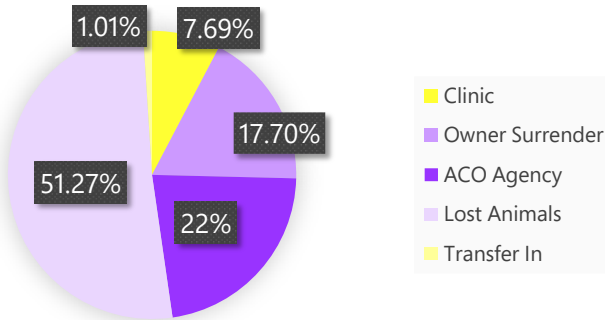
Return to Home Staff successfully **reunited 787 dogs and 76 cats** this fiscal year.

Shelter Staffing When fully staffed, we have **36 full time and 4 part time** employees. Plus, 3 employees funded by grants/donation.

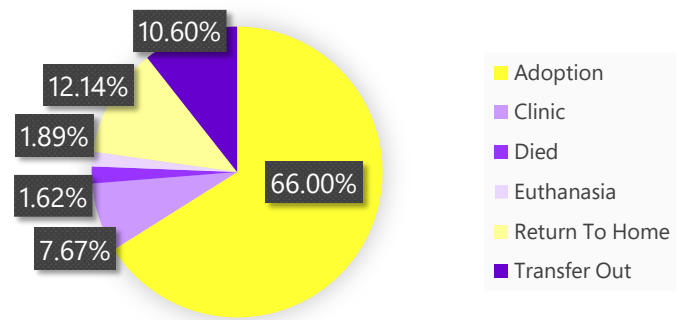
PetPoint Portfolio

PetPoint, our shelter software system, created a portfolio to easily compare a single shelter to the shelters in its state and across the nation. The most significant observations include: how much higher our intake by ACO agencies is compared to others, how much more we rely on adoptions, and how significantly less our euthanasia and died rates are when compared to others.

