

# COMMUNITY SURVEY

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# Executive Summary

This project was the first of its kind to explore pet owner needs in an urban, mostly Latinx community. Several themes emerged from the data.

## Vaccines were the most reported need for Central City Phoenix pet owners.

56% encountered obstacles getting vaccinations

4 out of 10 reported that their animal was not up to date on their vaccinations or had never been vaccinated



Owners of multiple cats or dogs and Spanish language speakers are **less likely** to have immunized their pet

Married people and people living in larger households are **more likely** to have immunized their pet

### What else do pet owners need?

- 26% spay and neuter surgery
- 23% preventative medications
- 23% treatment for illness or injury
- 21% dental care
- 18% advice
- 18% help with behavior

Respondents shared an affordable copay for any services is \$11 to \$25.

4 out of 10 respondents did not have a regular place for their pet's veterinary care.

1 out of 5 surveyed residents routinely relied on mobile clinic care, shelter care, or other community-based discount providers.



50% agreed behavioral support for toileting, scratching, barking, or biting and financial support for vet visits and pet medications would help families that are considering surrender.

Over half of Central Phoenix pet owners preferred veterinary services in Spanish.

Spanish-language-speaking survey respondents were less likely to have a regular vet and were more likely to rely on shelter-based or mobile vet care.



Half of the residents surveyed shared that they struggle to pay for basic needs, such as paying for rent, food, or medical care.

## Animal Welfare Survey – Pet Owners in Central City Phoenix

### Purpose

The Arizona Animal Welfare League (AAWL) partnered with Community Alliance Consulting, a local evaluation firm to conduct a community assessment to determine what kind of veterinary services are needed among Latinx community members who reside in the zip codes surrounding AAWL shelter sites in Central City Phoenix, specifically 85006, 85008, 85009, and 85034. **This survey was the first of its kind to explore a Hispanic or Latinx community of pet owners.**

The assessment, including the survey, explored several evaluation questions:

- What are the needs of Central City residents related to pet ownership?
- What kind of veterinary services do residents need for their pets?
- What kind of resources or social or behavioral support would help pet owners to keep animals in the home, rather than surrender them to a shelter or animal control?
- What makes it difficult for Central City pet owners to take advantage of the pet care resources that do exist?
- Are there any differences in access for persons belonging to different demographic groups in Central City?
  - The survey explored the following demographics: Zip code, Language of administration, Number of cats owned, Number of dogs owned, Hispanic or Latinx ethnicity, Generational status, Race, Age, Gender, Level of completed education, Income bracket, History of trouble paying for basic necessities, Home ownership status, Number of people in the household, Number of children in the household, Status of domestic habitation, Internet access, Health insurance status, and Pet health insurance status.

The community member survey was one of three components in a comprehensive community assessment of Central City pet owners, which also included the qualitative data collection approaches of focus groups and key stakeholder interviews. Ultimately, the goal of the assessment is to learn how AAWL can help residents avoid pet surrender, and problem solve to keep pets in their homes.

### Response

There were 834 legitimate responses geo-coded to Arizona. Out of this total response, 120 respondents lived outside of the investigative target area in the Phoenix Valley. Another 100 respondents indicated that they did not have a cat or a dog in the home. The final count of evaluable respondents to the Arizona Animal Welfare League survey was **614 community members**. The final zip codes included in this summary are 85004, 85006, 85007, 85008, 85009, 85017, 85031, 85034, and 85043, with the majority from the Central City zip codes adjacent to the AAWL shelter. For a detailed summary of participants by zip code and other demographic characteristics, please see the Pet Owner Profile at the end of this section.

## Veterinary Services

According to survey respondents, an array of veterinary services are needed for pet owners and animals living in Central City. AAWL’s community survey explored the dynamics of providing health care for pets. Learning more about the services community members are currently using is one way to explore a community’s needs. The total number of survey responses varies by question, as all participants did not choose to answer every question.

### Care coverage

Out of those who responded to the question, **44.4% did not have a regular place of veterinary care** for their pet. Having a “medical home” is viewed as a best practice in health care for humans, so it is reasonable to assume that pets with a regular source of veterinary health care would benefit similarly. According to the National Committee for Quality Assurance, medical homes for humans result in more engaging patient relationships and cost savings over the lifespan<sup>iii</sup>.

A smaller proportion of respondents reported they attend a regular vet or animal clinic. About one in ten reported they are regular patients of a mobile clinic, and one in twenty reported their pets receive care from Animal Control.

Does your pet have a regular place of veterinary care?	#	%
<b>No, I do not have a place for regular veterinary care</b>	<b>245</b>	<b>44.4</b>
<b>Yes, I have a regular vet or clinic</b>	<b>209</b>	<b>37.9</b>
<b>Yes, I go to a mobile vet clinic</b>	<b>65</b>	<b>11.8</b>
<b>Yes, my pet(s) receive care from Maricopa County Animal Control</b>	<b>33</b>	<b>6.0</b>
TOTAL	552	100

Central City pet owners were asked about the last place they took their pet to receive veterinary medical care, and over half reported a veterinary office or clinic. Nearly a third reported the last place their animal received care was an animal shelter or similar community program. **Over 16% said their pet had never received veterinary medical care.**

Where is the last place you took your pet for veterinary care?	#	%
<b>Veterinary office or clinic</b>	<b>266</b>	<b>52.9</b>
<b>Animal shelter or other community program</b>	<b>152</b>	<b>30.2</b>
<b>My pet has never received veterinary care</b>	<b>85</b>	<b>16.8</b>
TOTAL	503	100

The survey asked respondents if their pets are routinely vaccinated. **One in six survey respondents reported that their pets were completely up to date on recommended vaccinations.** Nearly one in three respondents reported their pet had been vaccinated at some point in their lifespan.

Do you usually vaccinate your pets?	#	%
<b>Yes, they are up to date with their recommended vaccines</b>	<b>321</b>	<b>58.8</b>
<b>Yes, but it has been more than two years</b>	<b>87</b>	<b>15.9</b>
<b>Yes, but only when they were kittens or puppies</b>	<b>68</b>	<b>12.5</b>
<b>No, my pets have not been vaccinated</b>	<b>47</b>	<b>8.6</b>
<b>I am not sure if my pets have been vaccinated</b>	<b>23</b>	<b>6.2</b>
TOTAL	546	100

Most participants did not have health insurance for their pets. **About one in five reported that they had health care insurance for their pet.**

Do you have health insurance for your pet(s)?	#	%
<b>Yes, I have pet health care insurance</b>	<b>104</b>	<b>19.2</b>
<b>No, I do not have insurance for my pets</b>	<b>418</b>	<b>77.1</b>
<b>I'm not sure</b>	<b>20</b>	<b>3.7</b>
TOTAL	542	100

**Veterinary care needs**

Six out of ten respondents reported that recently they needed care and were not able to get it (59.2% of 568 responses). Central City pet owners from this subgroup (n=336) reported that vaccinations were the number one medical

What needed veterinary service has your pet been unable to receive?	#	%
<b>Shots or vaccinations for my pet</b>	<b>190</b>	<b>56.5</b>
<b>Spay or neuter surgery</b>	<b>98</b>	<b>26.2</b>
<b>Heartworm, flea, or tick prevention</b>	<b>78</b>	<b>23.2</b>
<b>Treatment for an illness or injury</b>	<b>78</b>	<b>23.2</b>
<b>Dental care</b>	<b>71</b>	<b>21.1</b>
<b>Advice about how to best care for my pet</b>	<b>60</b>	<b>17.9</b>
<b>Help with behavioral issues</b>	<b>60</b>	<b>17.9</b>
<b>Emergency care</b>	<b>42</b>	<b>12.5</b>
<b>Help with a new litter or pregnant pet</b>	<b>39</b>	<b>11.6</b>

**need** for their cats and dogs. The next most frequently reported veterinary medical need was **spay and neuter** services. Participants were able to select as many responses as applied to their situation.

Next, participants were invited to share why they were not able to get the veterinary care their pet needed. This question pulled from the same sample of respondents (n=336) as the previous question. Survey respondents were able to select as many reasons as applied to their situation. **The most frequently cited barrier to care was not having the money to pay for veterinary care.** Over half of respondents said they had inadequate funds for the care their pet needed.

What were the reasons you were not able to get care for your pet?	#	%
<b>I don't have the money</b>	<b>195</b>	<b>58.0</b>
<b>I did not know where to go to get veterinary care</b>	<b>86</b>	<b>25.6</b>
<b>I did not have a way to get there</b>	<b>44</b>	<b>13.1</b>
<b>There is nowhere to go in my neighborhood</b>	<b>36</b>	<b>10.7</b>
<b>I did not have a leash or a pet carrier</b>	<b>33</b>	<b>9.8</b>
<b>The clinic does not have appointments or is not taking patients</b>	<b>32</b>	<b>9.5</b>
<b>I did not want to go and be exposed to COVID-19</b>	<b>31</b>	<b>9.2</b>
<b>I was afraid they'd think badly of me for not coming in sooner</b>	<b>20</b>	<b>6.0</b>
<b>I could not find a vet that speaks my language</b>	<b>20</b>	<b>6.0</b>
<b>The clinic is closed whenever I am available to go</b>	<b>19</b>	<b>5.7</b>

What type of veterinary care did your pet receive the last time they received care?	#	%
<b>Shots or vaccinations for my pet</b>	<b>225</b>	<b>36.6</b>
<b>Spay or neuter surgery</b>	<b>102</b>	<b>16.6</b>
<b>Advice about how to best care for my pet</b>	<b>87</b>	<b>14.2</b>
<b>Heartworm, flea, or tick prevention</b>	<b>67</b>	<b>10.9</b>
<b>Emergency care</b>	<b>58</b>	<b>9.4</b>
<b>Treatment for an illness or injury</b>	<b>50</b>	<b>8.1</b>
<b>Dental care</b>	<b>41</b>	<b>6.7</b>
<b>Help with behavioral issues</b>	<b>23</b>	<b>3.7</b>
<b>Help with a new litter or pregnant pet</b>	<b>9</b>	<b>1.5</b>

Survey respondents were asked what kind of care their pet did receive, the last time they received care. The most common type of care animals received most recently was shots or vaccinations. Over a third of respondents indicated the last type of care their pet received

was vaccinations. The second most common response was spay or neuter surgery, followed closely by general advice.

Survey respondents were also asked if there was a time in the last six months they did get care for their pet, but were not able to get medications or prescriptions recommended for follow-up. About one in five respondents shared there was a time they were not able to get the follow up medications needed for their pet.

In the last 6 months were you not able to get the recommended medications for your pet after an appointment?	#	%
<b>Yes, this has happened to me</b>	<b>99</b>	<b>18.3</b>
<b>No, I was able to get all recommended medications</b>	<b>177</b>	<b>32.7</b>
<b>No, I have not recently taken in my pet for care</b>	<b>154</b>	<b>28.5</b>
<b>No, my pet did not need medications after care</b>	<b>111</b>	<b>20.5</b>
<b>TOTAL</b>	<b>541</b>	<b>100</b>

What were the reasons you were not able to get the recommended medications?	#
<b>I did not have the money</b>	<b>66</b>
<b>I did not know where to go</b>	<b>16</b>
<b>There is nowhere to go in my community</b>	<b>13</b>
<b>I had no way to get there</b>	<b>10</b>
<b>The clinic is closed whenever I can go</b>	<b>7</b>
<b>The vet did not speak my language</b>	<b>1</b>

Of the participants who said they were unable, (n=90), the most common reason given for not getting the recommended follow-up medications was that they did not have the money. **One-third of survey respondents were not able to afford recommended follow-up medications.**

Percentages are not shown due to the smaller sample size of respondents.

Participants were asked in which language they preferred to communicate pertaining to their pet’s medical care, regardless of the language in which the survey was administered. Out of 543 respondents, less than half reported that they speak English fluently and do not need veterinary services in any other language. More than half (55.1%) prefer veterinary services in Spanish. Of the remaining respondents (n=299), **nearly half (42.1%) reported they only speak Spanish and would prefer a veterinarian that speaks Spanish**, and all the forms written in Spanish. **More than a third (39.5%) reported they are bilingual but would still prefer a veterinarian who speaks Spanish** and all medical forms in Spanish. About one in five (18.4%) reported they only speak Spanish, but their needs would be satisfied by a professional interpreter. Participants were also permitted to write in another language of their preference, but no other languages were contributed beyond Spanish and English.

In which language would you prefer veterinary services?	#	%
<b>I speak English fluently and do not need services in any other language</b>	<b>244</b>	<b>44.9</b>
<b>I only speak Spanish and prefer a veterinarian who speaks Spanish and medical forms in Spanish</b>	<b>126</b>	<b>23.2</b>
<b>I am bilingual and prefer a veterinarian who speaks Spanish and medical forms in Spanish</b>	<b>118</b>	<b>21.7</b>
<b>I only speak Spanish and if my veterinarian does not, I would like a professional interpreter</b>	<b>55</b>	<b>10.1</b>
<b>TOTAL</b>	<b>543</b>	<b>100</b>

### Accessibility to veterinary care

Nineteen respondents indicated they are not able to get routine veterinary care, because **the clinic is closed whenever they are available** to go. These respondents were asked a follow-up question about which hours would accommodate their schedule. **Evening hours were the most requested time** for expanded hours appointments. Seven participants asked for evening hours, three asked for early morning and three asked for weekend hours.

