

IMPAWCT REPORT

2024



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DIRECTOR'S MESSAGE

In the ever-changing world of animal welfare, we are grateful for the amazing strides toward lifesaving this year, and it's all thanks to the tireless efforts of our dedicated staff, volunteers, and fosters, as well as the on-going support of our community, donors, partners, and City leadership.

We are proud to share our 2024 impact report and celebrate our organization's successes. While we've faced challenges like many other shelters across the country--capacity issues, slowed adoptions, and an uncertain economy--we remained dedicated to our mission of making El Paso a better place for pets.

As the only community shelter for the entire El Paso County, our campuses remained at or over capacity year-round with pets who needed us. We continue to see more pets entering the shelter, with over 23,000 animals entering our care this year. But with these challenges also came the unwavering support of our community, with record-breaking volunteer numbers and the ever-increasing generosity of our Friends of El Paso Animal Services donors.

Our top priorities this year: helping animals most at-risk, supporting pet owners through education and resources, and reinvigorating the strong messages of responsible pet ownership and the importance of adopting.

As we move forward, El Paso Animal Services remains dedicated to our mission of providing the highest quality of care to homeless pets and creating a community where every animal has the opportunity for a loving home. Your ongoing support is crucial in helping us achieve this vision, and we look forward to continuing this journey together.

2024 was undoubtedly a challenging year, but thanks to the steadfast support of our community, volunteers, fosters, rescue partners and leadership, we continue to work toward making El Paso a better place for pets, and their people. Thank you for being a part of our lifesaving journey.

TERRY KEBSCHULL

Director of El Paso Animal Services





OUR STORY SO FAR

OUR STORY

El Paso Animal Services is a department of the City of El Paso, but is a resource countywide. As the only open-admission shelter serving the borderland region, El Paso Animal Services serves the people and pets in Socorro, Clint, Fabens, Ysleta Sur del Pueblo Reservation, Canutillo, Anthony, Vinton, the City of El Paso, Fort Bliss and El Paso County.

Prior to 2016, El Paso Animal Services was known as the 'pound.' The department had no lifesaving programs, and hundreds of animals were euthanized every day--only about 30% of animals left the shelter alive each year.

But in 2016, City of El Paso leadership approved a shelter reform plan to push El Paso toward being a 'No-Kill' community with a goal of saving 90% or more of the pets that enter the City shelter. Since then, numerous lifesaving programs and services have been implemented to save more lives of pets entering the shelter, and help keep pets at home with the families that love them. What was once known as the City's pound is now a community resource center.

OUR MISSION

Deliver excEptional services to support a high quality of life for our pets, ensuring their five freedoms.

OUR VISION

El Paso will be the leader in animal welfare.

OUR VALUES

PAWS - Professionalism, Accountability, Willingness, Service



STRATEGIC PLAN

GOAL 1

Reduce the number of pets entering El Paso Animal Services.

GOAL 2

Provide healthier pets.

GOAL 3

Provide safe, comfortable living conditions for pets in our care and the community.

GOAL 4

Increase positive outcomes for pets in our community.

GOAL 5

Increase social awareness of animal welfare in our community.

GOAL 6

Provide a safe environment for employees and opportunities for professional development.

OUR FACILITIES



Main Campus
5001 Fred Wilson Ave.
Open Daily 11 am - 6 pm



Westside Adoption Center
5625 Confetti Dr.
Open Daily 12 pm - 6 pm



Mission Valley Adoption Center
9068 Socorro Rd.
Open Daily 12 pm - 5 pm



Cats At The Zoo
4001 E. Paisano
Friday-Sunday Zoo Hours



Pet Wellness Clinic
9060 Socorro Rd.
By Appointment Only



Animal Protection Field Office
4501 B Hondo Pass
By Appointment Only

2024 HIGHLIGHTS

1



NEW VETERINARIAN HIRED

Dr. Miguel Hernandez was hired in August 2024, making him the second full-time doctor on staff. In an effort to recruit and maintain veterinarians, we have raised veterinarian salaries and implemented a spay/neuter performance bonus to remain competitive in the sparse job market. El Paso Animal Services is slotted to have 4 full time veterinarians.

2



EPAS LAUNCHES 'MAKE ADOPTION YOUR ONLY OPTION' CAMPAIGN

“Backyard breeders” have continued to be a threat to lifesaving, by contributing to the gross overpopulation of animals in our community, as well as reinforcing animal welfare concerns. Launched in September 2023, this multilevel campaign continued into 2024 to not only put illegal backyard breeders on notice, but also educate the everyday citizen on the detrimental effect backyard breeding has on our community. This campaign included billboard advertisements, radio ads, TV ads, print ads, canvassing, APO ride alongs with media, social media advertisements and educational material.

3



WESTSIDE ADOPTION CENTER BEGINS CONSTRUCTION AT OLD MOREHEAD MIDDLE SCHOOL

Construction of Phase 1 of the Westside Adoption Center began in Summer 2024 and is set to open in 2025. This new facility will provide the community with more chances to meet and adopt a shelter pet on the westside of town. The first phase is slotted to have roughly 150 dog and cat kennels, a welcome center, and pet meet & greet areas.