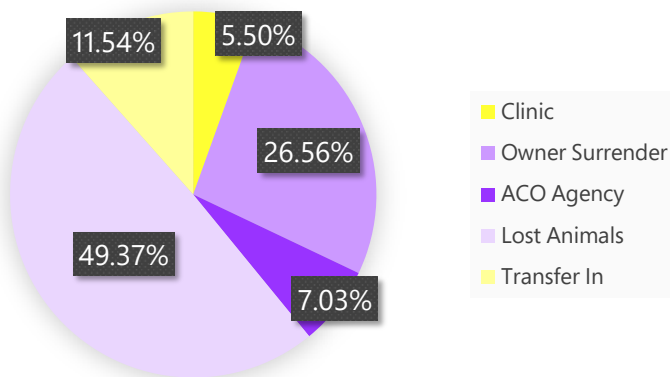
WCRAS Intake



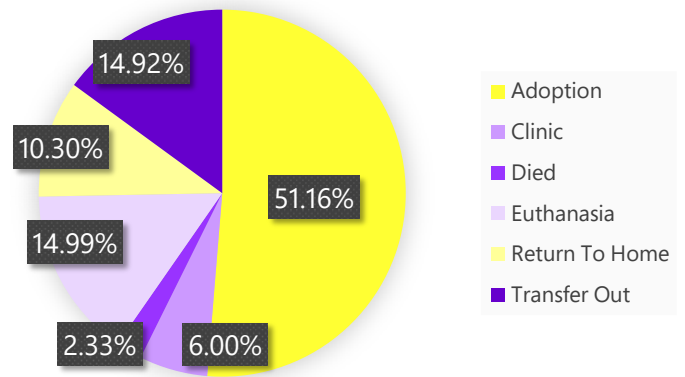
WCRAS Outcomes



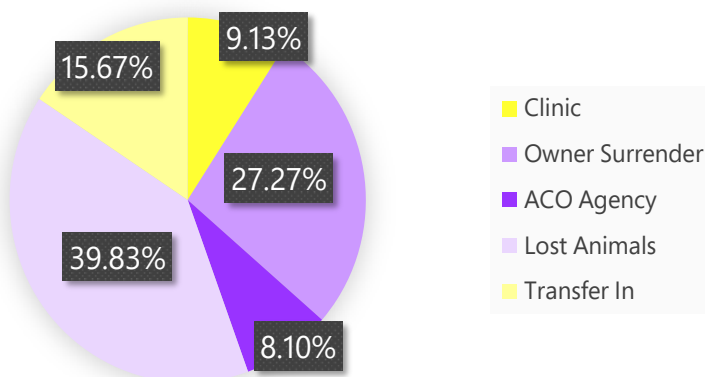
Texas Shelters Intake



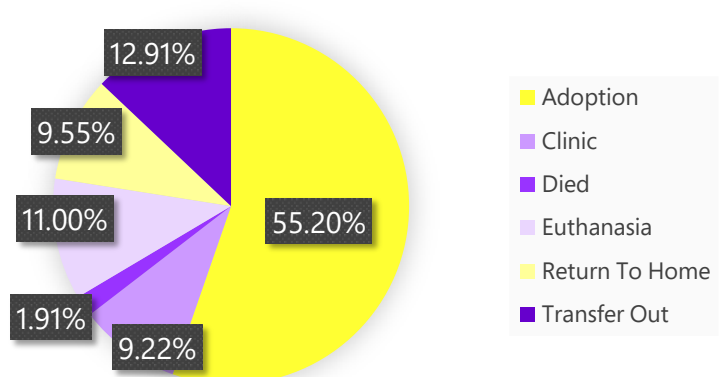
Texas Shelter Outcomes



National Shelters Intake



National Shelter Outcomes





The theme for the 12th Annual Fur Ball was very appropriately, “New Beginnings.” This was the first major event held after the height of the COVID-19 pandemic. After being apart for so long, it felt so odd being in a crowd of amazing supporters. The Fundraising Committee, led by April Peiffer, WCRAS Community Programs Coordinator, and Ariana Delbar, Committee Chair, planned a night to bring all of us together to honor and fund a new shelter partnership that upholds not only the new beginnings of the animals in our care, but also of youth who need to hear the same message.

This Fur Ball introduced the community to the partnership between Williamson County Regional Animal Shelter and Jail to Jobs, a non-profit dedicated to uplifting the youth who have been in the justice system. Jail to Jobs helps teach life-skills and job-skills to those who need it most. Just as our animals need support and understanding, so do these youth. And, when they work together, both the dog and the youth grow in confidence and self-worth and accepting kindness from others.

After learning about this incredible partnership, our donors were inspired to keep the program alive and raised \$135,746.71 to carry the program into next fiscal year. We are so thankful to everyone who attended, sponsored, and donated towards this event!