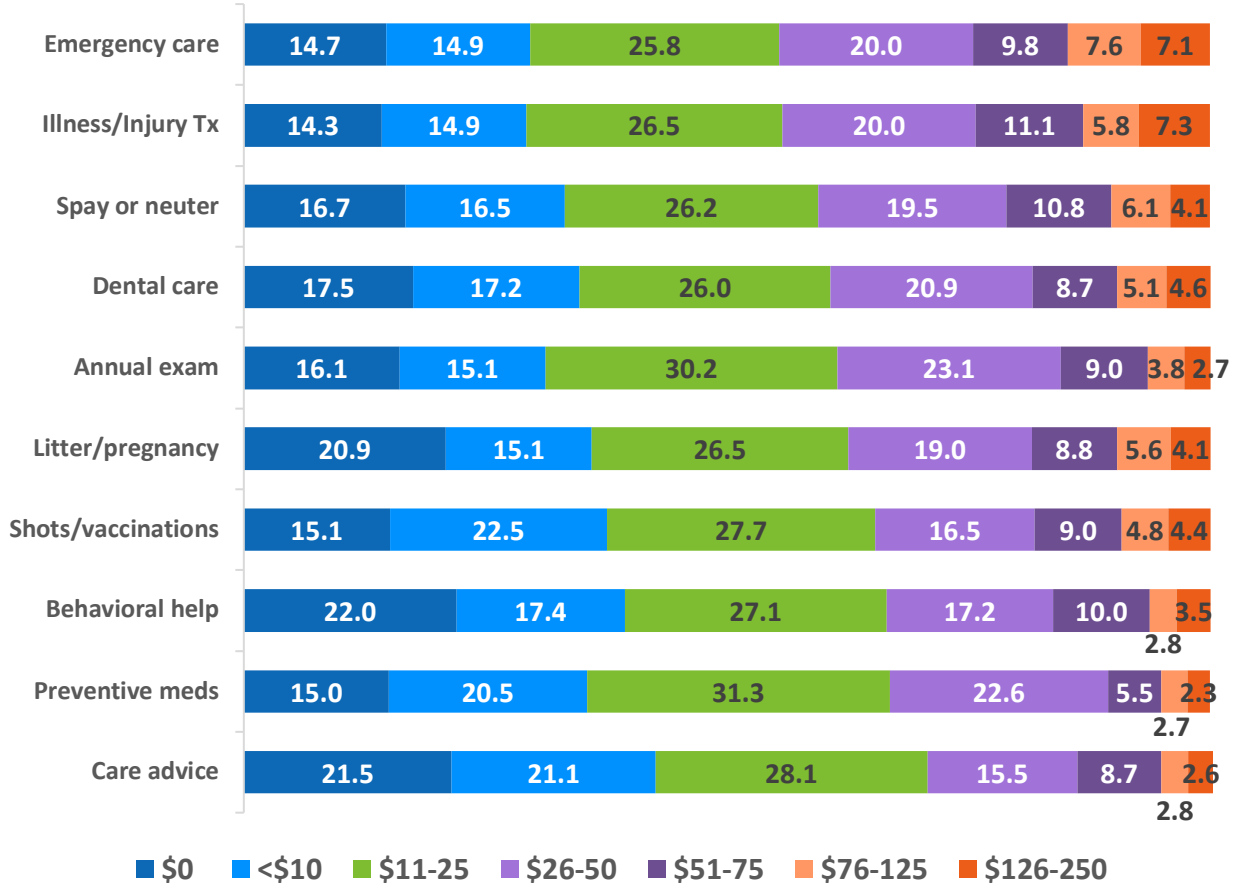
**Affordability of care** was a resonant theme throughout the survey. AAWL wanted to know what Central City pet owners felt was reasonable and accessible for them to pay for specific veterinary services. Survey respondents were asked to estimate how much they could pay for a variety of veterinary services, as a co-pay or shared cost. Percentages are shown for the proportion of pet owners who selected the associated co-pay for each veterinary service. **The most selected co-pay level for every medical service was \$11 to \$25.**

Service	\$0	<\$10	\$11-25	\$26-50	\$51-75	\$76-125	\$126-250
Annual exam	16.1	15.1	30.2	23.1	9.0	3.8	2.7
Behavioral help	22.0	17.4	27.1	17.2	10.0	2.8	3.5
Care advice	21.5	21.1	28.1	15.5	8.7	2.8	2.6
Dental care	17.5	17.2	26.0	20.9	8.7	5.1	4.6
Emergency care	14.7	14.9	25.8	20.0	9.8	7.6	7.1
Illness/Injury Tx	14.3	14.9	26.5	20.0	11.1	5.8	7.3
Litter/pregnancy	20.9	15.1	26.5	19.0	8.8	5.6	4.1
Preventive meds	15.0	20.5	31.3	22.6	5.5	2.7	2.3
Spay or neuter	16.7	16.5	26.2	19.5	10.8	6.1	4.1
Shots/vaccinations	15.1	22.5	27.7	16.5	9.0	4.8	4.4

Survey respondent results suggest that Central City pet owners are **most likely to spend more money emergency care or illness and injury**. Survey responses seem to suggest pet owners see **less value in spending money on care advice** for their animal.



### How much could you pay as a shared cost for each of these veterinary services?



## Pet Owner Resources

One of the main purposes of the AAWL investigation was to learn more about the resources that could potentially support pet owners to keep their dogs when faced with the threat of surrender. Survey respondents were permitted to select as many responses as they thought would be applicable to the situation. The resources that Central City pet owners felt would be most helpful for families who would like to maintain a cat or dog were **financial support for medical care, behavioral support, and financial support for pet necessities**. About half of respondents indicated those specific needs.

What kind of services would help a family to keep their pet?	#	%
<b>Financial support to cover veterinary care and pet medications</b>	<b>285</b>	<b>46.4</b>
<b>Behavioral support for toileting, scratching, barking, or biting</b>	<b>281</b>	<b>45.8</b>
<b>Financial support to help pay for pet food and supplies</b>	<b>254</b>	<b>41.4</b>
<b>Help with dog walking or pet grooming</b>	<b>151</b>	<b>24.6</b>
<b>Help with a housing situation</b>	<b>119</b>	<b>19.4</b>
<b>Help handling pet allergies</b>	<b>117</b>	<b>19.1</b>

What is the best way to offer education and support for pet behavior?	#	%
<b>In person classes with pets</b>	<b>192</b>	<b>31.3</b>
<b>Online classes</b>	<b>103</b>	<b>16.8</b>
<b>Phone support</b>	<b>64</b>	<b>10.4</b>
<b>In person classes without pets</b>	<b>59</b>	<b>9.6</b>

Survey participants were asked about their preferred platform for community-based behavioral support education tailored for pet owners. The most common choice for class modality was in-person, with

**their pet**. About a third of participants wanted in-person classes with their pet. Online classes were the second most common preference, with about one in five respondents selecting this option. Two respondents opted for the write-in response “in-person, at home”.

Central City pet owners were asked whether they were planning to move in the next six months. There were 538 responses to this question and one in ten (11.3%, n=61) said yes, they were moving in the next six months. Another 65 respondents (12.1%) said they were not sure. Of those who responded yes, **53 respondents (80.3%) reported they were taking their pet with them when they move**. Ten survey respondents reported they would not bring their pet to their new home when they move, and plan on giving their pet to another family member or friend. Three respondents reported they did not know what they would do with their pet.

## Culture of Pet Ownership

Participants were asked a series of questions that pertain to their perceptions, beliefs, and social experience of owning pets.

Do you consider your pet a member of the family?	#	%	Central City pet owners were asked if they consider their pet a member of the family. <b>The overwhelming majority of survey respondents (86.5%) strongly agreed they consider their pets family.</b>
<b>Strongly agree</b>	<b>478</b>	<b>87.7</b>	
<b>Somewhat agree</b>	<b>55</b>	<b>10.1</b>	
<b>Unsure</b>	<b>9</b>	<b>1.7</b>	
<b>Somewhat disagree</b>	<b>3</b>	<b>0.6</b>	

Participants were also asked whether their pets routinely lived indoors. There were 534 responses to this question. **Eight out of ten Central City pet owners reported their pet lives indoors** with them all the time. One in five respondents reported that their pet lives outside, at least some of the time.

Does your pet live indoors, in your house with you?	#	%
<b>Yes, my pet lives inside</b>	<b>431</b>	<b>80.7</b>
<b>My pet lives inside sometimes</b>	<b>71</b>	<b>13.3</b>
<b>No, my pet lives outdoors</b>	<b>32</b>	<b>6.0</b>

Do you ever care for or feed the community cats in your neighborhood?	#	%	Central City residents were asked if they ever helped care for or feed the community cats in their neighborhood. Out of 539 responses, <b>nearly half of survey respondents reported they help feed or care for community cats at least sometimes.</b>
<b>Yes, I feed or support community cats</b>	<b>180</b>	<b>33.4</b>	
<b>Sometimes</b>	<b>45</b>	<b>8.3</b>	
<b>No, I do not</b>	<b>314</b>	<b>58.3</b>	

## Pet Owner Profile

### Household demographics for pets

Central City pet owner survey respondents were majority dog owners. **More than eight out of ten**

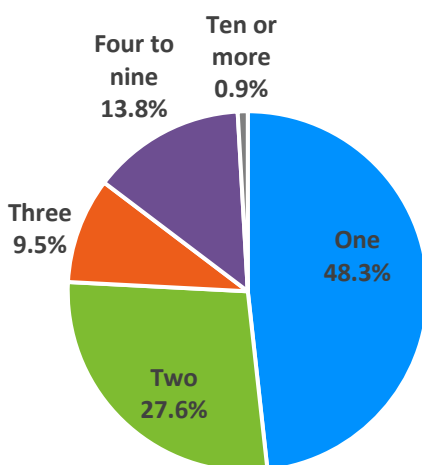
**respondents were dog owners** (n=516, 84.0%) **and one third were cat owners** (n=225, 36.6%). One in five survey respondents owned at least a cat and a dog. About two thirds of respondents owned only a dog or dogs, compared to about 16% of respondents who owned only a cat or cats. Twenty six respondents (4.2%) shared that in addition to a cat or dog, they also owned another type of pet.

Do you have a cat or a dog?	#	%
<b>I have a cat or cats</b>	<b>99</b>	<b>16.1</b>
<b>I have a dog or dogs</b>	<b>390</b>	<b>63.5</b>
<b>A have a cat(s) and dog(s)</b>	<b>126</b>	<b>20.5</b>
<b>TOTAL</b>	<b>504</b>	<b>100</b>

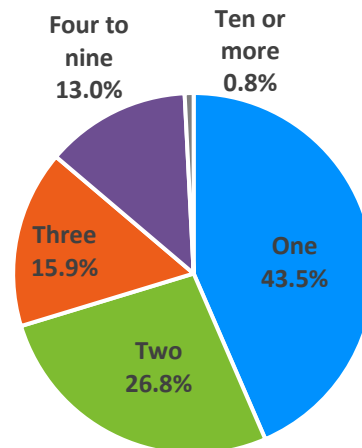
Participants were asked how many cats and dogs they owned. There were 232 respondents to the cat count and 485 respondents to the dog count. Please note, the pet counts do not perfectly align with the number of self-identified pet owners, because some participants did not answer every question. The proportion of pet owners owning multiple pets was greater among dog owners.

How many cats do you have?	#	%
1	112	48.3
2	64	27.6
3	22	9.5
4	7	3.0
5	12	5.2
6	7	3.0
7	4	1.7
8	1	0.4
9	1	0.4
12	1	0.4
16	1	0.4

How many dogs do you have?	#	%
1	211	43.5
2	130	26.8
3	77	15.9
4	34	7.0
5	13	2.7
6	10	2.1
7	5	1.0
8	1	0.2
10	2	0.4
12	1	0.2
13	1	0.2



Number of cats



Number of dogs

**Origin of Pets**

Central City pet owners were asked from where they obtained their animal. The most common origin for pets was a **gift**. Based on the responses, **most participants are not paying for their animal**.

Where did you get your pet(s)?	#	%
<b>Received as a gift</b>	<b>177</b>	<b>28.8</b>
<b>Found as a stray</b>	<b>128</b>	<b>20.8</b>
<b>Received from a friend or neighbor</b>	<b>118</b>	<b>19.2</b>
<b>Adopted from a shelter or rescue</b>	<b>100</b>	<b>16.3</b>
<b>Purchased from a breeder</b>	<b>94</b>	<b>15.3</b>
<b>Purchased from a store</b>	<b>92</b>	<b>15.0</b>
<b>My pet had a litter at home</b>	<b>49</b>	<b>8.0</b>

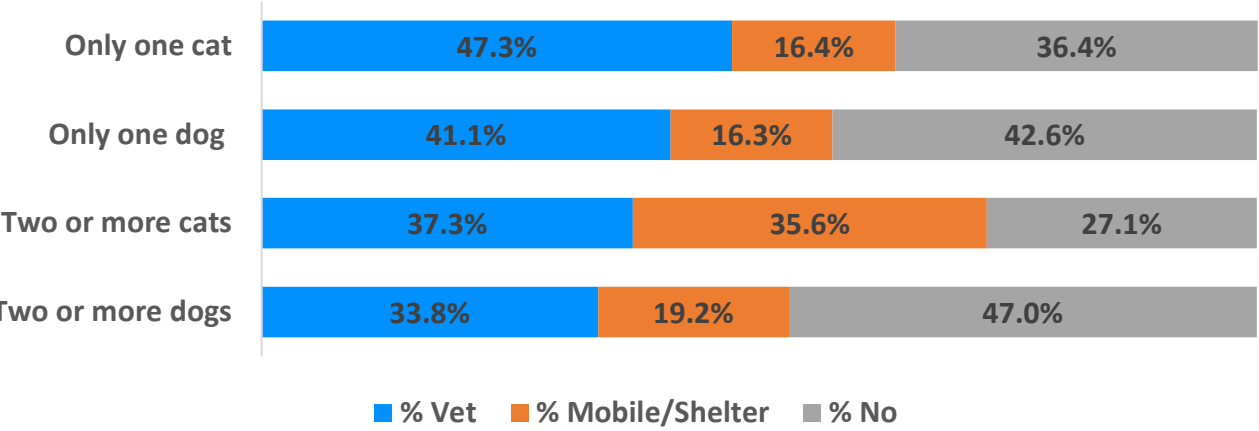
**Pet household demographic Cross Tabulations**

Cross tabulations were run to discover if there was a disparity in outcomes for pet owners with only one cat or dog versus two or more.