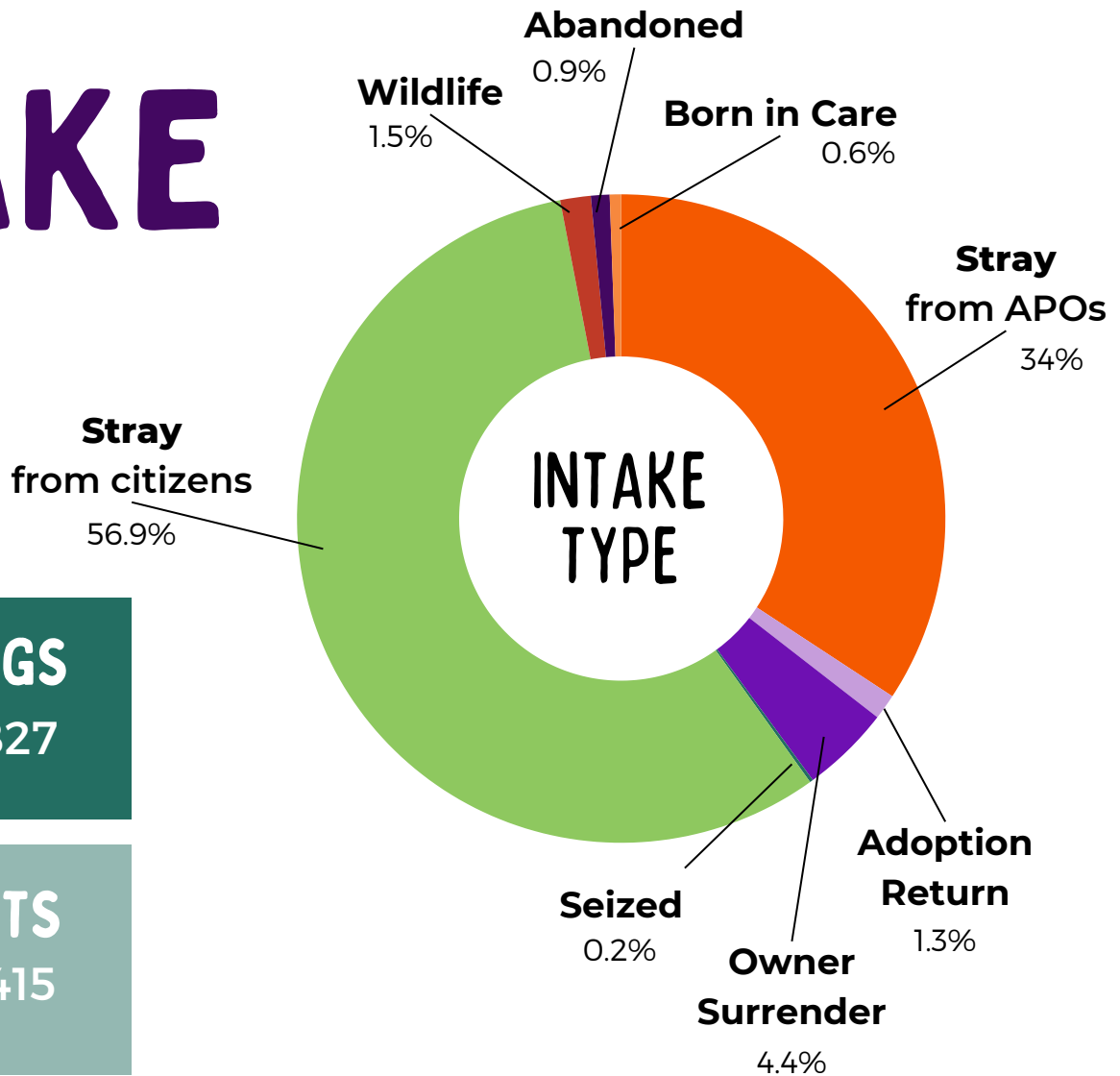
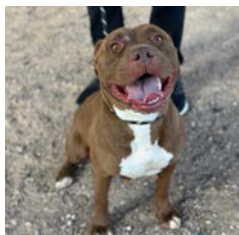
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HVAC CONSTRUCTION AT MAIN SHELTER COMPLETED

The HVAC Renovation Project, which was approved in 2019, began in early 2023. This project is aimed to upgrade the 20 year old existing system to enhance climate conditions for the pets and people at the shelter, as well as reduce the spread of illnesses. The project was completed in October 2024.