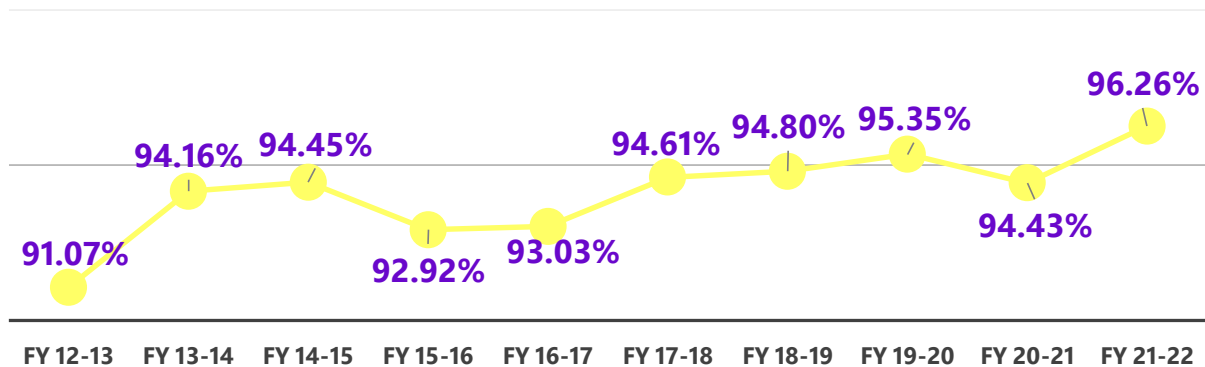
Total Intake of all Animals

Intake	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Felines	2942	2787	2819	3170	3721	2690	3789	3376	3990	3225
Canines	4139	3683	3738	3726	3590	3678	3632	2928	2839	3274
Domestic Rabbits	47	28	25	46	69	52	70	26	45	19
Domestic Birds	3	8	5	9	5	15	14	11	13	9
Fowl	12	19	14	12	42	34	12	22	20	93
Ferrets	13	2	1	2	5	3	3	8	3	3
Rodents	16	12	20	28	23	31	32	32	20	27
Tortoise/Turtles	1	0	0	2	3	1	4	1	2	2
Snakes	2	14	0	0	5	2	2	0	1	1
Other Exotics	3	2	1	1	2	3	10	0	2	0
Bats	160	32	18	24	19	19	15	18	9	16
Wild Birds	3	0	14	24	29	21	15	4	2	0
Other Wildlife	28	65	42	58	36	55	76	41	30	25
Livestock	7	1	6	7	4	8	11	7	3	2
Total	7376	6653	6703	7109	7553	6612	7685	6474	6979	6696

Shelter Facts

- 🐾 2,060 canines and 3,091 felines were spayed/neutered at the shelter before adoption
- 🐾 530 cats/kittens were sterilized through our community cat spay/neuter clinic.
- 🐾 Average length of stay for dogs increased almost two days to 12.4 days and cats slightly increased to 14.3 days at the shelter. (This average excludes time in foster homes.)
- 🐾 The Save Rate for FY 20-21 was 96.26%.
The Save Rate formula used is: $(\text{Live Intake} - \text{Nonlive Outcome}) / \text{Live Intake}$