**Cat owners were more likely than dog owners to have a regular source of care, and the results were statistically significant. Pet owners with multiple pets were significantly less likely to have a regular source of veterinary care** of any kind (veterinary office, shelter care, or mobile clinic) than those with only one pet.

Do you have a usual source of care?	% Vet	% Mobile/Shelter	% No	# Vet	# Mobile/Shelter	# No
<b>Only one cat</b>	<b>47.3%</b>	<b>16.4%</b>	<b>36.4%</b>	<b>52</b>	<b>18</b>	<b>40</b>
<b>Only one dog</b>	<b>41.1%</b>	<b>16.3%</b>	<b>42.6%</b>	<b>83</b>	<b>33</b>	<b>86</b>
<b>Two or more cats</b>	<b>37.3%</b>	<b>35.6%</b>	<b>27.1%</b>	<b>44</b>	<b>42</b>	<b>32</b>
<b>Two or more dogs</b>	<b>33.8%</b>	<b>19.2%</b>	<b>47.0%</b>	<b>90</b>	<b>51</b>	<b>125</b>

**Owners of multiple pets less likely to have a regular source of veterinary care**



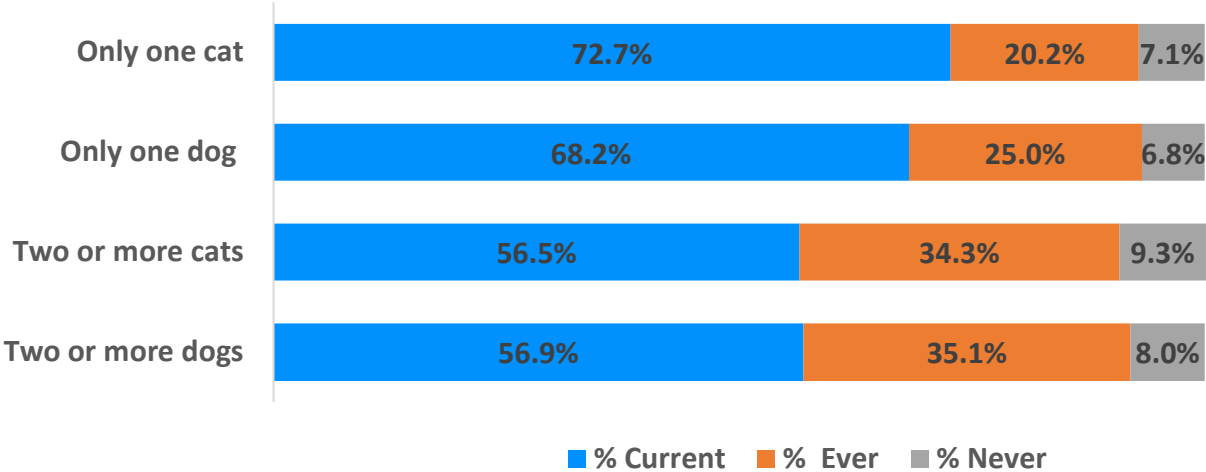
Pet owners of multiples were significantly more likely to have reported having trouble getting spay or neuter surgery compared to owners of just one pet. Pet owners expressed trouble getting vaccines more than any other care, regardless of how many cats or dogs they owned.

Did you have trouble getting needed care?	% Vax	% Behavr	% Ntr/Spay	# Vax	# Behavr	# Ntr/Spay
<b>Only one cat</b>	<b>38.1%</b>	<b>17.8%</b>	<b>15.3%</b>	<b>45</b>	<b>21</b>	<b>18</b>
<b>Only one dog</b>	<b>24.1%</b>	<b>6.8%</b>	<b>8.6%</b>	<b>64</b>	<b>18</b>	<b>23</b>
<b>Two or more cats</b>	<b>36.4%</b>	<b>11.9%</b>	<b>22.0%</b>	<b>43</b>	<b>14</b>	<b>26</b>
<b>Two or more dogs</b>	<b>34.2%</b>	<b>11.3%</b>	<b>22.2%</b>	<b>91</b>	<b>30</b>	<b>59</b>

Owning multiple cats or dogs makes it less likely that animals were up to date on their recommended immunization schedule. There was no significant difference in vaccination behaviors for cat versus dog owners.

Do you usually vaccinate your pets?	% Current	% Ever	% Never	# Current	# Ever	# Never
<b>Only one cat</b>	<b>72.7%</b>	<b>20.2%</b>	<b>7.1%</b>	<b>72</b>	<b>20</b>	<b>7</b>
<b>Only one dog</b>	<b>68.2%</b>	<b>25.0%</b>	<b>6.8%</b>	<b>131</b>	<b>48</b>	<b>13</b>
<b>Two or more cats</b>	<b>56.5%</b>	<b>34.3%</b>	<b>9.3%</b>	<b>61</b>	<b>37</b>	<b>10</b>
<b>Two or more dogs</b>	<b>56.9%</b>	<b>35.1%</b>	<b>8.0%</b>	<b>149</b>	<b>92</b>	<b>21</b>

**Owners of multiple pets less likely to be up to date on vaccinations**



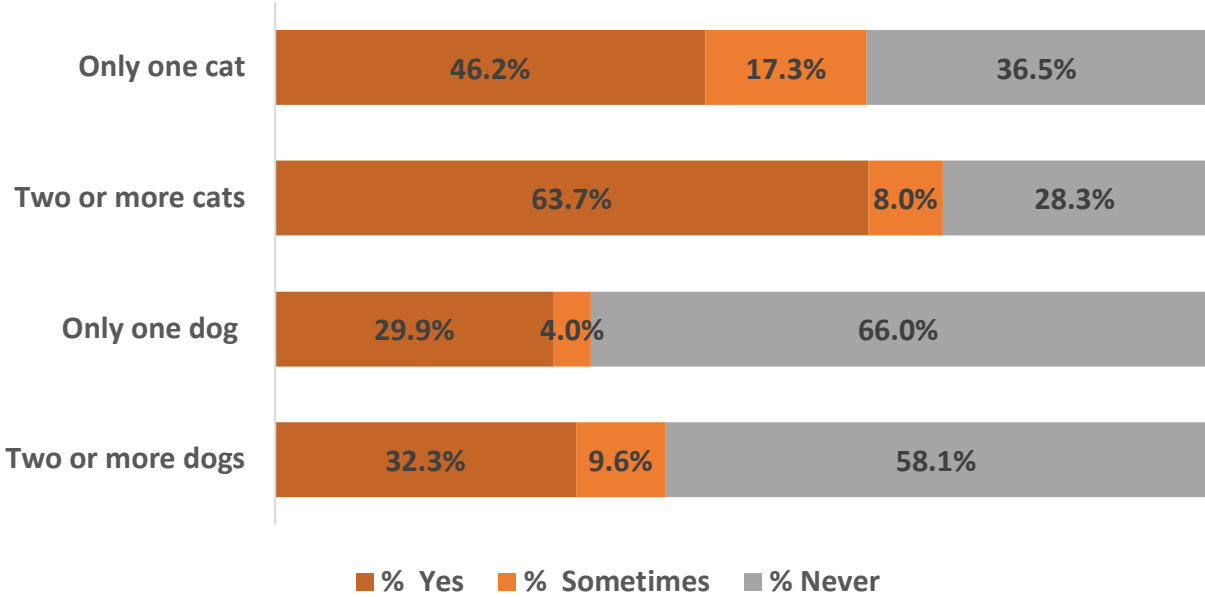
Owning multiple cats or dogs did not seem to effect whether animals lived indoors full-time. **Cat owners were significantly more likely than dog owners to allow their pet to live inside the house.**

Do your pets live indoors with you?	% Always	% Smts	% Never	# Always	# Smts	# Never
<b>Only one cat</b>	<b>87.7%</b>	<b>9.4%</b>	<b>2.8%</b>	<b>93</b>	<b>10</b>	<b>3</b>
<b>Only one dog</b>	<b>83.1%</b>	<b>10.9%</b>	<b>6.0%</b>	<b>167</b>	<b>22</b>	<b>12</b>
<b>Two or more cats</b>	<b>92.7%</b>	<b>5.5%</b>	<b>1.8%</b>	<b>102</b>	<b>6</b>	<b>2</b>
<b>Two or more dogs</b>	<b>76.6%</b>	<b>16.0%</b>	<b>7.4%</b>	<b>196</b>	<b>41</b>	<b>19</b>

Persons who own multiple cats reported being more likely to care for or feed community cats living in their neighborhood. **Cat owners were also significantly more likely than dog owners to report helping care for community cats.**

Do you care for or feed community cats?	% Yes	% Smts	% Never	# Yes	# Smts	# Never
<b>Only one cat</b>	<b>46.2%</b>	<b>17.3%</b>	<b>36.5%</b>	<b>48</b>	<b>18</b>	<b>38</b>
<b>Only one dog</b>	<b>29.9%</b>	<b>4.0%</b>	<b>66.0%</b>	<b>60</b>	<b>8</b>	<b>133</b>
<b>Two or more cats</b>	<b>63.7%</b>	<b>8.0%</b>	<b>28.3%</b>	<b>72</b>	<b>9</b>	<b>32</b>
<b>Two or more dogs</b>	<b>32.3%</b>	<b>9.6%</b>	<b>58.1%</b>	<b>84</b>	<b>25</b>	<b>151</b>

**Owners of cats more likely to feed community cats**



Pet owners of multiple cats and dogs more are likely to prefer in-person educational opportunities, as opposed to online.

What would be the best way to offer behavioral help?	% In person	% Online	# In person	# Online
<b>Only one cat</b>	<b>40.8%</b>	<b>48.9%</b>	<b>29</b>	<b>22</b>
<b>Only one dog</b>	<b>46.1%</b>	<b>55.0%</b>	<b>77</b>	<b>44</b>
<b>Two or more cats</b>	<b>59.2%</b>	<b>51.1%</b>	<b>42</b>	<b>23</b>
<b>Two or more dogs</b>	<b>53.9%</b>	<b>45.0%</b>	<b>90</b>	<b>36</b>

### Pet owner household demographics

Information about the pet owner's household was collected to get an idea of the structure and makeup of Central City pet owners. The number of people living in a household was

How many people live in your household?	#	%
<b>Just me and my pets = 1</b>	<b>69</b>	<b>12.7</b>
<b>Two people live in my home = 2</b>	<b>108</b>	<b>19.9</b>
<b>Three people live in my home = 3</b>	<b>100</b>	<b>18.4</b>
<b>Four people live in my home = 4</b>	<b>127</b>	<b>23.3</b>
<b>Five or more people live in my home = 5+</b>	<b>140</b>	<b>25.7</b>
<b>TOTAL</b>	<b>544</b>	<b>100</b>

diverse. Of the 544 respondents who answered this question, about **half lived in a household of four or more members**. A quarter of survey respondents lived in a household of five or more people.

How many children live in the home?	#	%
<b>No children in the home = 0</b>	<b>240</b>	<b>44.7</b>
<b>One child lives in the home = 1</b>	<b>115</b>	<b>21.4</b>
<b>Two children live in the home = 2</b>	<b>104</b>	<b>19.4</b>
<b>Three children live in the home = 3</b>	<b>53</b>	<b>9.9</b>
<b>Four children live in the home = 4</b>	<b>12</b>	<b>2.2</b>
<b>Five or more children live in the home = 5+</b>	<b>13</b>	<b>2.4</b>
<b>TOTAL</b>	<b>537</b>	<b>100</b>

To get an idea of what household composition looks like, survey respondents were asked how many of the household members were children under the age of 18. Out of 537 respondents, nearly half

had no children in the household. Of those who did have children in the household (n=297), 38.7% had only one child in the home, 35.0% had two children in the home, 17.8% had three children in the home, and the remaining 5.1% had four or more children in the home.

The proportion of Central City pet owners who own or rent was nearly equal. Participants were also asked if they had access to the internet from their home or their phone.

Do you own or rent where you live?	#	%
<b>I own my home</b>	<b>260</b>	<b>48.1</b>
<b>I rent my home</b>	<b>267</b>	<b>49.4</b>
<b>I'm not sure</b>	<b>13</b>	<b>2.4</b>
<b>TOTAL</b>	<b>540</b>	<b>100</b>



Do you have access to the internet on your phone or at home?	#	%
<b>Yes, I can routinely access the internet</b>	<b>504</b>	<b>95.6</b>
<b>No, I cannot routinely access the internet</b>	<b>19</b>	<b>3.6</b>
<b>TOTAL</b>	<b>527</b>	<b>100</b>

Out of the 527 survey respondents who answered the question, the great majority (95.6%) answered that they did have access to the internet.

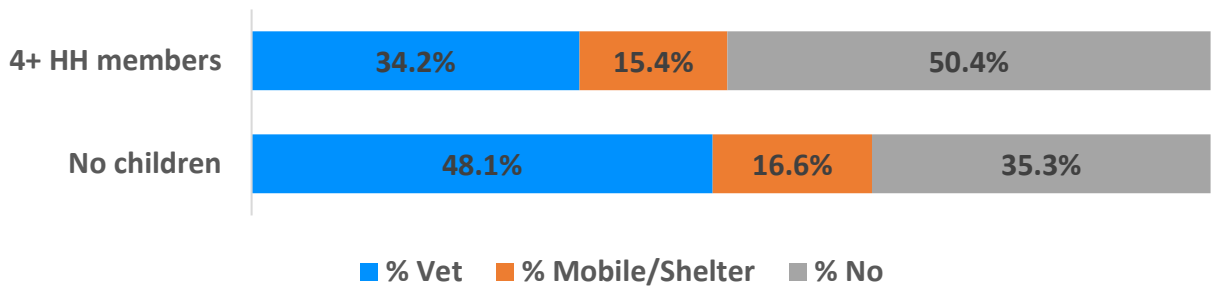
**Pet owner household demographic Cross Tabulations**

Cross tabulations were run to discover if there was a significant difference in reported dispositions for pet owners with four or members in the home, as well as for households with no children.