INTAKE

DOGS
11,827



CATS
11,415



SMALLS
55

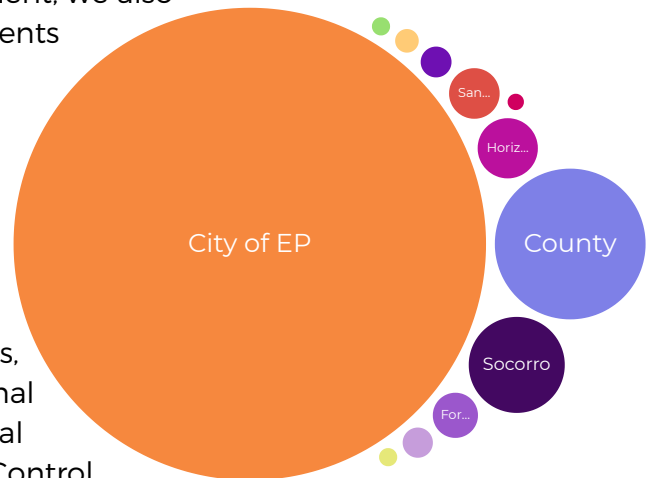


FARM
8



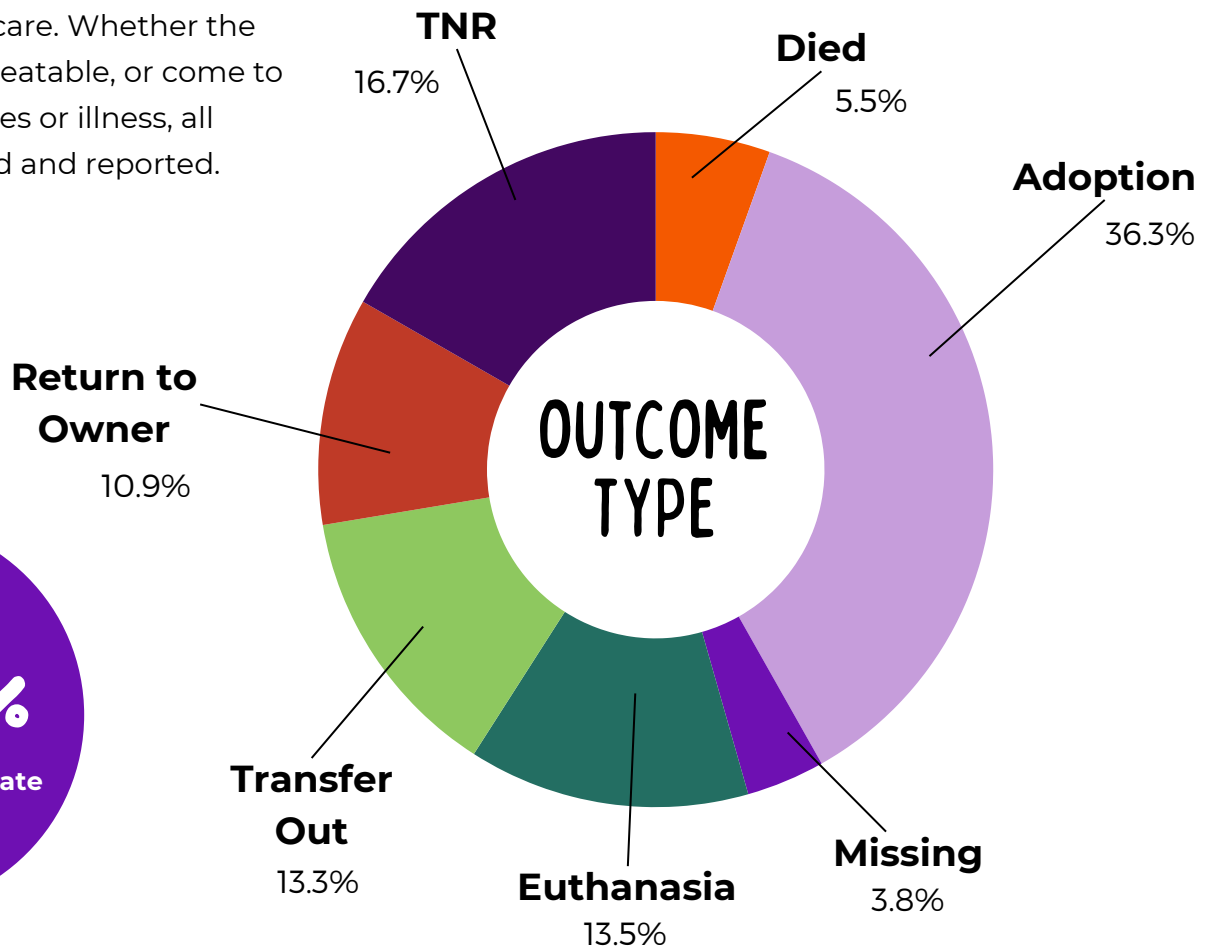
BIRDS & REPTILES
94

El Paso Animal Services serves as the only open-admission shelter for the borderland region. While EPAS is a City of El Paso department, we also have interlocal agreements with the other towns, villages, cities and unincorporated areas in the El Paso County to serve as their animal shelter, and works with four other animal control agencies, including Socorro Animal Control, Anthony Animal Control, Tigua Animal Control and El Paso County Animal Welfare. about 16% of intake originated outside of the City of El Paso.



OUTCOMES

El Paso Animal Services remains transparent in our outcome results. Every pet is an individual and we strive to find a lifesaving outcome for the pets that come into our care. Whether the pet is healthy and treatable, or come to us with severe injuries or illness, all noses in are counted and reported.

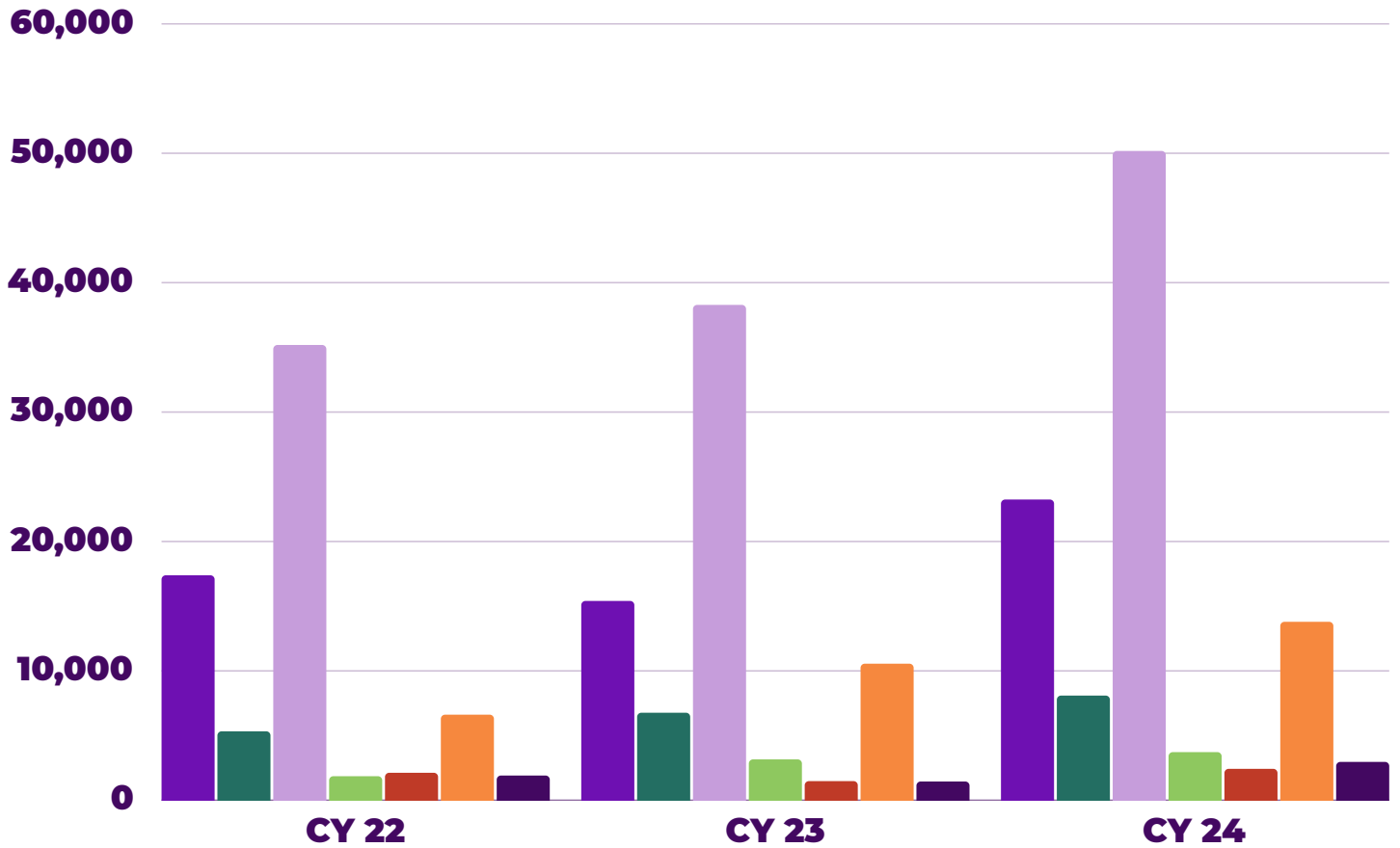


77.58%
2024 Live Release Rate



El Paso Animal Services began a massive data cleanup on pending foster animals following the spike during COVID. This resulted in an increase in 'Missing' outcomes compared to previous years due to the foster program losing contact with foster families from 2020 through 2022.