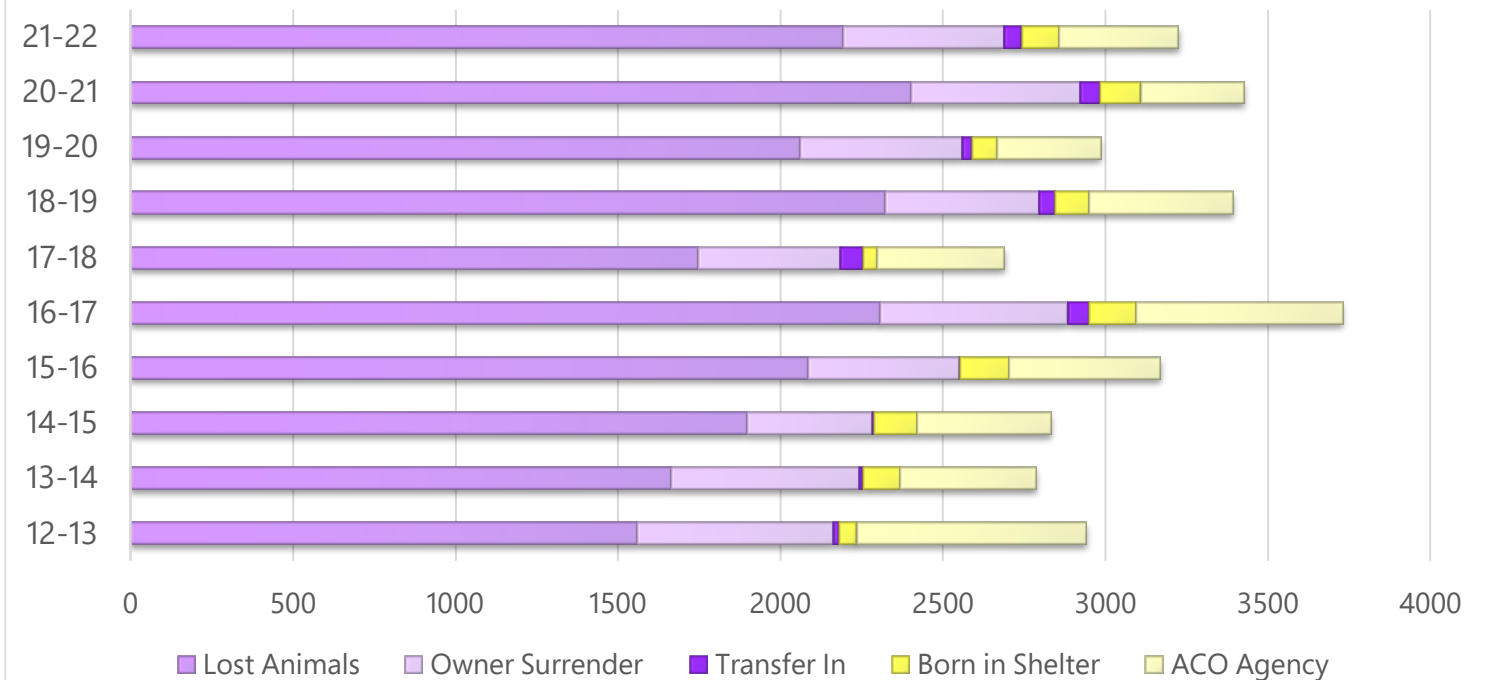
Save Rates



Annual comparison - cat Statistics

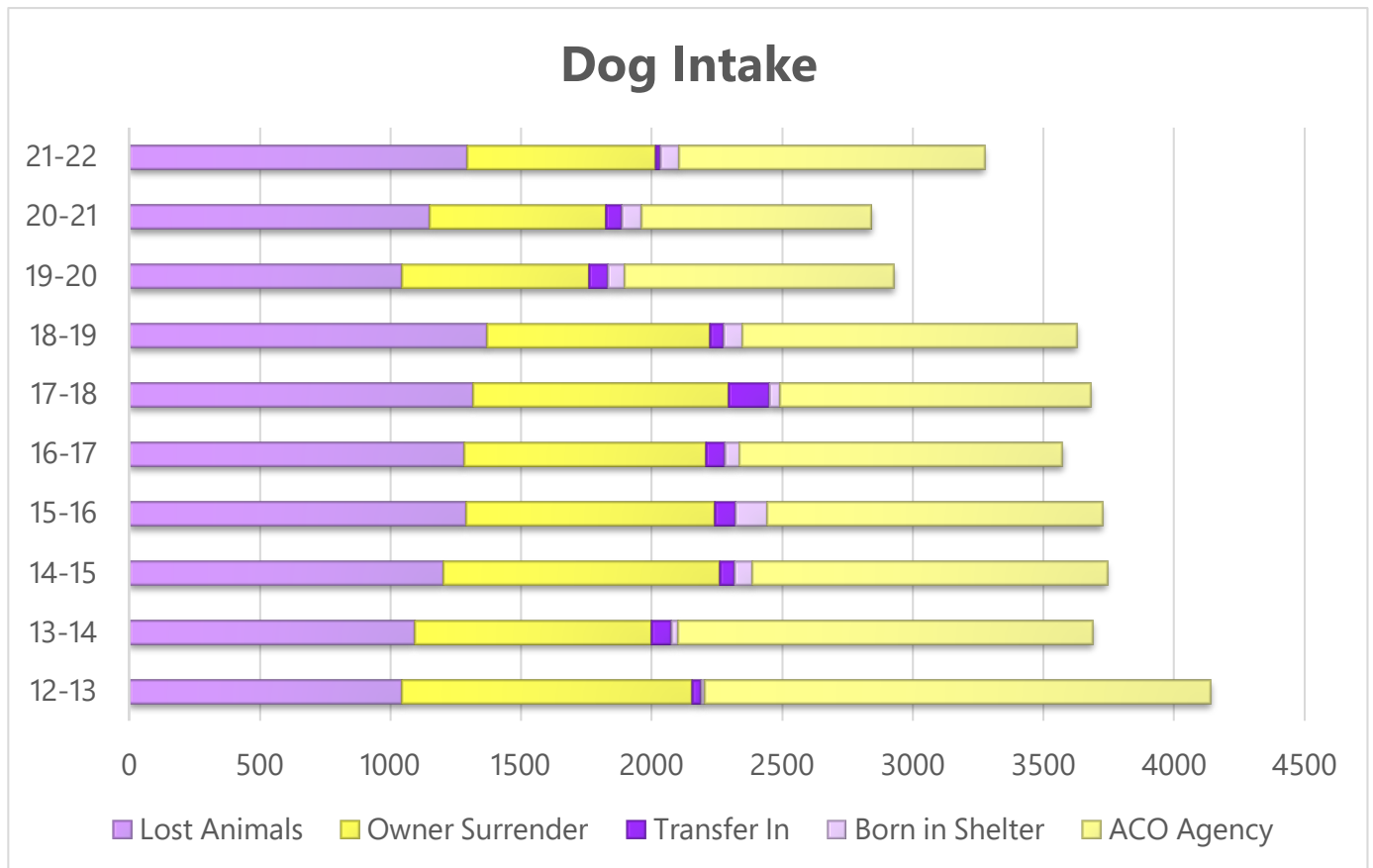
	Cats									
	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Lost Animals	1558	1663	1895	2085	2306	1748	2323	2058	2401	2192
Owner Surrender	604	578	387	464	577	437	471	502	521	496
Transfer In	18	13	7	3	65	68	52	29	61	53
Born in Shelter	54	114	132	152	145	45	105	77	124	118
ACO Agency	708	420	411	466	637	391	441	319	320	366
Total Incoming	2942	2788	2832	3170	3730	2689	3392	2985	3427	3225
Adopted	2014	1859	1965	2341	2867	2258	2562	2788	2746	2822
Reunited	44	41	82	74	84	99	98	79	86	76
Transferred	513	535	391	287	415	165	140	209	187	235
Died	219	123	176	176	161	108	175	103	169	112
Missing	79	29	19	79	41	7	15	14	3	6
Euthanized	206	123	125	215	162	103	120	102	127	88
Total Outgoing	3075	2710	2758	3172	3730	2740	3110	3295	3318	3339