Households with four or more people were significantly less likely to have a usual source of veterinary care when compared to households with no children. Pet owners with no children in the home were also more likely to have a standard veterinarian as their usual source of care, opposed to having no usual source of care.

Do you have a usual source of care?	% Vet	% Mobile/ Shelter	% No	# Vet	# Mobile/ Shelter	# No
<b>4+ household members</b>	<b>34.2%</b>	<b>15.4%</b>	<b>50.4%</b>	<b>89</b>	<b>40</b>	<b>131</b>
<b>No children in home</b>	<b>48.1%</b>	<b>16.6%</b>	<b>35.3%</b>	<b>113</b>	<b>39</b>	<b>83</b>

**Larger households less likely to have a regular source of veterinary care**



Households with four or more people were significantly more likely to have trouble getting neuter/spay surgery, compared to households with no children.

Did you have trouble getting needed care?	% Vax	% Behavr	% Ntr/Spay	# Vax	# Behavr	# Ntr/Spay
<b>4+ household members</b>	<b>16.9%</b>	<b>4.2%</b>	<b>10.7%</b>	<b>92</b>	<b>23</b>	<b>58</b>
<b>No children in home</b>	<b>17.5%</b>	<b>5.4%</b>	<b>6.7%</b>	<b>94</b>	<b>29</b>	<b>36</b>

Households with four or more members were less likely to have their pets up-to-date on vaccinations, compared to households with no children.

Do you usually vaccinate your pets?	% Current	% Ever	% Never	# Current	# Ever	# Never
<b>4+ household members</b>	<b>60.4%</b>	<b>30.4%</b>	<b>9.1%</b>	<b>153</b>	<b>77</b>	<b>23</b>
<b>No children in home</b>	<b>70.3%</b>	<b>22.7%</b>	<b>7.0%</b>	<b>161</b>	<b>52</b>	<b>16</b>

Households with no children in the home were more likely to always keep their pets indoors when compared to households with four or more members.

Do your pets live indoors with you?	% Always	% Smts	% Never	# Always	# Smts	# Never
<b>4+ household members</b>	<b>74.6%</b>	<b>18.2%</b>	<b>7.2%</b>	<b>197</b>	<b>48</b>	<b>19</b>
<b>No children in home</b>	<b>87.2%</b>	<b>9.8%</b>	<b>3.0%</b>	<b>205</b>	<b>23</b>	<b>7</b>

There was no significant difference in the proportion of households with four or more members versus households with no children regarding feeding or caring for community cats.

Do you care for or feed community cats?	% Yes	% Smts	% Never	# Yes	# Smts	# Never
<b>4+ household members</b>	<b>33.8%</b>	<b>6.8%</b>	<b>59.3%</b>	<b>89</b>	<b>18</b>	<b>156</b>
<b>No children in home</b>	<b>37.8%</b>	<b>7.1%</b>	<b>55.0%</b>	<b>90</b>	<b>17</b>	<b>131</b>

Households of all compositions are likely to prefer in-person educational opportunities, as opposed to online.

What would be the best way to offer behavioral help?	% In person	% Online	# In person	# Online
<b>4+ household members</b>	<b>16.8%</b>	<b>9.3%</b>	<b>90</b>	<b>50</b>
<b>No children in home</b>	<b>17.9%</b>	<b>10.8%</b>	<b>96</b>	<b>58</b>

### Pet owner social demographics

Central City pet owners were able to respond to the survey in English or Spanish. Of the total 504 valid community member responses, slightly more than half were filled out in English.

Survey language	#	%
<b>English survey</b>	<b>321</b>	<b>52.3</b>
<b>Spanish survey</b>	<b>293</b>	<b>47.7</b>
<b>TOTAL</b>	<b>614</b>	<b>100</b>

Self-identified race	#	%
<b>American Indian/Native American</b>	<b>72</b>	<b>15.7</b>
<b>Asian/Asian American</b>	<b>23</b>	<b>5.0</b>
<b>Black/African American</b>	<b>22</b>	<b>4.8</b>
<b>Native Hawaiian/Pacific Islander</b>	<b>11</b>	<b>2.4</b>
<b>White</b>	<b>332</b>	<b>72.2</b>
TOTAL	460	100

The survey asked a series of questions about race and ethnicity. Participants were first asked to self-identify their race. There were 406 respondents who answered the question. **Nearly three-quarters of respondents self-identified as white.** There were a significant number of

respondents who self-identified as American Indian. Self-identification of being Hispanic or Latinx was asked in a separate question.

There were 518 respondents who answered the question about being Hispanic or Latinx. **Nearly a quarter of survey respondents self-identified as Hispanic or Latinx.** Persons who self-identified as Hispanic or Latinx were also asked whether they were first, second, or third generation immigrants.

Self-identified ethnicity	#	%
<b>Hispanic or Latinx</b>	<b>379</b>	<b>73.2</b>
<b>Not Hispanic/Latinx</b>	<b>139</b>	<b>26.8</b>
TOTAL	518	100

Generation	#	%
<b>First generation immigrant or permanent resident</b>	<b>144</b>	<b>48.3</b>
<b>Second generation American – my parents moved to the U.S.</b>	<b>99</b>	<b>33.2</b>
<b>Third generation – my family has been in the U.S. since my grandparents or longer</b>	<b>55</b>	<b>18.5</b>
TOTAL	298	100

Out of 298 valid responses, **nearly half of survey respondents described themselves as first generation immigrants or permanent residents.**

Survey respondents were asked about their gender. They were able to respond as female, male, or non-binary. Out of 539, **seven out of ten survey respondents were female.**

Gender	#	%
<b>Female</b>	<b>393</b>	<b>72.9</b>
<b>Male</b>	<b>143</b>	<b>26.5</b>
<b>Non-binary</b>	<b>3</b>	<b>0.6</b>
TOTAL	539	100

Age	#	%
<b>18 - 25</b>	<b>133</b>	<b>24.5</b>
<b>26 - 39</b>	<b>201</b>	<b>37.0</b>
<b>40 - 59</b>	<b>173</b>	<b>31.9</b>
<b>60 - 74</b>	<b>31</b>	<b>5.7</b>
<b>75 +</b>	<b>5</b>	<b>0.9</b>
TOTAL	543	100

Participants were asked about their age. The range and dispersion of age groups among survey respondents was diverse. **The most populous age group was 26 to 39 years.** Most respondents were under 60.

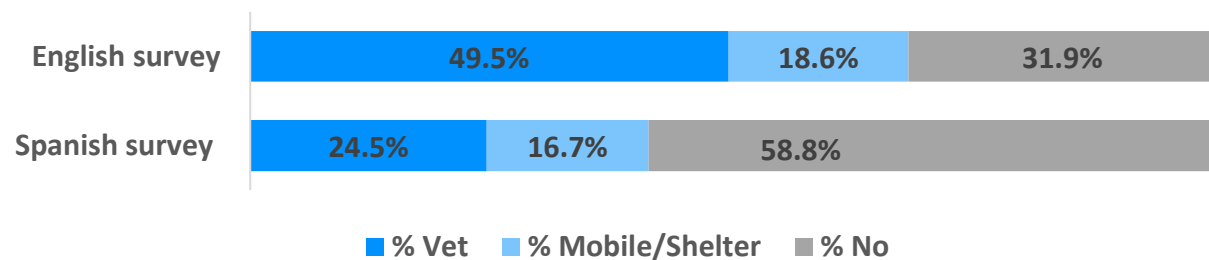
## Pet owner social demographics Cross Tabulations

Cross tabulations were analyzed to uncover disparities for pet owners with specific social demographic characteristics. The most significant differences were observed between the English language sample compared to the Spanish language sample. The most dramatic differences are visualized.

English language survey respondents were more likely than Spanish language survey respondents to have a regular source of care, and the results were statistically significant. Pet owners who self-identified as white, as Hispanic, and as first-generation Americans were significantly less likely to have a regular source of veterinary care with a standard veterinary office. Middle-age survey respondents are less likely to have any source of care.

Do you have a usual source of care?	% Vet	% Mobile/ Shelter	% No	# Vet	# Mobile/ Shelter	# No
<b>English survey</b>	<b>49.5%</b>	<b>18.6%</b>	<b>31.9%</b>	<b>146</b>	<b>55</b>	<b>94</b>
<b>Spanish survey</b>	<b>24.5%</b>	<b>16.7%</b>	<b>58.8%</b>	<b>63</b>	<b>43</b>	<b>151</b>
<b>Race - white</b>	<b>38.3%</b>	<b>17.9%</b>	<b>43.8%</b>	<b>124</b>	<b>58</b>	<b>142</b>
<b>Race - Am. Indian</b>	<b>57.1%</b>	<b>11.4%</b>	<b>31.4%</b>	<b>40</b>	<b>8</b>	<b>22</b>
<b>Race - Non-white</b>	<b>52.8%</b>	<b>21.6%</b>	<b>25.6%</b>	<b>66</b>	<b>27</b>	<b>32</b>
<b>Hispanic/Latinx</b>	<b>32.1%</b>	<b>15.2%</b>	<b>52.7%</b>	<b>118</b>	<b>56</b>	<b>194</b>
<b>First generation</b>	<b>34.3%</b>	<b>10.2%</b>	<b>55.5%</b>	<b>47</b>	<b>14</b>	<b>76</b>
<b>Female gender</b>	<b>36.9%</b>	<b>14.1%</b>	<b>49.1%</b>	<b>139</b>	<b>53</b>	<b>185</b>
<b>Early adult 18-25</b>	<b>37.9%</b>	<b>22.7%</b>	<b>37.9%</b>	<b>50</b>	<b>30</b>	<b>52</b>
<b>Young adult 26-39</b>	<b>41.3%</b>	<b>18.9%</b>	<b>40.0%</b>	<b>81</b>	<b>37</b>	<b>78</b>
<b>Middle age 40-59</b>	<b>33.3%</b>	<b>16.4%</b>	<b>50.3%</b>	<b>55</b>	<b>27</b>	<b>83</b>

English language survey respondents more likely to have a regular source of veterinary care



English survey respondents were more likely to report not being able to get vaccinations they needed for their animal. **American Indians in Central City** were more likely to report challenges **getting vaccinations** their pet needed compared to white respondents. Persons 26 to 39 were more likely to report obstacles getting needed vaccinations than respondents 18 to 25.

Did you have trouble getting needed care?	% Vax	% Behavr	% Ntr/Spay	# Vax	# Behavr	# Ntr/Spay
<b>English survey</b>	<b>34.6%</b>	<b>9.3%</b>	<b>16.5%</b>	<b>111</b>	<b>37</b>	<b>53</b>
<b>Spanish survey</b>	<b>30.0%</b>	<b>7.8%</b>	<b>15.4%</b>	<b>79</b>	<b>23</b>	<b>45</b>
<b>Race - white</b>	<b>31.0%</b>	<b>9.9%</b>	<b>17.5%</b>	<b>103</b>	<b>33</b>	<b>58</b>
<b>Race - Am. Indian</b>	<b>44.4%</b>	<b>11.4%</b>	<b>8.6%</b>	<b>32</b>	<b>8</b>	<b>6</b>
<b>Race - Non-white</b>	<b>37.5%</b>	<b>12.5%</b>	<b>11.7%</b>	<b>48</b>	<b>16</b>	<b>15</b>
<b>Hispanic/Latinx</b>	<b>32.8%</b>	<b>8.4%</b>	<b>14.3%</b>	<b>101</b>	<b>26</b>	<b>44</b>
<b>First generation</b>	<b>31.4%</b>	<b>7.4%</b>	<b>16.5%</b>	<b>38</b>	<b>9</b>	<b>20</b>
<b>Female gender</b>	<b>33.1%</b>	<b>9.9%</b>	<b>16.7%</b>	<b>107</b>	<b>32</b>	<b>54</b>
<b>Early adult 18-25</b>	<b>25.9%</b>	<b>13.4%</b>	<b>12.5%</b>	<b>29</b>	<b>15</b>	<b>14</b>
<b>Young adult 26-39</b>	<b>36.2%</b>	<b>13.8%</b>	<b>17.8%</b>	<b>63</b>	<b>24</b>	<b>31</b>
<b>Middle age 40-59</b>	<b>32.1%</b>	<b>4.3%</b>	<b>17.1%</b>	<b>45</b>	<b>6</b>	<b>24</b>

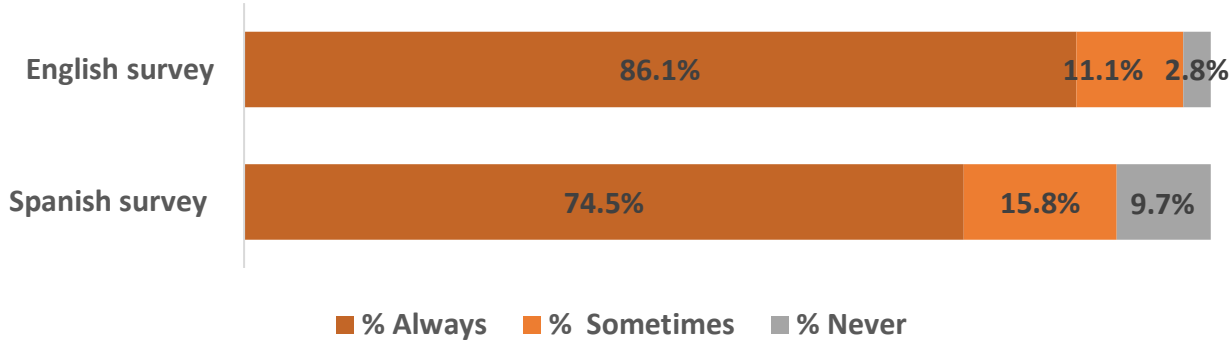
English language survey respondents were more likely to report being up to date with their pet's vaccinations, and Spanish language respondents were more likely to report they had never vaccinated their pet. Self-reported white respondents were more likely to be current on their vaccinations than Hispanic/Latinx respondents. (Note, there is a significant overlap between the groups.)