BY THE NUMBERS



ANIMAL INTAKE

2022: 17,387
 2023: 15,405
 2024: 23,242

PET ADOPTIONS

2022: 5,330
 2023: 6,765
 2024: 8,091

VOLUNTEER HOURS

2022: 35,184
 2023: 38,281
 2024: 50,177

TNR CATS

2022: 1,860
 2023: 3,160
 2024: 3,721

RETURN TO OWNER

2022: 2,125
 2023: 1,481
 2024: 2,430

SURGERIES

2022: 6,615
 2023: 10,555
 2024: 13,792

RESCUE PULLS & TRANSFERS

2022: 1,912
 2023: 1,451
 2024: 2,966

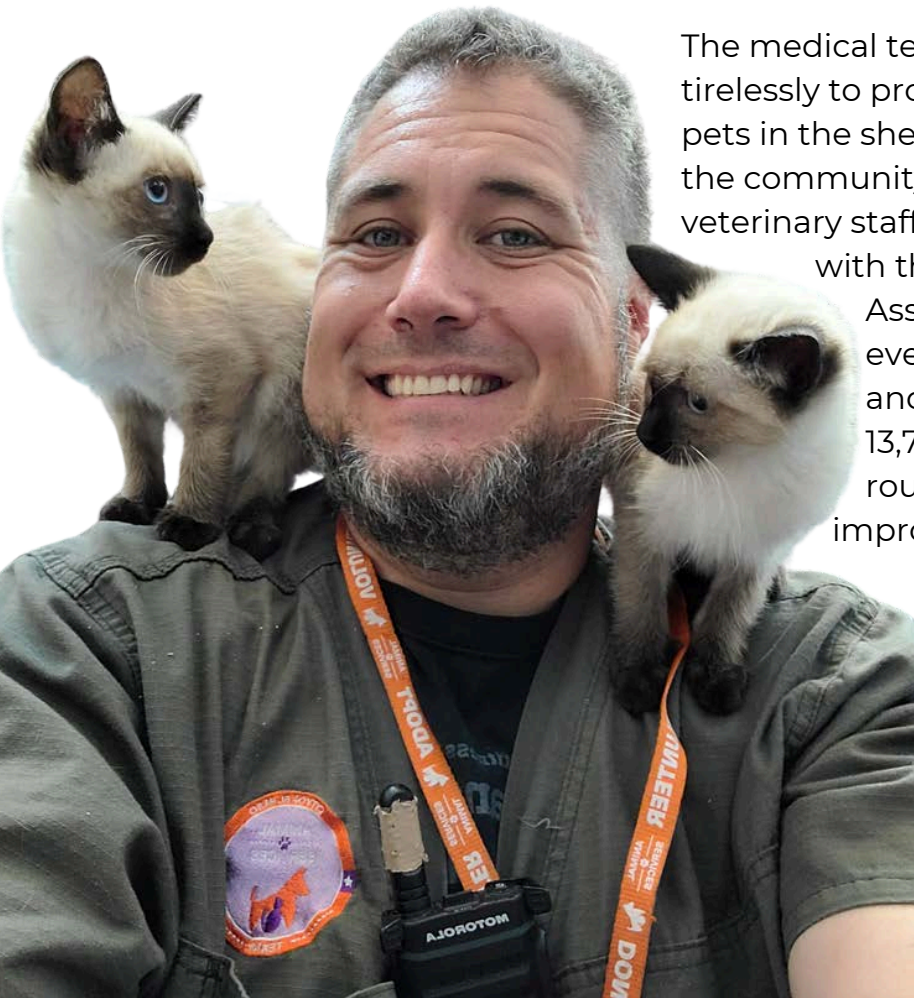
ANIMAL PROTECTION SERVICES

Every year, El Paso Animal Services' Animal Protection Team receives thousands of calls from City of El Paso Residents requesting support, ranging from reports of stray pets, wildlife, animal bites, and cases of hoarding, cruelty or neglect.

Over 15,000 of the Calls for Service were reporting loose, sick or injured stray animals, and Animal Protection Officers brought in over 7,700 pets into the shelter.

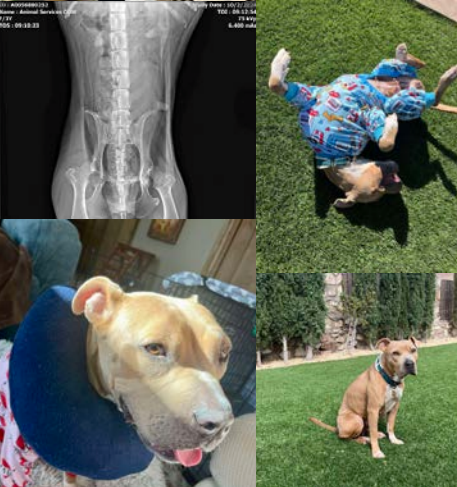


VETERINARY SERVICES



The medical team at El Paso Animal Services works tirelessly to provide exceptional care to not only the pets in the shelter, but also pets in foster homes and in the community. Through a collaboration of on-site veterinary staff, contract veterinarians, a partnership with the El Paso Veterinary Medical Association, and a special Spay-A-Thon event with Petco Love, Operation Kindness and the El Paso Community Foundation, 13,792 pets received surgical care; whether routine spay or neuter, surgeries to improve quality of life, or trauma care.