Cat Intake



Annual Comparison - Dog Statistics

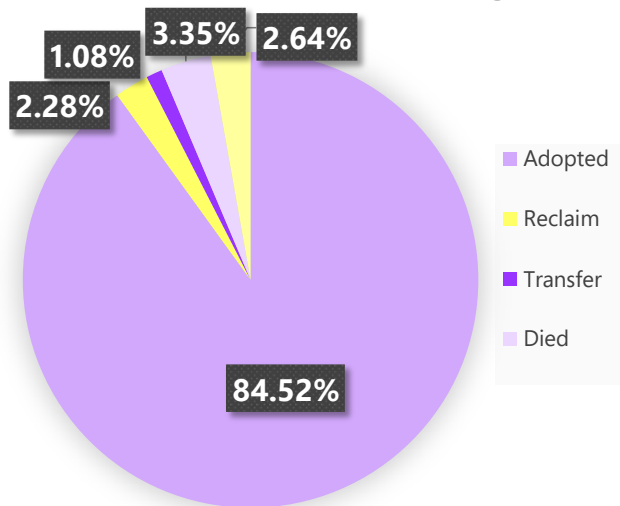
	Dogs									
	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Lost Animals	1044	1091	1202	1291	1281	1317	1369	1044	1150	1294
Owner Surrender	1111	907	1059	950	927	978	853	714	675	721
Transfer In	35	76	56	78	72	154	51	74	62	18
Born in Shelter	15	29	69	124	57	42	75	67	74	72
ACO Agency	1934	1587	1358	1283	1237	1191	1281	1029	879	1169
Total Incoming	4139	3690	3744	3726	3574	3682	3629	2928	2840	3274
Adopted	2316	2143	2462	2364	2121	2392	2276	1638	1355	1869
Reunited	1023	956	885	996	1038	936	942	764	729	787
Transferred	620	419	349	271	365	267	309	525	653	518
Died	21	26	15	20	16	26	18	16	14	17
Missing	1	8	7	9	7	3	1	2	1	0
Euthanized	186	106	49	77	49	40	52	54	39	26
Total Outgoing	4167	3658	3767	3737	3596	3664	3598	2999	2791	3217