Do you usually vaccinate your pets?	% Current	% Ever	% Never	# Current	# Ever	# Never
<b>English survey</b>	<b>63.5%</b>	<b>28.8%</b>	<b>4.9%</b>	<b>183</b>	<b>83</b>	<b>14</b>
<b>Spanish survey</b>	<b>53.5%</b>	<b>27.9%</b>	<b>12.8%</b>	<b>138</b>	<b>72</b>	<b>33</b>
<b>Race - white</b>	<b>62.0%</b>	<b>25.3%</b>	<b>7.5%</b>	<b>206</b>	<b>84</b>	<b>25</b>
<b>Race - Am. Indian</b>	<b>59.7%</b>	<b>34.7%</b>	<b>4.2%</b>	<b>43</b>	<b>25</b>	<b>3</b>
<b>Race - Non-white</b>	<b>64.0%</b>	<b>32.8%</b>	<b>2.3%</b>	<b>82</b>	<b>42</b>	<b>3</b>
<b>Hispanic/Latinx</b>	<b>53.3%</b>	<b>33.5%</b>	<b>8.2%</b>	<b>202</b>	<b>127</b>	<b>31</b>
<b>First generation</b>	<b>57.6%</b>	<b>34.7%</b>	<b>4.2%</b>	<b>83</b>	<b>50</b>	<b>6</b>
<b>Female gender</b>	<b>58.1%</b>	<b>28.4%</b>	<b>9.5%</b>	<b>227</b>	<b>111</b>	<b>37</b>
<b>Early adult 18-25</b>	<b>56.5%</b>	<b>29.8%</b>	<b>8.4%</b>	<b>74</b>	<b>39</b>	<b>11</b>
<b>Young adult 26-39</b>	<b>61.7%</b>	<b>28.4%</b>	<b>7.0%</b>	<b>124</b>	<b>57</b>	<b>14</b>
<b>Middle age 40-59</b>	<b>57.2%</b>	<b>26.6%</b>	<b>11.0%</b>	<b>99</b>	<b>46</b>	<b>19</b>

English language survey respondents were more likely to allow their pet to live indoors all the time, while Spanish language respondents were more likely to never allow their pet in the house. Non-Hispanic respondents were significantly more likely to allow their pet to always live indoors (90.2% of 132).

Do your pets live indoors with you?	% Always	% Smts	% Never	# Always	# Smts	# Never
<b>English survey</b>	<b>86.1%</b>	<b>11.1%</b>	<b>2.8%</b>	<b>247</b>	<b>32</b>	<b>8</b>
<b>Spanish survey</b>	<b>74.5%</b>	<b>15.8%</b>	<b>9.7%</b>	<b>184</b>	<b>39</b>	<b>24</b>
<b>Race - white</b>	<b>76.1%</b>	<b>16.5%</b>	<b>7.3%</b>	<b>249</b>	<b>54</b>	<b>24</b>
<b>Race - Am. Indian</b>	<b>88.9%</b>	<b>6.9%</b>	<b>4.2%</b>	<b>64</b>	<b>5</b>	<b>3</b>
<b>Race - Non-white</b>	<b>88.7%</b>	<b>8.1%</b>	<b>3.2%</b>	<b>110</b>	<b>10</b>	<b>4</b>
<b>Hispanic/Latinx</b>	<b>78.0%</b>	<b>14.5%</b>	<b>7.5%</b>	<b>291</b>	<b>54</b>	<b>28</b>
<b>First generation</b>	<b>80.0%</b>	<b>11.4%</b>	<b>8.6%</b>	<b>112</b>	<b>16</b>	<b>12</b>
<b>Female gender</b>	<b>81.8%</b>	<b>13.2%</b>	<b>4.9%</b>	<b>315</b>	<b>51</b>	<b>19</b>
<b>Early adult 18-25</b>	<b>82.7%</b>	<b>9.4%</b>	<b>7.9%</b>	<b>105</b>	<b>12</b>	<b>10</b>
<b>Young adult 26-39</b>	<b>83.6%</b>	<b>11.9%</b>	<b>4.5%</b>	<b>168</b>	<b>24</b>	<b>9</b>
<b>Middle age 40-59</b>	<b>77.2%</b>	<b>15.6%</b>	<b>7.2%</b>	<b>129</b>	<b>26</b>	<b>12</b>

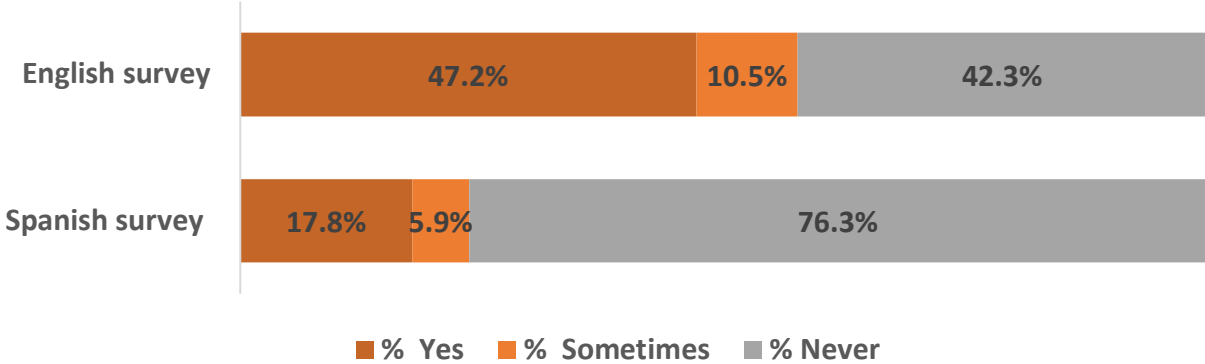
English language survey respondents more to allow their pets to live indoors full time



English language survey respondents were far more likely to care for or feed community cats compared to Spanish language survey respondents. Non-Hispanic survey respondents were significantly more likely to report caring for and feeding community cats (57.7% of 137). Male pet owners were more likely to report caring for and feeding community cats (48.3% of 143). Respondents age 40 to 59 were least likely to feed or care for community cats.

Do you care for or feed community cats?	% Yes	% Smts	% Never	# Yes	# Smts	# Never
<b>English survey</b>	<b>47.2%</b>	<b>10.5%</b>	<b>42.3%</b>	<b>135</b>	<b>30</b>	<b>121</b>
<b>Spanish survey</b>	<b>17.8%</b>	<b>5.9%</b>	<b>76.3%</b>	<b>45</b>	<b>15</b>	<b>193</b>
<b>Race - white</b>	<b>34.4%</b>	<b>7.9%</b>	<b>57.7%</b>	<b>104</b>	<b>27</b>	<b>197</b>
<b>Race - Am. Indian</b>	<b>48.4%</b>	<b>6.5%</b>	<b>45.2%</b>	<b>31</b>	<b>4</b>	<b>35</b>
<b>Race - Non-white</b>	<b>45.2%</b>	<b>9.5%</b>	<b>45.2%</b>	<b>57</b>	<b>12</b>	<b>57</b>
<b>Hispanic/Latinx</b>	<b>26.0%</b>	<b>7.0%</b>	<b>67.0%</b>	<b>97</b>	<b>26</b>	<b>250</b>
<b>First generation</b>	<b>24.3%</b>	<b>8.3%</b>	<b>67.4%</b>	<b>35</b>	<b>12</b>	<b>97</b>
<b>Female gender</b>	<b>28.6%</b>	<b>9.6%</b>	<b>61.8%</b>	<b>110</b>	<b>37</b>	<b>238</b>
<b>Early adult 18-25</b>	<b>35.6%</b>	<b>6.2%</b>	<b>58.1%</b>	<b>46</b>	<b>8</b>	<b>75</b>
<b>Young adult 26-39</b>	<b>41.1%</b>	<b>10.7%</b>	<b>48.2%</b>	<b>81</b>	<b>21</b>	<b>95</b>
<b>Middle age 40-59</b>	<b>26.0%</b>	<b>8.7%</b>	<b>65.3%</b>	<b>45</b>	<b>15</b>	<b>113</b>

English language survey respondents more likely to feed community cats



English speaking survey respondents were more likely to elect community education in any location. Respondents of all noted demographic groups would prefer in-person to online education. Respondents between age 18 to 25 were significantly more likely to request behavioral help through any platform.

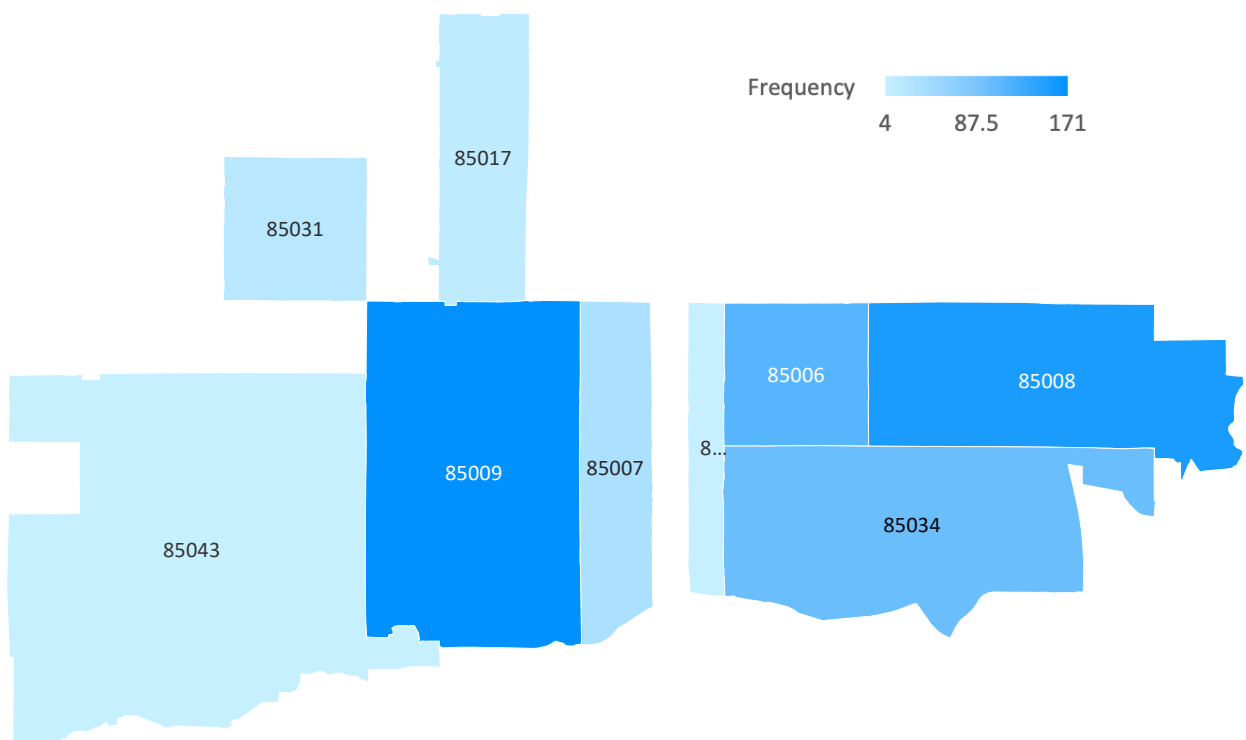
What would be the best way to offer behavioral help?	% In person	% Online	# In person	# Online
<b>English survey</b>	<b>37.1%</b>	<b>21.8%</b>	<b>119</b>	<b>70</b>
<b>Spanish survey</b>	<b>24.9%</b>	<b>11.3%</b>	<b>73</b>	<b>33</b>
<b>Race - white</b>	<b>33.1%</b>	<b>20.8%</b>	<b>110</b>	<b>69</b>
<b>Race - Am. Indian</b>	<b>51.3%</b>	<b>15.3%</b>	<b>37</b>	<b>11</b>
<b>Race - Non-white Hispanic/Latinx</b>	<b>41.4%</b>	<b>18.0%</b>	<b>53</b>	<b>23</b>
<b>Hispanic/Latinx</b>	<b>34.8%</b>	<b>16.4%</b>	<b>132</b>	<b>62</b>
<b>First generation</b>	<b>33.3%</b>	<b>14.6%</b>	<b>48</b>	<b>21</b>
<b>Female gender</b>	<b>38.9%</b>	<b>17.8%</b>	<b>153</b>	<b>70</b>
<b>Early adult 18-25</b>	<b>42.9%</b>	<b>26.3%</b>	<b>57</b>	<b>35</b>
<b>Young adult 26-39</b>	<b>36.3%</b>	<b>16.4%</b>	<b>73</b>	<b>33</b>
<b>Middle age 40-59</b>	<b>27.7%</b>	<b>18.5%</b>	<b>48</b>	<b>32</b>

### Pet owner geographic location

Respondents were recruited through specific zip codes, and all survey respondents were from Central City Phoenix. **Over half of survey participants lived in 85008 or 85009.** Most respondents (87.5%) lived in one of the four project target zip codes: 85006, 85008, 85009, and 85034. This was a required question, answered by 100% of participants (n=614).