Of those surgeries, **1,228 owned pets were spayed or neutered through our Low-Cost Pet Wellness Clinic.**

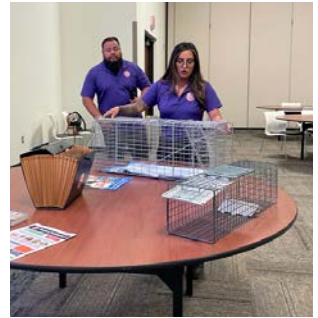


IMPROVING QUALITY OF LIFE FOR LULU

When Lulu came to EPAS, it was obvious she had a hard life before us. She didn't have many teeth left, she was skinny, and was struggling to walk presumably from an old injury that healed wrong. It was clear that Lulu was severely uncomfortable, but that didn't stop her from being as sweet as can be to everyone she met. After x-rays, our medical team discovered that both of her hips were dislocated, and she required extensive surgery. She received a double FHO (femoral head ostectomy) surgery, which she was able to recover from comfortably in a foster home, who ended up falling in love with her and adopting her.

COMMUNITY CATS

The El Paso Animal Services Community Cat program provides a non-lethal, humane approach to cat population control. This best-practice program not only improves the lives of community cats, but also reduces the number of kittens born outdoors. Through partnerships with local TNR Advocacy groups Sun City Cats and El Paso TNR, as well as community drop-off at the shelter, **3,721 cats were spayed or neutered to prevent continuous reproduction in our communities.**



ADOPTIONS

As the shelter continues to combat overpopulation challenges, El Paso Animal Services provides numerous opportunities for the community to adopt a pet, whether at one of the four adoption centers, or at an offsite adoption event through the Mobile Pet Adoption Van. While pet adoptions happen daily at any of our locations, **our team hosted 18 unique adoption promotions and events** to not only market our adoptable animals, but also provide a fun, entertaining event for all families to enjoy. These events required extra effort, but the extra-special adoptions and new connections with community members made the extra efforts worth it. These events included food trucks, games, vendors, activities for all ages, and at some, pet costume contests. Some of these events included:



WAG-O-WEEN PET CARNIVAL

EPAS held its second annual Wag-O-Ween Pet Carnival, which featured food trucks, pet wellness services for owned pets, vendors, carnival games, trick-or-treating, a pet costume contest, and of course pet adoptions, resulting in many adoptions including one of our longstay dogs, Bug.

POOCH POOL PARTY

This evening adoption event offered pets and families a reprieve from the July heat with doggy pools and sprinklers, while also featuring a doggy bikini contest, food trucks, pet wellness services and adoptions.



WOOFSTOCK: MUTTS, MUSIC & MORE

Held at the new Westside Adoption Center in August 2024, the Woofstock Adoption Event featured a live DJ, a tie-dye station, vendors, pet wellness services and field games.

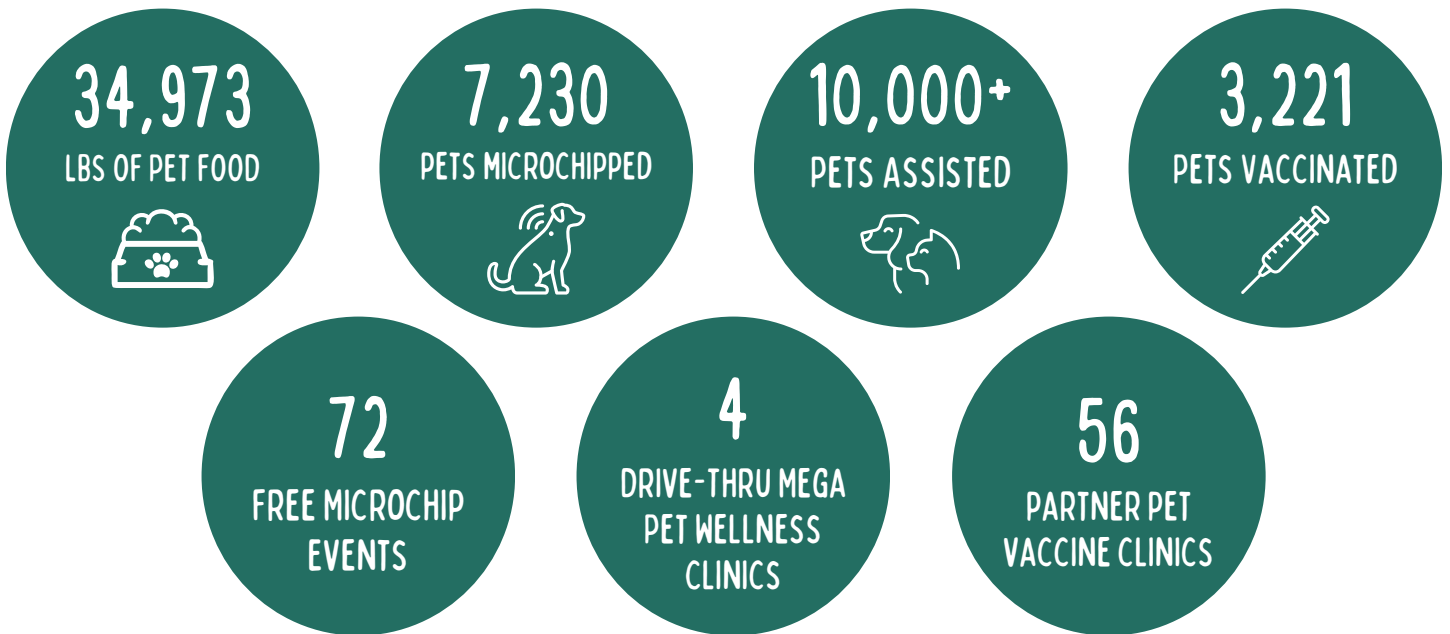
OFFSITE ADOPTION EVENTS

The Mobile Adoption Van attended 128 events throughout the community, including pet stores like PetSmart, Petco and Pet's Barn; community events like Dia De Lost Ninos, WinterFest and ESD Earth Day, and events hosted by local businesses like Glia's Coffee Co., Gringo Theory, Subaru and more. These events provided more opportunities for shelter pets to meet new families right in their neighborhoods.