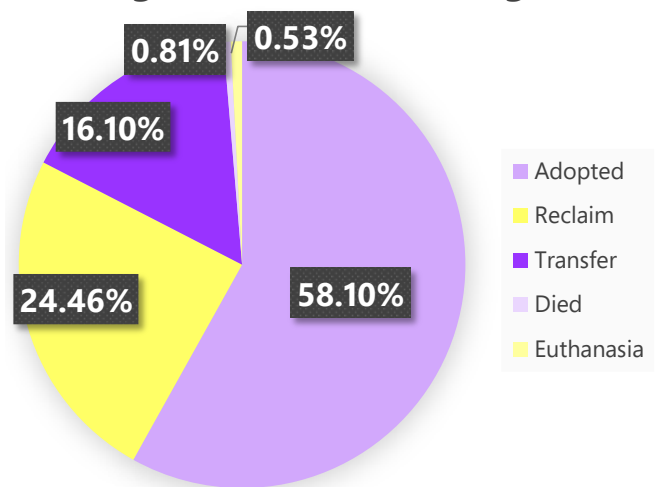
Animal outgoing Percentages

Cats	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Adopted	59%	68%	69%	69%	75.76%	76.86%	90.02%	82.38%	84.61%	82.76%	84.52%
Reclaim	1%	2%	2%	3%	2.39%	2.25%	4.22%	3.15%	2.39%	2.59%	2.28%
Transfer	27%	27%	17%	17%	9.28%	11.13%	7.25%	4.50%	6.34%	5.64%	1.08%
Died	10%	7%	5%	6%	5.69%	4.32%	4.02%	5.63%	3.12%	5.09%	3.35%
Euthanasia	6.27%	7.00%	4.54%	4.41%	6.95%	4.32%	3.95%	3.86%	3.09%	3.83%	2.64%
Dogs	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Adopted	57%	56%	59%	66%	63.60%	58.98%	66.40%	63.26%	54.61%	48.55%	58.10%
Reclaim	25%	25%	26%	24%	26.80%	28.87%	25.83%	26.18%	25.47%	26.12%	24.46%
Transfer	13%	15%	11%	9%	7.29%	10.15%	7.20%	8.59%	17.50%	23.40%	16.10%
Died	1%	1%	1%	0.50%	0.24%	0.44%	0.71%	0.05%	0.53%	0.50%	0.53%
Euthanasia	4.57%	4.49%	2.90%	1.31%	2.07%	1.36%	1.10%	1.45%	1.80%	1.40%	0.81%

Cat Outcome Percentages



Dog Outcome Percentages



Partnerships

Organizations	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Austin Pets Alive	130	85	110	61	137	42	60	167	168	164
Austin Humane Society	94	135	130	88	160	10	47	24	8	36
Central Texas SPCA	0	0	0	0	80	4	41	8	3	15
Ferallife Guards	0	0	0	0	0	0	0	42	15	11
Passion for Pooches	0	0	0	0	0	0	0	0	0	14
Georgetown Animal Outreach	40	49	34	45	35	22	10	1	2	1
Texas Humane Heroes (WCHS)	136	141	68	172	161	182	82	39	37	55
Breed Specific and Others	282	199	181	238	259	213	202	83	88	103
Sanctuary	0	0	0	0	0	0	4	5	1	11
Out of State Partners	0	0	0	0	0	0	36	383	521	345
Total	682	609	523	604	832	473	482	752	843	755