Zip code	#	%
<b>85004</b>	<b>5</b>	<b>0.8</b>
<b>85006</b>	<b>113</b>	<b>18.4</b>
<b>85007</b>	<b>35</b>	<b>5.7</b>
<b>85008</b>	<b>154</b>	<b>25.1</b>
<b>85009</b>	<b>171</b>	<b>27.9</b>
<b>85017</b>	<b>13</b>	<b>2.1</b>
<b>85031</b>	<b>20</b>	<b>3.3</b>
<b>85034</b>	<b>99</b>	<b>16.1</b>
<b>85043</b>	<b>4</b>	<b>0.7</b>
<b>TOTAL</b>	<b>614</b>	<b>100</b>

Origin of Participants heat map by zip code





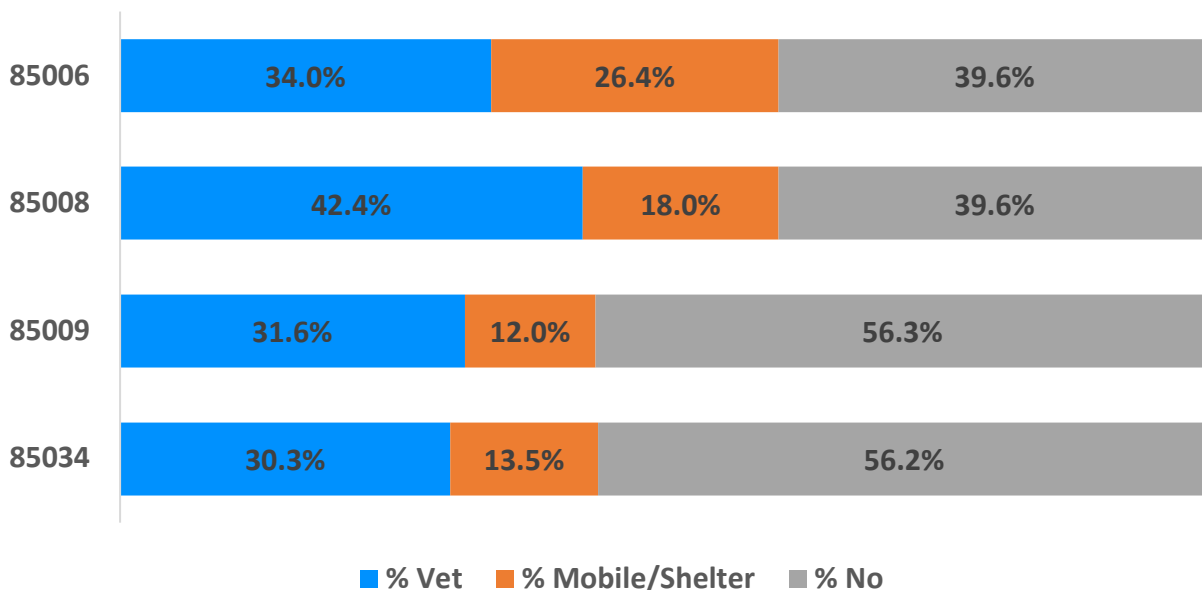
### Pet owner geographic location Cross Tabulations

Cross tabulations were run to discover if there was a disparity in outcomes for pets living in the project’s target zip codes.

Respondents living in the zip code 85008 are significantly more likely to report a regular veterinarian as a usual source of care when compared to respondents from 85009 and 85034. Residents in 85009 and 85034 are significantly less likely to have a usual source of care compared to all other zip codes. Residents in 85006 are most likely to report using a mobile clinic or shelter services compared to all other zip codes.

Do you have a usual source of care?	% Vet	% Mobile/ Shelter	% No	# Vet	# Mobile/ Shelter	# No
85006	34.0%	26.4%	39.6%	36	28	42
85008	42.4%	18.0%	39.6%	59	25	55
85009	31.6%	12.0%	56.3%	50	19	89
85034	30.3%	13.5%	56.2%	27	12	50

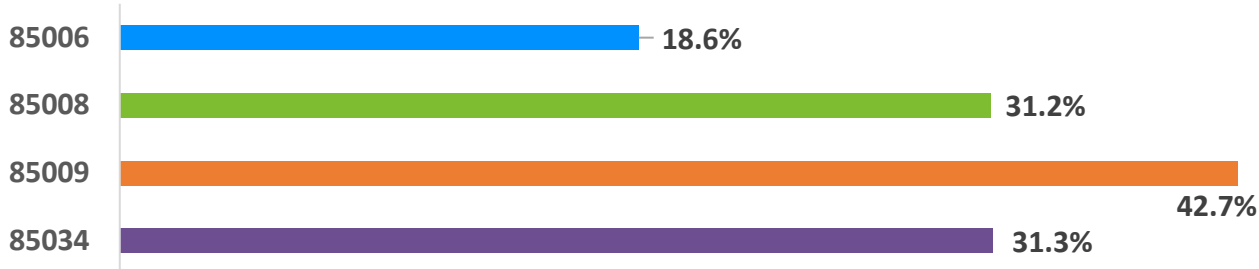
Residents of 85008 more likely to have a regular source of veterinary care



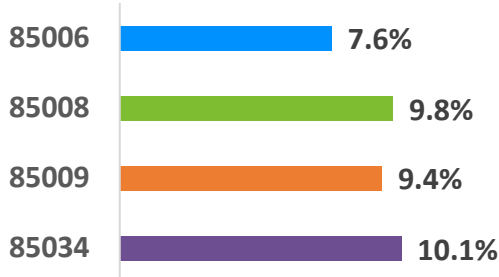
Residents in 85009 are significantly more likely to report difficulty getting vaccinations and spay/neuter surgery when they needed it compared to all other target zip codes.

Did you have trouble getting needed care?	% Vax	% Behavr	% Ntr/Spay	# Vax	# Behavr	# Ntr/Spay
85006	18.6%	8.0%	9.7%	21	9	11
85008	31.2%	12.3%	14.3%	48	19	22
85009	42.7%	10.4%	22.2%	73	16	38
85034	31.3%	10.1%	20.2%	31	10	20

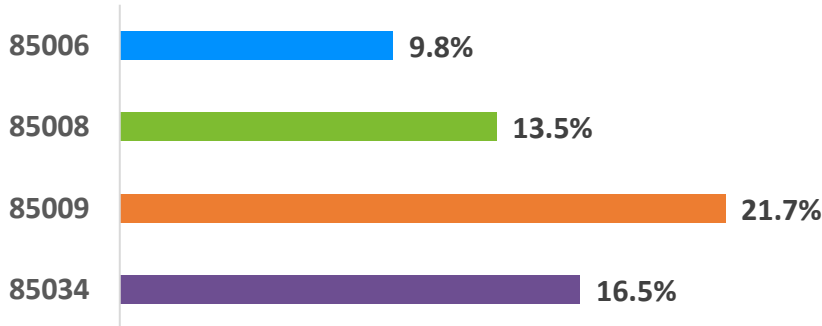
**Trouble getting vaccines**



**Trouble getting behavioral support**



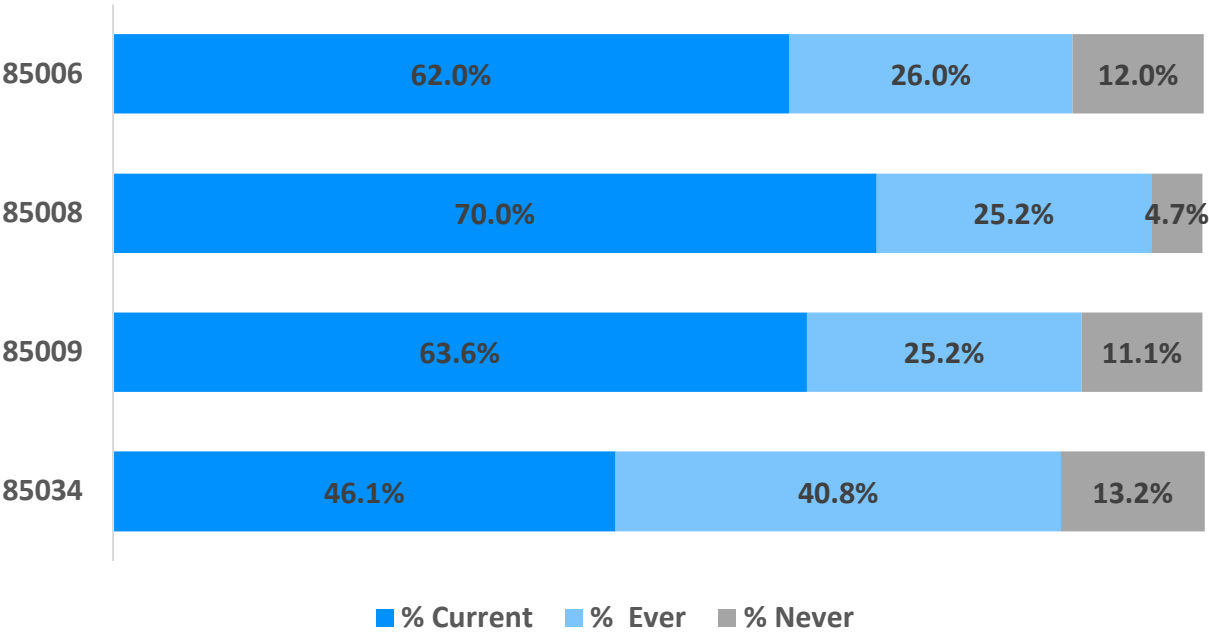
**Trouble getting neuter/spay surgery**



Residents in 85034 were least likely to have their pets up to date on recommended vaccinations.

Do you usually vaccinate your pets?	% Current	% Ever	% Never	# Current	# Ever	# Never
85006	62.0%	26.0%	12.0%	62	26	12
85008	70.0%	25.2%	4.7%	89	32	6
85009	63.6%	25.2%	11.1%	91	36	16
85034	46.1%	40.8%	13.2%	35	31	10

Residents of 85034 less likely to be up to date on vaccinations



There was no statistically significant difference for any geographic zip code regarding whether pet owners keep their animals inside the home full time, part time, or never.

Do your pets live indoors with you?	% Always	% Smts	% Never	# Always	# Smts	# Never
85006	83.5%	7.8%	8.3%	86	8	9
85008	81.7%	13.0%	5.3%	107	17	7
85009	77.4%	17.9%	4.6%	117	27	7
85034	77.0%	14.9%	8.0%	67	13	7

Residents in 85009 are significantly more likely to feed community cats.

Do you care for or feed community cats?	% Yes	% Smts	% Never	# Yes	# Smts	# Never
<b>85006</b>	<b>31.4%</b>	<b>6.9%</b>	<b>63.7%</b>	<b>32</b>	<b>7</b>	<b>65</b>
<b>85008</b>	<b>25.8%</b>	<b>7.6%</b>	<b>66.7%</b>	<b>34</b>	<b>10</b>	<b>88</b>
<b>85009</b>	<b>37.5%</b>	<b>7.2%</b>	<b>55.3%</b>	<b>57</b>	<b>11</b>	<b>84</b>
<b>85034</b>	<b>24.7%</b>	<b>5.6%</b>	<b>69.7%</b>	<b>22</b>	<b>5</b>	<b>62</b>

Pet owners in 85034 are significantly less likely to request in person support. Respondents from 85034 are more likely than residents in 85006 and 85009 to elect online support. Survey respondents who live in 85034 do not have a preference between online and in-person opportunities. Participants in 85006, 85007, and 85009 prefer in-person to online education.

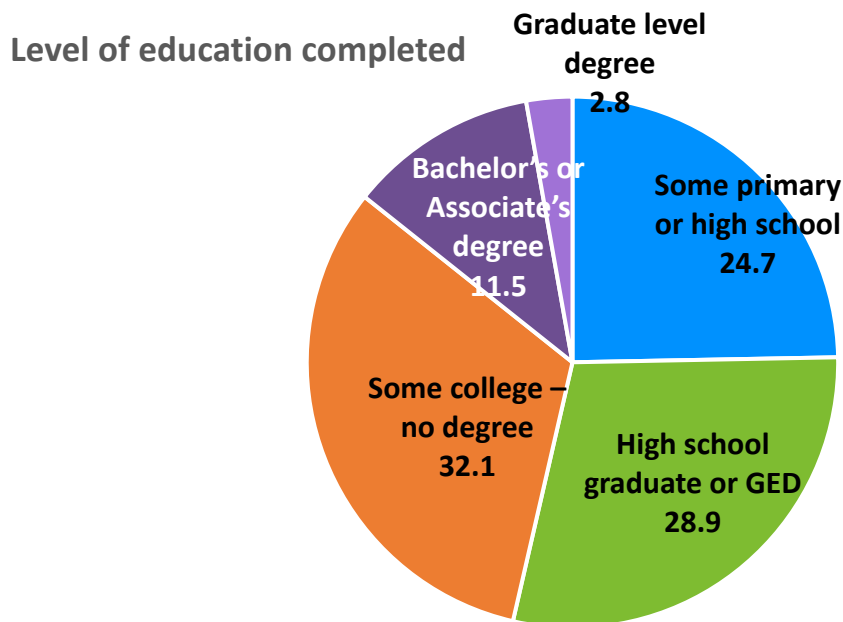
What would be the best way to offer behavioral help?	% In person	% Online	# In person	# Online
<b>85006</b>	<b>31.9%</b>	<b>12.4%</b>	<b>36</b>	<b>14</b>
<b>85008</b>	<b>37.0%</b>	<b>19.5%</b>	<b>57</b>	<b>30</b>
<b>85009</b>	<b>33.9%</b>	<b>11.7%</b>	<b>58</b>	<b>20</b>
<b>85034</b>	<b>22.2%</b>	<b>22.2%</b>	<b>22</b>	<b>22</b>

### Pet owner economic demographics

A series of demographic questions specific to respondents' economic situations were asked. Participants were permitted to skip any question they did not wish to answer.

Most survey respondents were high school graduates. About one in five survey respondents did not graduate high school. About a third of respondents attended some college but did not earn a degree. About 15% of respondents had a college or graduate level degree.