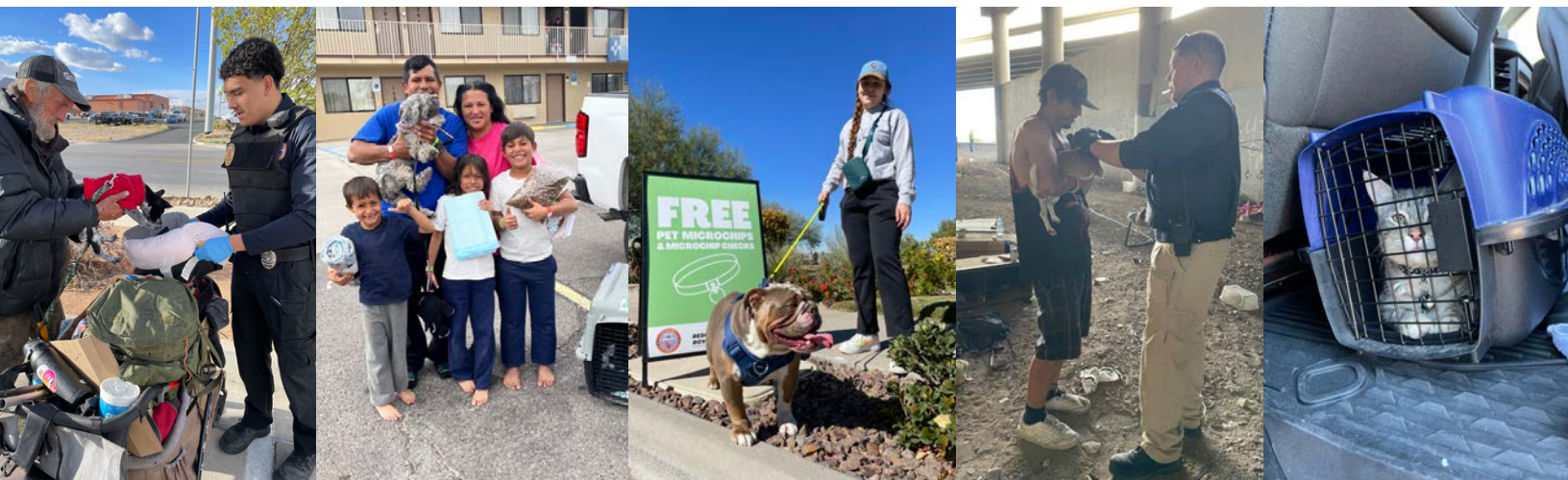


COMMUNITY & PET SUPPORT

Over the last eight years, El Paso Animal Services has expanded its programs and services to better serve the community. Our Community & Pet Support and Resource Rover programs go beyond traditional animal services by providing tailored support to our community through education, outreach, and direct service. Offering pet pantry services, rehoming support, low-cost and no-cost pet wellness services, and access to vital resources and information, these programs serve as a social safety net for pets and the families who love them.



In October 2023, we began strategically partnering with local veterinary clinics to provide discounted pet wellness services at community events, providing direct and more affordable access to veterinary care to residents.



VOLUNTEER

50,177
VOLUNTEER
HOURS

El Paso Animal Services would not be able to save lives if it wasn't for the support and dedication these caring individuals give to our pets every day.

Volunteers support the department in a wide variety of ways, from walking dogs and playing with adoptable cats, washing endless laundry and making treats for our pets, to assisting in surgery and inputting data entry.

6,954
DOGS WALKED AT
82 RESCUE
RUNNER EVENTS

1,038
ACTIVE
VOLUNTEERS

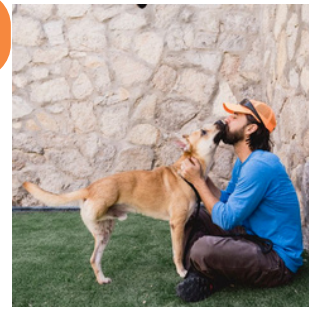
The award-winning EPAS Volunteer program is robust and prides itself on offering opportunities for anyone in the community to volunteer, whether they can volunteer once a year or as often as they'd like. In April 2024, the EPAS Volunteer Program won the SISD Education Empowerment Award for the program's Veterinary Science Program.

85
VOLUNTEER
TRAININGS

This year, we had some great partners who supported our lifesaving mission through volunteering:

- TOPGOLF
- EL PASO CHIHUAHUAS
- EL PASO LOCOMOTIVES
- FORT BLISS
- NAVY RESERVE
- COMPASS CONNECTIONS
- LAUTERBACH, BORSCHOW & CO.
- BLACKSTONE SECURITY
- WHITE SANDS FEDERAL CREDIT UNION
- SAM'S CLUB
- NORTHEAST PARENTS OF EL PASO
- BEAUMONT CARES
- GIRL SCOUTS
- BLISS BOSS
- K9MC
- ADP
- TEEN COURT
- AIRBNB
- BORDERRAC
- SILVA MAGNET
- YSLETA TTLC

The hours of time donated by volunteers equates to over \$1.6 million of labor, based on the Independent Sector value of volunteer time.*

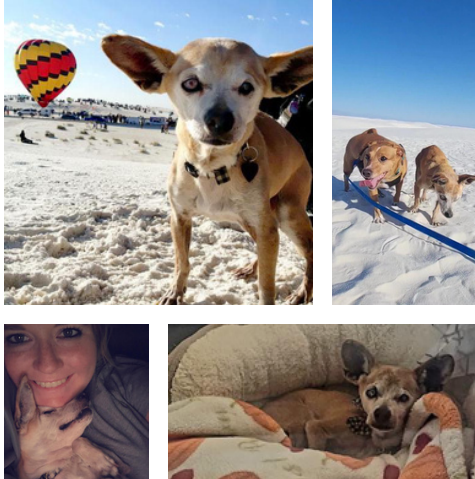


Volunteer Josette Flores contributed 2,346 hours in 2024 through her work with Rescue Runners, fostering, dog walking and more. Thank you for your dedication, Josette!

FOSTER

The El Paso Animal Services Foster Program offers an opportunity for the shelter's most vulnerable pet population to grow, rest, or recuperate in a temporary, loving home, rather than a scary kennel in the shelter. EPAS foster parents care for these pets as if one of their own, and animals are happier and healthier when in foster care.