Cat and Dog Intake by Jurisdiction

	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Cedar Park	812	607	616	660	691	580	714	442	521	511
Leander	711	479	578	512	657	569	617	582	396	423
Round Rock	1800	1748	1870	1775	1866	1449	1598	1246	1373	1634
Hutto	290	312	369	361	441	437	360	329	319	359
County & Other	3468	3332	3143	3588	3632	3336	3883	3422	3766	3718

Annual Budget Comparisons

Fiscal Year	Budgeted Amount	Revenue	Expenditures	Donations/ Grants	Donation/Grants Expended
2012-2013	\$1,195,299.21	\$190,934.33	\$1,180,038.24	\$106,808.28	\$75,201.25
2013-2014	\$1,262,794.27	\$206,603.12	\$1,234,078.67	\$135,204.18	\$74,741.33
2014-2015	\$1,359,642.71	\$201,668.42	\$1,331,527.66	\$288,173.51	\$109,233.23
2015-2016	\$1,417,962.64	\$202,093.01	\$1,360,180.26	\$179,374.40	\$118,298.69
2016-2017	\$1,577,818.08	\$216,623.39	\$1,466,001.42	\$348,418.10	\$148,587.80
2017-2018	\$1,673,475.73	\$248,261.64	\$1,575,988.71	\$237,146.81	\$272,543.98
2018-2019	\$2,144,654.34	\$229,555.16	\$2,079,003.54	\$485,145.34	\$342,968.65
2019-2020	\$2,353,765.20	\$224,691.44	\$2,223,525.39	\$977,066.13	\$623,963.30
2020-2021	\$2,467,804.10	\$239,869.61	\$2,337,953.50	\$605,816.00	\$249,506.26
2021-2022	\$2,798,522.00	\$253,255.53	\$1,939,856.62	\$684,371.08	\$207,269.92

Jurisdiction Budget Percentage

Budget Percentage equals the Intake Percentage two fiscal years prior.

Fiscal Year	Cedar Park	Leander	Round Rock	Hutto	Williamson County
17-18	9.63%	7.43%	25.78%	5.12%	52.04%
18-19	9.49%	8.95%	26.03%	5.98%	49.55%
19-20	8.88%	9.02%	23.11%	6.98%	52.01%
20-21	9.56%	8.59%	22.56%	5.09%	54.19%
21-22	7.17%	9.74%	20.88%	5.53%	56.68%
22-23	7.81%	6.05%	22.09%	4.93%	59.12%

Budget per Capita

WCRAS served of population of roughly 487,000 citizens. (2021 population estimate)

The shelter's budget per capita was \$5.74.



The Williamson County Regional Animal Shelter is a collaborative effort between Williamson County and the cities of Round Rock, Cedar Park, Leander, and Hutto.

Mission:

To provide a safe haven with compassionate and humane treatment to the lost and unwanted pets in our jurisdiction.

Vision:

- 🐾 To save every healthy and behaviorally sound companion animal
- 🐾 To save all dogs and cats that can be medically treated and behaviorally rehabilitated and do not pose a public health and safety risk

Governing Board

Erica Solis, *Round Rock Accounting Manager*
Bobby Vernengo, *Cedar Park Support Services Lieutenant*
Billy Fletcher, *Leander Police Chief*
Matt Wojnowski, Stacy Schmitt, *Hutto Assistant City Manager*
Valerie Covey, *Williamson County Commissioner*

Advisory Board

Katrina Breitreiter, DVM	Veterinarian
Madison English, ACO	County/Municipal Official
Alexis Fine, Chairperson	Person Involved in Operation of Shelter
Dr. Laura Hobgood	Member of a Welfare Organization
Mary Smith	Resident of Participation Jurisdiction

Leadership Staff

Misty Valenta	Director of Animal Services
Linda Gunter	Administrative Manager
Alexis Fine	Operations Manager
April Peiffer	Community Programs Coordinator
Erin Duran	Volunteer and Foster Coordinator
Desirey O'Kane	Animal Services Asst. Manager