Level of education	#	%
<b>Some primary or high school</b>	<b>131</b>	<b>24.7</b>
<b>High school graduate or GED</b>	<b>153</b>	<b>28.9</b>
<b>Some college – no degree</b>	<b>170</b>	<b>32.1</b>
<b>Bachelor's or Associate's degree</b>	<b>61</b>	<b>11.5</b>
<b>Graduate level degree</b>	<b>15</b>	<b>2.8</b>
TOTAL	530	100



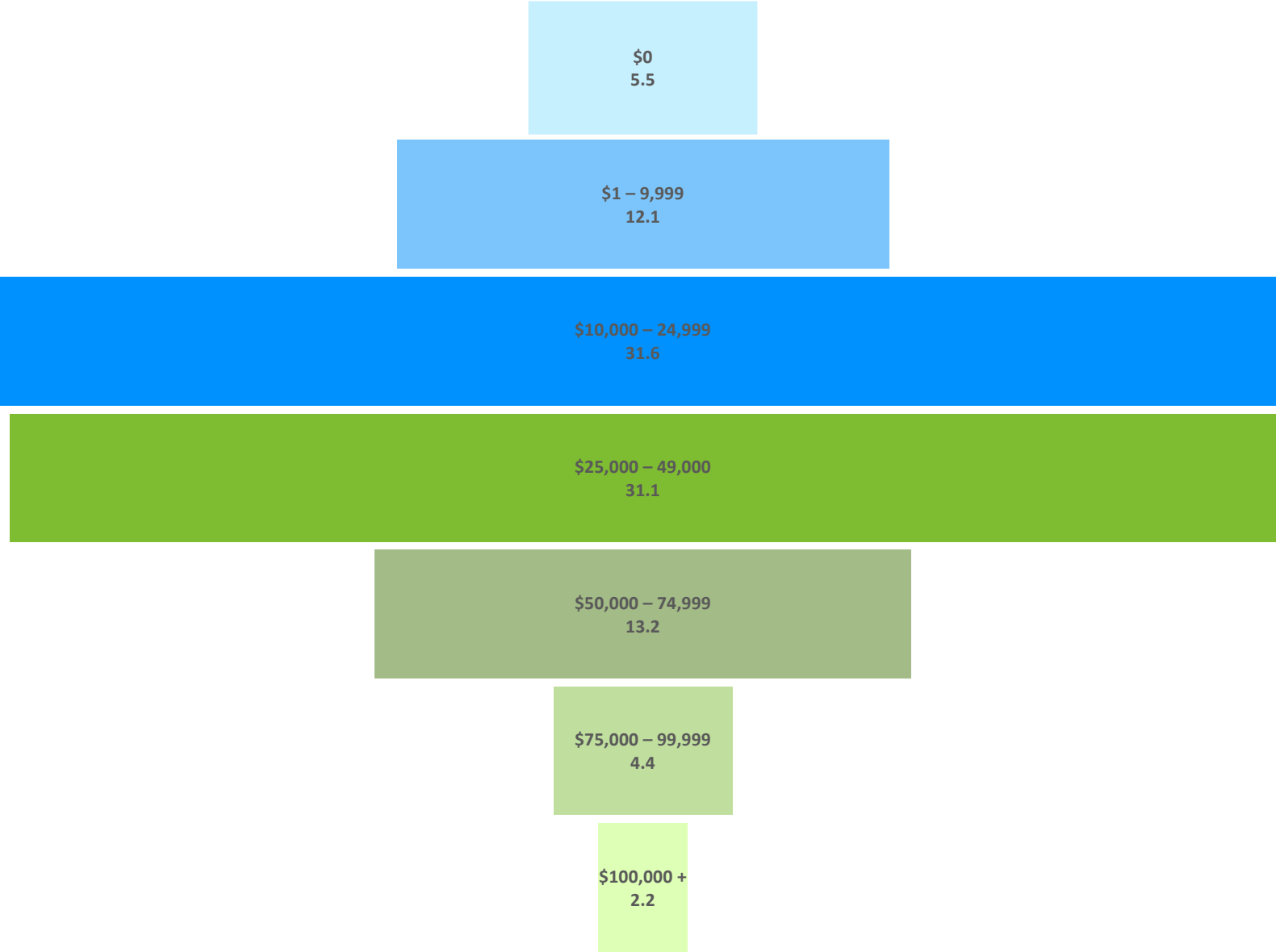
Of those who disclosed their marital/cohabitation status (n=530), six in ten were married or living with a partner, and four out of ten were single (never married, divorced, widowed, or separated).

About two thirds of survey respondents earned between \$10,000 and \$49,000 annually. **Eight out of ten** survey respondents earned less than \$50,000 per year.

Annual income	#	%
\$0	25	5.5
\$1 – 9,999	55	12.1
\$10,000 – 24,999	144	31.6
\$25,000 – 49,000	142	31.1
\$50,000 – 74,999	60	13.2
\$75,000 – 99,999	20	4.4
\$100,000 +	10	2.2
TOTAL	456	100

About two thirds of survey respondents earned between \$10,000 and \$49,000 annually. **Eight out of ten** survey respondents earned less than \$50,000 per year.

Annual income earned



Participants were asked whether they ever have trouble paying for their household’s basic needs, such as food, rent or mortgage, or medical care. This question was asked because income level is not always a sound predictor of financial stability or need. The proportion that answered they do struggle and they do not struggle was about equal.

Do you ever struggle to pay for basic needs?	#	%
<b>Yes</b>	<b>253</b>	<b>44.7</b>
<b>No</b>	<b>253</b>	<b>44.7</b>
<b>I’m not sure</b>	<b>24</b>	<b>4.5</b>
<b>TOTAL</b>	<b>530</b>	<b>100</b>

Do you have health insurance?	#	%
<b>Yes</b>	<b>342</b>	<b>62.9</b>
<b>No</b>	<b>184</b>	<b>33.8</b>
<b>I’m not sure</b>	<b>18</b>	<b>3.3</b>
<b>TOTAL</b>	<b>544</b>	<b>100</b>

Finally, participants were asked if they had health insurance. Out of 544 responses, nearly two thirds had health insurance, and **one third did not have health insurance.**

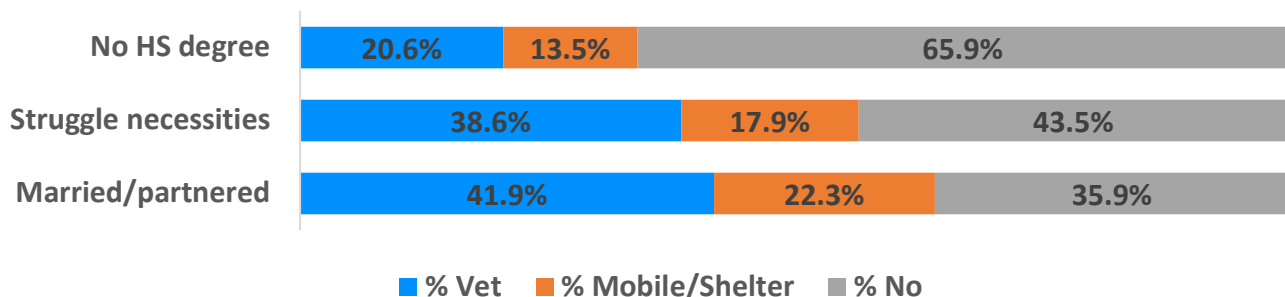
### Pet owner economic demographics Cross Tabulations

Cross tabulations were run to uncover whether economic disadvantages and advantages result in a demonstrable difference in outcomes for Central City pet owners.

**Respondents without a high school degree were significantly more likely to report going without a usual source of care.** Married people were less likely to report going without a regular source of care. Married or cohabiting people were also more likely to report using a mobile vet or shelter medical services.

Do you have a usual source of care?	% Vet	% Mobile/ Shelter	% No	# Vet	# Mobile/ Shelter	# No
<b>No HS degree</b>	<b>20.6%</b>	<b>13.5%</b>	<b>65.9%</b>	<b>26</b>	<b>17</b>	<b>83</b>
<b>Struggle necessities</b>	<b>38.6%</b>	<b>17.9%</b>	<b>43.5%</b>	<b>95</b>	<b>44</b>	<b>107</b>
<b>Married/partnered</b>	<b>41.9%</b>	<b>22.3%</b>	<b>35.9%</b>	<b>126</b>	<b>67</b>	<b>108</b>

**Respondents without a high school degree less likely to have a regular source of veterinary care**



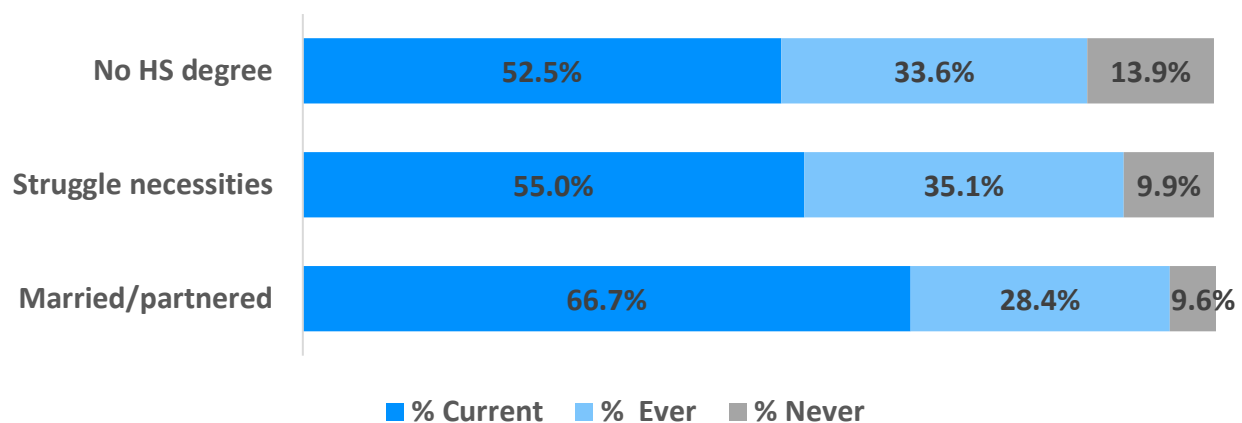
Persons who struggle to pay for basic necessities were more likely to report having trouble finding vaccination services for their pets. Persons who did not graduate high school were less likely to report inability to find behavioral support services for their pets when they needed them.

Did you have trouble getting needed care?	% Vax	% Behavr	% Ntr/Spay	# Vax	# Behavr	# Ntr/Spay
<b>No HS degree</b>	<b>35.9%</b>	<b>4.6%</b>	<b>19.4%</b>	<b>47</b>	<b>6</b>	<b>25</b>
<b>Struggle necessities</b>	<b>47.0%</b>	<b>11.1%</b>	<b>19.0%</b>	<b>119</b>	<b>28</b>	<b>48</b>
<b>Married/partnered</b>	<b>32.4%</b>	<b>8.7%</b>	<b>18.9%</b>	<b>101</b>	<b>27</b>	<b>59</b>

Married and cohabiting persons were more likely to have their pets' vaccinations up to date. Persons with no high school degree were more likely to have never gotten their pets any vaccinations.

Do you usually vaccinate your pets?	% Current	% Ever	% Never	# Current	# Ever	# Never
<b>No HS degree</b>	<b>52.5%</b>	<b>33.6%</b>	<b>13.9%</b>	<b>64</b>	<b>41</b>	<b>17</b>
<b>Struggle necessities</b>	<b>55.0%</b>	<b>35.1%</b>	<b>9.9%</b>	<b>133</b>	<b>85</b>	<b>24</b>
<b>Married/partnered</b>	<b>66.7%</b>	<b>28.4%</b>	<b>9.6%</b>	<b>202</b>	<b>86</b>	<b>29</b>

**People who are married or in domestic partnerships more likely to be up to date on vaccinations**



Persons who struggle to pay for basic necessities were most likely to allow their pet to live indoors with them all the time.

Do your pets live indoors with you?	% Always	% Smts	% Never	# Always	# Smts	# Never
<b>No HS degree</b>	<b>74.2%</b>	<b>17.2%</b>	<b>8.6%</b>	<b>95</b>	<b>22</b>	<b>11</b>
<b>Struggle necessities</b>	<b>83.6%</b>	<b>10.4%</b>	<b>6.0%</b>	<b>209</b>	<b>26</b>	<b>15</b>
<b>Married/partnered</b>	<b>79.8%</b>	<b>13.9%</b>	<b>6.3%</b>	<b>241</b>	<b>42</b>	<b>19</b>



Persons with no high school degree were less likely to feed or care for community cats.

Do you care for or feed community cats?	%	%	%	#	#	#
	Yes	Smts	Never	Yes	Smts	Never
<b>No HS degree</b>	<b>21.7%</b>	<b>4.7%</b>	<b>73.6%</b>	<b>28</b>	<b>6</b>	<b>95</b>
<b>Struggle necessities</b>	<b>41.4%</b>	<b>6.8%</b>	<b>51.8%</b>	<b>104</b>	<b>17</b>	<b>130</b>
<b>Married/partnered</b>	<b>38.2%</b>	<b>8.2%</b>	<b>53.4%</b>	<b>117</b>	<b>25</b>	<b>164</b>

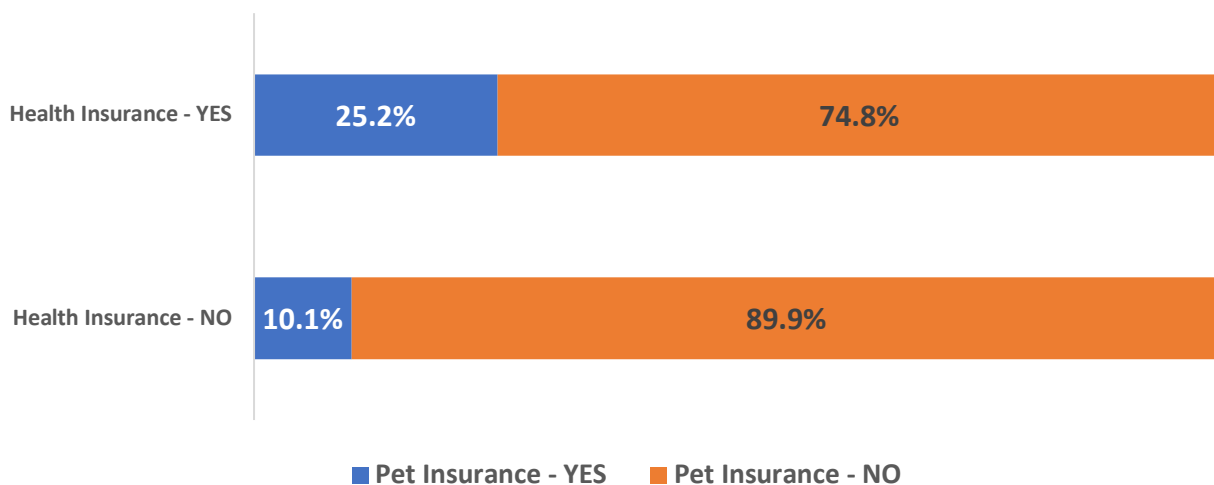
Survey respondents from all economic demographic groups prefer in-person education to online.

