

APPENDIX for SUMMARY REPORT

Survey Results: Volunteers and Rescue Groups

ACCT Philly Summary of Survey Results – January 2015

Volunteers (72 respondents)

Recurring themes observed:

- Communication, as it has existed, is resulting in frustration on the part of many volunteers.
- There is a feeling by some of not being appreciated.
- Trust has not been established between staff and volunteers (works both ways).
- There is appreciation for staff and management, for their hard, stressful work.
- There is awareness that the facility is understaffed and lacks resources.
- There is a typical level of emotion among volunteers who work with animals in shelters.
- There is a general lack of understanding of the reasons behind policies and policy changes and in the void, some make negative assumptions about motivations and results.

Average length of volunteer service of respondents

- 43 – One to five years 60%
- 15 – More than five years 21%
- 14 – Less than one year 19%

Frequency of volunteering

- 24 – Once or twice a week 33%
- 20 – Several times a month 28%
- 15 – Three or more times a week 21%
- 8 – Less than once a month 11%
- 5 – Once a month 7%

Primary volunteer roles

- 57 – Working with dogs
- 32 – Working with cats
- 22 – Fundraising and/or outreach
- 21 – Adoptions
- 37 – Other

Top Three Strengths of ACCT Philly:

- 50 – Volunteers and Rescue Partners
- 41 – Staff
- 34 – Services and Programs
- 19 – Outreach
- 15 – General & Other

Top three challenges ACCT Philly faces?

- 30 – Staff
- 28 – Volunteers
- 26 – Resources
- 17 – Facility
- 13 – Communication
- 12 – Animal Care
- 12 – Adoption
- 5 – Program Development (for lifesaving)
- 4 – The public
- 5 – Other



Three areas for improvement for ACCT Philly that will greatly increase lifesaving?

- 33 – Volunteers and rescue partners
- 19 – Communication
- 15 – Animal care
- 14 – Staff
- 13 – Community Engagement
- 10 – Facility
- 9 – Program development for lifesaving
- 8 – Adoptions
- 5 – Other

Best things (most valuable and enjoyable) about the volunteer program at ACCT Philly

- 32 – Other volunteers and staff
- 22 – The animals
- 19 – Saving lives
- 16 – Flexibility
- 5 – Not enjoyable
- 2 – Foster Care Program

Ratings of communication from ACCT Philly to the volunteers

- 32 – Poor 45%
- 28 – Good 40%
- 10 – Excellent 14%

Comments summary:

- 22 – Areas for improvement
- 9 – Good to okay
- 5 – High level of dissatisfaction
- 3 – Very good to excellent

Feel Appreciated as a volunteer for ACCT Philly

- 21 – Sometimes 29%
- 14 – Most of the times 19%
- 13 – Yes, absolutely 18 %
- 12 – Rarely 17%
- 12 – No 17%

Comments summary:

- 12 – Mixed
- 11 – Negative
- 2 – Annoyance
- 2 – Other
- 1 – Underutilized
- 1 – Moving in Right Direction

Rescue Groups

ACCT Philly Summary of Survey Results – January 2015

Rescue Groups (41 respondents)

Length of time as a rescue partner with ACCT Philly

- 5 – Less than one year 12%
- 25 – One to five years 61%
- 11 – More than five years 27%

Frequency of accepting animals from ACCT Philly

- 18 – Occasionally (less than once a month) 44%
- 14 – Monthly 34%
- 6 – Weekly 15%
- 2 – Not in over a year 5%
- 1 – More than once a week 2%

Types of animals usually accepted from ACCT Philly

- 27 – Dog, mixed breed 66%
- 25 – Dogs, specific breed or breeds 61%
- 14 – Puppies 34%
- 15 – Kittens 37%
- 12 – Cats 29%
- 9 – Other species (please specify) 22%
- 1 – Feral Cats 2%

Top three strengths of ACCT Philly

- 20 – Support for rescues
- 17 – Communication
- 15 – Staff
- 11 – Volunteers and rescue groups
- 9 – Rescue-friendly
- 7 – Leadership/policies
- 5 – Specific programs
- 4 – Recent improvements

Top three challenges ACCT PHILLY faces

- 11 – Volume of animals/Community
- 11 – Staff
- 11 – Communication
- 11 – Rescue partnerships
- 7 – Information on animals and decisions
- 6 – Facility
- 2 – Spay/neuter
- 3 – General

Three areas of improvement for ACCT Philly that will greatly increase lifesaving

- 21 – Communications: frequency, content and focus of communications
- 21 – Rescue support and relations
- 11 – Additional staffing
- 8 – Evaluations, behavioral and medical
- 3 – Program development recommendations
- 2 – Care recommendations
- 2 – Other comments

What would allow the group to accept more animals from ACCT Philly

- 10 – Different communication
- 9 – Better selection of dogs
- 5 – More information about the animals
- 6 – More support
- 5 – Nothing
- 5 – More volunteers for their rescue group
- 1 – Other

Ratings of the communication from ACCT Philly to their rescue organization

- 9 – Excellent 23%
- 21 – Good 52%
- 10 – Poor 25%

Comments summary:

- 6 – Prompt communication – Available phone contact
- 4 – More accurate information on animals
- 1 – Personalized contact with breed rescues
- 8 – General comments

Feel appreciated as a rescue organization for ACCT Philly

- 11 – Sometimes 27%
- 10 – Most of the time 25%
- 9 – Yes, absolutely 23%
- 7 – Rarely 18%
- 3 – No 7%

Recurring themes observed:

- Additional information about animals and a bit more assistance (medications for example) could help some of the groups take more animals.
- More targeted communications could help some of the groups take more animals.
- Ability to reach staff via phone on a timely basis would be helpful.