8,351
PETS WENT TO
FOSTER HOMES



Charlie came into the shelter nearly blind, severely underweight, and he wouldn't stop shaking.

EPAS staff took him into an office and discovered what a special pup he was, despite his age. He was loving, gentle, and even though he was scared, he wanted love. Then he caught the eye of one of our favorite fosters, and the rest is history. He's been in fospice for the last year, living out the rest of his days in love and comfort.

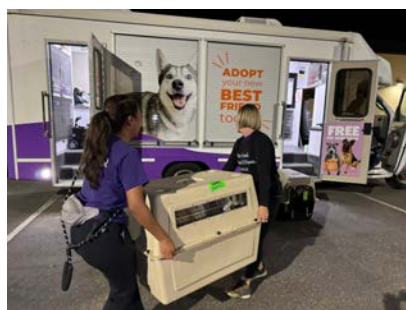
Fospice is never easy, but it is a wonderful gift to give a senior pet. Charlie's days are filled with love, soft blankets, fun, and adventure thanks to a foster, and we couldn't be more grateful.

TRANSPORT & RESCUE PARTNERSHIPS

2,966
PETS TRANSFERRED
TO RESCUE
PARTNERS

El Paso Animal Services has partnerships with local, national and even international animal rescue organizations in order to increase lifesaving opportunities for shelter pets, which resulted in:

- 9 RESCUE FLIGHTS WITH DOG IS MY COPILOT
- 15 GROUND TRANSPORTS
- 35 LOCAL RESCUE PARTNERS
- 29 NATIONAL RESCUE PARTNERS



RITZ

Ritz, pictured here, was Dog is My CoPilot's 30,000th passenger in May 2024!

COMMUNITY ENGAGEMENT & EDUCATION

El Paso Animal Services is responsible for providing a wide range of quality services to the residents and animals of El Paso. Through a multifaceted approach, EPAS inspires care and compassion for animals in the shelter and our community.



HUMANE EDUCATION

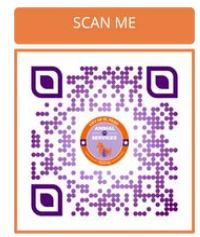
The Humane Education program continues to grow year after year, offering a variety of camps, classes, workshops and even a monthly podcast for all ages to promote responsible pet ownership, animal welfare and a more compassionate community. In 2024, EPAS also began offering virtual classes for adults.

65
CLASSES

72
CAMPS &
WORKSHOPS

MEDIA PARTNERSHIPS

EPAS works closely with media partners to ensure information on our programs, services, events and education is getting out to the public. In 2024, we continued our ongoing weekly segments with KTSM and Univision, and our bimonthly segments with Townsquare, KTEP, 92.3 and Suavecito. We also established a new partnership with PBS to have a new shelter pet featured every month as part of their Exclusive Pet's Club membership.



469
MEDIA FEATURES
TV, RADIO, PRINT

131
PET OF THE WEEK
SPOTS

Scan the QR code above to check out some of our news highlights!



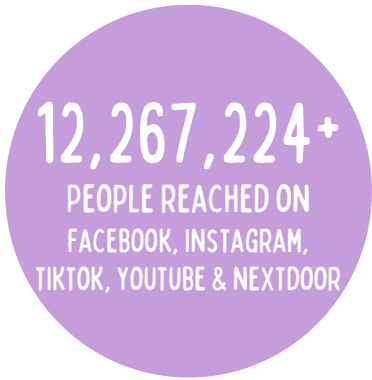
COMMUNITY OUTREACH

EPAS builds relationships and fosters a culture of compassion for animals with our community through outreach events such as career days, tabling events, neighborhood canvassing, neighborhood association meetings, health fairs and other specialty events. **In 2024, we reached over 20,000 residents at 451 outreach events.**

In May 2024, we partnered with the El Paso Fire Department and EPPD Animal Cruelty Unit to host a community outreach event to raise awareness about hot weather and its dangerous effects on people and pets. This event featured a hot car demonstration, pet wellness services, and giveaways.

SOCIAL MEDIA

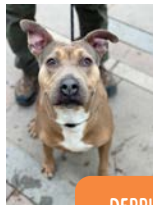
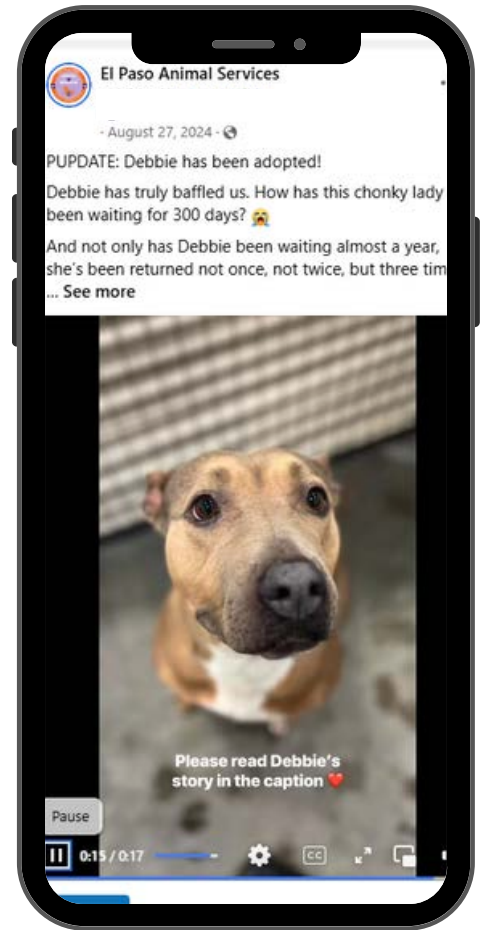
El Paso Animal Services has a vibrant and robust digital presence and actively engages with the community through traditional marketing (billboards, print ads, TV spots, radio ads) and digital marketing (social media, email marketing). Leveraging these platforms, we intend to increase awareness about a variety of campaigns, including responsible pet ownership, promote adoption, and provide invaluable resources and information to the community. Our strategy focuses on building a strong community, fostering meaningful interactions and showcasing the positive impact of our services. Through strategic content creation, targeted audience engagement, and data-driven optimization, we aim to achieve our goals while maintaining transparency and authenticity in our communication.



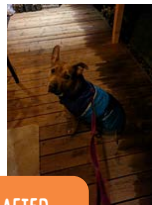
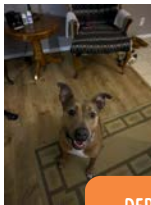
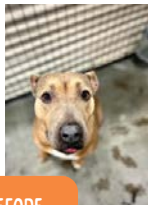
Debbie's Viral Story

- 389,467 people reached
- 22,669 reactions
- 534K views

Debbie stole the hearts of thousands all across the country in August 2024. After this sweet, 2-year-old pittie mix was returned to the shelter after three unsuccessful adoption opportunities, her heartbreaking story spread far and fast once a video of her cuddling up with her favorite volunteer, Tess was posted on social media. Her story wound up on the feed of a family in Washington who quickly fell in love with Debbie's story. Debbie was able to hitch a flight to the Pacific Northwest and is living a wonderful life with her new family.



DEBBIE BEFORE



DEBBIE AFTER

FOLLOW OUR LIFESAVING JOURNEY



El Paso Animal Services
Friends of El Paso Animal Services
EPAS Resource Rovers
Adoptable Pets of EPAS
El Paso Animal Services Lost & Found Pets



@epanimalsvc
@friendsofepas
@catz.zoo
@playgroupsatepas



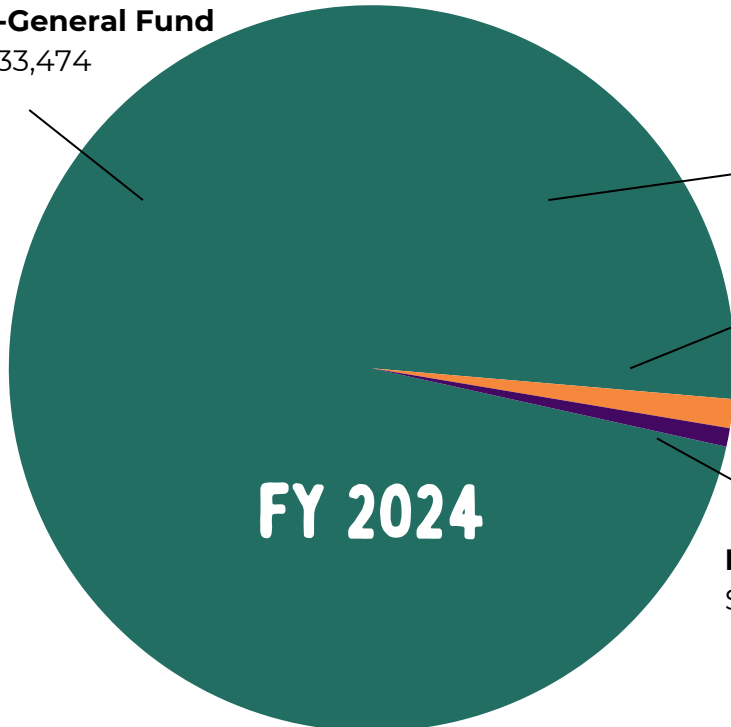
@epaspets



El Paso Animal Services

FINANCIALS

Non-General Fund
\$11,933,474



FY 2024

Grants
\$156,850

Friends of EPAS
\$100,372



**GOAL 8
SUSTAINABLE
COMMUNITY**

Strategic Goal 8.3 enhance Animal Services to ensure El Paso's pets are provided a safe and healthy environment

**City budgets run on a fiscal year calendar. The Fiscal Year 2024 budget is from September 1, 2023 through August 31, 2024.*

El Paso Animal Services' primary fund sources are the City of El Paso's Non-General Fund, Grants and the support received from our official nonprofit partner, Friends of El Paso Animal Services.

The non-general fund revenue is a special revenue from utility, service and environmental fees to go toward supporting public health and safety services, as well as basic animal care to pets in the shelter. These services include Animal Protection, Veterinary Services, Admissions, Adoptions and Engagement programs, as well as managing 4 shelter and adoption locations and 1 clinic.

FRIENDS OF EL PASO ANIMAL SERVICES



**\$76,121.22
RAISED IN FY24**

Friends of EPAS, the official non-profit partner of EPAS, ramped up fundraising efforts to help fund extra lifesaving programs, or to enhance living conditions for the pets in the shelter. In FY24, Friends of EPAS hosted its first-ever TopGolf

Tournament FRIENDraiser, and held other fundraisers including an art auction of unique paintings made by shelter pets and Valentine's Day grams. Thanks to the support of our donors, Friends of EPAS was able to fund multiple projects, including sound proofing for our temporary shelter, Tails at the Times, a restock of our Pet Pantry, and purchasing new dog beds for pets waiting for new homes at the shelter. If you'd like to help enhance the lifesaving programs at El Paso

Animal Services, consider making a donation to Friends of EPAS at www.FriendsOfEPAS.org.



ACKNOWLEDGEMENTS

EL PASO ANIMAL SERVICES SENIOR STAFF

Terry Kebschull, Director of Animal Services

Michael Wachsmann, Deputy Director of Animal Services

Dr. Antony Chacon, Chief Veterinarian

Carmen Melgosa, Administrative Manager

Michele Anderson, Marketing & Public Engagement Manager

Adan Parra, Operations Manager

Gina Ramirez, Field Operations Manager

Sally Singleton, Shelter Operations Coordinator

Mason Castillo, Animal Training & Enrichment Coordinator

Joe Cortez, Community Programs Manager

ADVISORY COMMITTEE MEMBERS

Chris Canales, Chair, Mayor

Barbara Candelaria, Vice Chair, District 6

Maria Bardouche, District 7

Terry Breaux, District 4

Sandra DiFrancesco, District 3

Dr. Raquel Ellis, Mayor

Elvira Stephanie Frias, District 8

Ileene Mendoza, District 1

Alejandra Valdez, District 5

THANK YOU, EL PASO!





El Paso Animal Services
 (915) 212-PAWS
www.ElPasoAnimalServices.org



Help us save more lives and donate to Friends of EPAS!