What would be the best way to offer behavioral help?	% In person	% Online	# In person	# Online
	<b>No HS degree</b>	<b>23.7%</b>	<b>8.4%</b>	<b>31</b>
<b>Struggle necessities</b>	<b>35.2%</b>	<b>24.1%</b>	<b>89</b>	<b>61</b>
<b>Married/partnered</b>	<b>33.3%</b>	<b>17.6%</b>	<b>104</b>	<b>55</b>

Most survey respondents did not have pet insurance or health insurance. Out of 516 complete responses, respondents with health insurance were more likely to have pet insurance.

	Pet Insurance - YES	Pet Insurance - NO
Health Insurance - YES	<b>85</b>	<b>252</b>
Health Insurance - NO	<b>18</b>	<b>161</b>

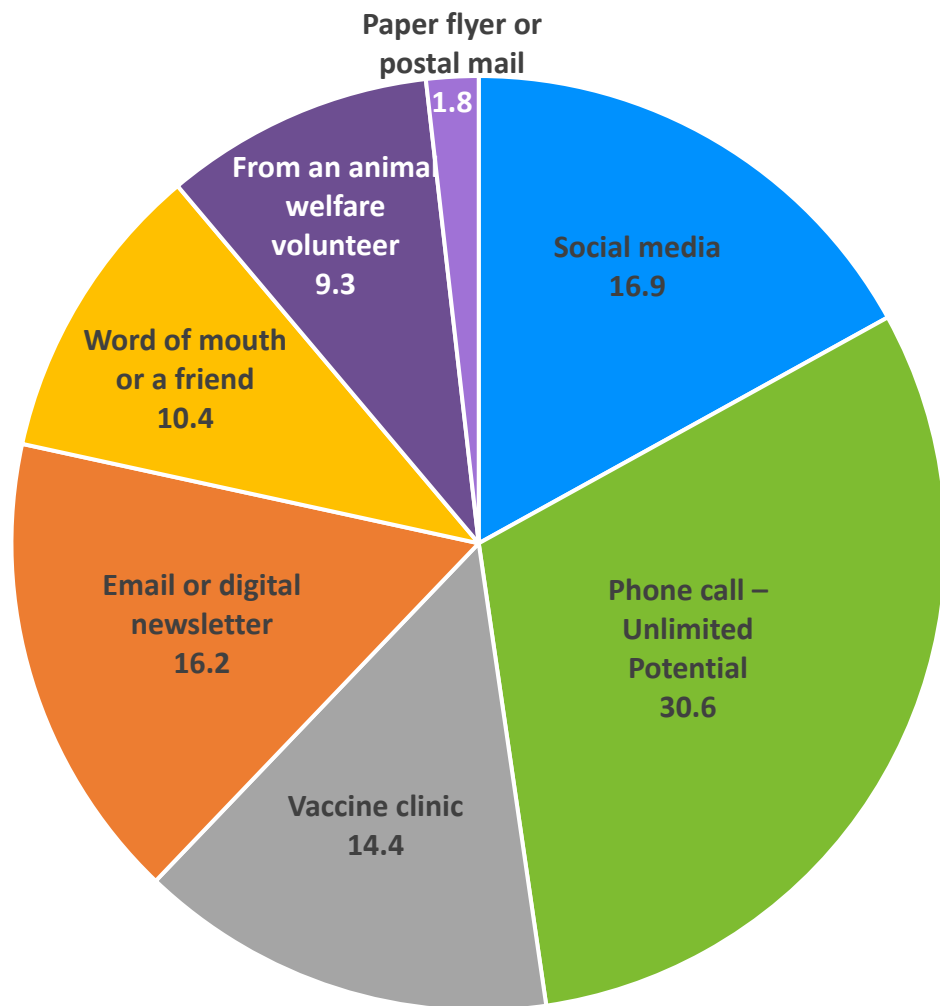
**Pet owners with their own health insurance more likely to purchase pet health insurance**



### How did you hear about this survey?

At the end of the survey, respondents were asked about how they found the survey. Nearly a third of responses came from Unlimited Potential. Social media and email lists were other effective distribution methods.


Where did you learn about this survey?	#	%
<b>Phone call – Unlimited Potential</b>	<b>185</b>	<b>30.6</b>
<b>Social media</b>	<b>102</b>	<b>16.9</b>
<b>Email or digital newsletter</b>	<b>101</b>	<b>16.2</b>
<b>Vaccine clinic</b>	<b>87</b>	<b>14.4</b>
<b>Word of mouth or a friend</b>	<b>63</b>	<b>10.4</b>
<b>From an animal welfare volunteer</b>	<b>56</b>	<b>9.3</b>
<b>Paper flyer</b>	<b>6</b>	<b>1.0</b>
<b>Postal mail</b>	<b>5</b>	<b>0.8</b>
<b>TOTAL</b>	<b>605</b>	<b>100</b>





## Survey Insights


This project was the first evaluation of its kind to explore pet owner needs in an urban, predominantly Latinx community. There were several themes that emerged from exploration of the data.

### Data highlights


 **Vaccines** for Central City pets were the most reported need among pet owner respondents - **57% of respondents indicated they encountered obstacles getting vaccinations** they needed. Four out of ten respondents reported that their animal was not up to date on their recommended vaccinations or had never been vaccinated at all. **Owning multiple cats or dogs** made it **less likely** that animals were **up to date** on their recommended **immunization schedule**. **Spanish language** survey respondents were **less likely** to report **ever having vaccinated their pets**. **Married and cohabiting** persons were **more likely** to have their pets' immunizations up to date.


 Other frequently reported needs were **spay and neuter surgery (26%), heartworm, flea, and tick prevention (23%),** treatment for an **illness or injury (23%), dental care (21%),** and **advice** about how to best care for their pet (18%).


 The most reported reason for not getting the needed veterinary care for their animal was **not having the money (58%),** followed by not knowing where to go for care (26%). When asked what level **copay** would be feasible for survey respondents, the most reported selection (26-31%) was **between \$11 and \$25**. Another proportion of respondents (16-23%) were willing to pay up to \$50 for annual exams, dental care, emergency care, treatment for an illness or injury, preventative medications, and spay or neuter surgery. About **half of respondents reported behavioral support** for toileting, scratching, barking, or biting as well as **financial support for vet visits and pet medications would help families considering surrender** to keep animals in their home.


 The greatest **disparity among** Central City pet owners was observed between **English language** survey respondents and **Spanish language** survey respondents. This difference was more pervasive than the observable differences between racial groups, Hispanic/Latinx ethnicity, and generational status. Spanish language survey respondents were **less likely to have a regular source of veterinary care and more likely to rely on shelter-based or mobile veterinary care**. English language survey respondents were more likely to request behavioral help, regardless of whether it is online or in-person. **Over half of Central City pet owner participants indicated a preference for veterinary services in Spanish,** regardless of whether it is care provided in Spanish or through a professional translator.

 Survey **respondents were majority dog owners** (more than four out of five respondents), therefore the survey is largely from the perspective of dog owners' needs. About two in five respondents were cat owners.

 Two thirds of survey respondents earned between **\$10,000 and \$49,000 per year** in a household of **four or more people** and typically owned **one to three** pets. Half of respondents shared that they **routinely struggle to pay for basic needs**, such as paying for rent, food, or medical care.


 **Cat owners were more likely** to report a **regular source of veterinary care** compared to dog owners. **Persons without a high school degree** were **less likely** to report a **regular source of care**.


 Pet owners perceived educational and **behavioral support as desired with their pet(s) present**. This type of support requested by community respondents runs **contrary to recommendations provided by focus group and interview participants**. Qualitative interview participants indicated that initial behavioral support for pets should happen with exclusively owners, prior to bringing potentially untrained animals into a social situation. About a third of respondents wanted behavioral support in person, 17% online support, 10% reported phone support, and 10% in-person without their pet.


 **More than four out of ten respondents did not have a regular place for their pets' veterinary care**. More than a third routinely relied on mobile clinic care, shelter care, or other community-based discount providers.

## Zip code specific insight

 Residents of **85006** were **most likely** to report using a **mobile clinic or shelter services** as their **usual source of veterinary care**. Respondents from this zip code indicated they prefer in-person behavioral support to online opportunities.

 Residents of **85008** were **most likely** to report a **veterinarian** as their **usual source of care**. Respondents from this zip code indicated they prefer in-person behavioral support to online opportunities.

 Residents of **85009** were **less likely** to report having a **usual source of care**. Residents in 85009 were more likely to report **difficulty getting vaccinations** and **spay/neuter surgery** when they needed it. Respondents from this zip code indicated they prefer in-person behavioral support to online opportunities.

 Residents of **85034** were **less likely** to report having a **usual source of care**. Residents in 85034 were **less likely** to have their pets **up to date on recommended vaccinations**, and **most likely** to have **never gotten pets vaccinated** at all. Respondents from this zip code did not have a preference regarding in-person versus online animal behavioral support.

## Methodology

### Design

The survey was designed using a trauma-informed lens, and to reduce the amount of shame associated with pet surrender. Difficult questions were brought up in the middle of the survey, rather than at the beginning or end. This way, participants are not immediately put off by a difficult or triggering memory, and simultaneously are not yet challenged by the duration or monotony of answering survey questions.

Respondents were not asked to self-identify a history or risk of pet surrender, but rather the concept of pet surrender described neutrally. Rather than speak from personal experience or risk being judged, survey respondents were invited to consider the prevention of pet surrender as a universal possibility and invited to frame potential solutions.

Using a community based participatory lens, Community Alliance Consulting used professional, native speakers to translate using best practices<sup>iii</sup> for cultural inclusivity and consideration of all reading levels. After survey translation, it was reviewed for clarity and understanding by fellow project stakeholders (such as interviewees) who are also native speakers for appropriate use of colloquial dialect. This process was paired with a pilot testing phase, referenced in the community-centered approach<sup>v</sup>.

Finally, the project was designed with an overall lens of cultural humility<sup>v</sup>. The survey respondents are experts in their own experience, and their shared perspectives become valuable data. CAC evaluators are trained to phrase questions with respect, curiosity, and without bias.

### Administration

The survey was designed and optimized for online administration in English and Spanish and hosted on a secure third-party collector. The survey was shared initially through email lists and social media. QR codes were included on flyers that linked directly to the survey.

Soon after the survey launch, the survey links on social media resulted in thousands of hits from foreign IP addresses. Within two days, all links to the survey posted on public social media spaces were removed. A screening process was created to filter bots from taking the survey using automated software. And finally, the survey links being promoted were changed.

Some communities were easier to reach through paper survey administration. A plain text survey was provided to community-based locations where this preference was indicated. In these instances, an animal welfare volunteer coordinated the administration and collection of the surveys, and provided hard copies directly to the evaluation team.

Finally, a local promotora organization Unlimited Potential with extensive access to Central City Hispanic, Latinx, and Spanish speaking communities administered the survey over the phone. This was an extremely successful partnership which allowed for the authentic sampling of the target population paired with financial support of a fellow community-based organization.

## Recruitment

Recruitment of survey participants was done through multiple means. AAWL has an extensive email list of hundreds of supporters and volunteers. The eleven key informants interviewed in the project's first phase are all local community members who are Hispanic/Latinx, work/volunteer in animal welfare, or work in human services. The key informants all supported the survey data collection phase by promoting the survey in their personal, professional, and volunteer networks.

Several community-based organizations supported the circulation of the survey and recruitment of community members.

Animal welfare groups supporting the project include:

- [Az Pet Project](#)
- [AZK9](#)
- [Fix Adopt Save](#)
- [Maricopa County Animal Care and Control](#)

Other community-based human service organizations that supported participant recruitment were:

- [City of Phoenix HOPE VI Public Housing Offices](#)
- [Phoenix Revitalization Corporation](#)
- [Wilson Community Center](#)

Once survey responses began to slow down about three weeks into the data collection period, AAWL began to contract with Unlimited Potential, who ultimately collected a quarter of survey responses. Through this partnership, the target sample size and communities were reached.

## Analysis

Survey analysis was performed using SPSS, a statistical processing software for the social sciences. Frequency reports were run for all survey questions and demographics collected. Cross tabulations were also run to explore differences in outcomes for persons belonging to different demographic groups, based on the initial evaluation questions. The variables chosen for cross tabulations were questions exploring concepts directly aligned with the greater evaluation framework, and in the case of demographics, dispositions with the largest sample sizes were compared. In some cases, variables were combined to allow for meaningful exploration. Tests for statistical significance were run for specific demographic outcomes. An alpha level of 0.05 or less was used for all statistical tests.

The survey variables explored through cross tabulations include the following concepts:

- Do you have a usual source of care?
  - Veterinary office or clinic
  - Mobile clinic or shelter care (combined)
  - No usual source of care

- Do you have trouble getting needed care?
  - Yes, vaccinations
  - Yes, behavioral support for my animal
  - Yes, spay or neuter surgery
- Do you usually vaccinate your pets?
  - My pets are all currently up to date on the recommended vaccinations
  - My pet has not been vaccinated since birth or has not received vaccinations in the last two years (combined)
  - My pet has never been vaccinated
- Does your pet live indoors with you?
  - Always
  - Sometimes
  - Never
- Do you care for or feed community cats?
  - Yes
  - Sometimes
  - Never
- What would be the best way for you to receive behavioral support for your animal?
  - In person with my animal
  - Online

Cross tabulation queries were run for the following characteristics:

- Only one cat owned
- Two or more cats owned (combined)
- Only one dog owned
- Two or more dogs owned (combined)
- Four or more members live in the household (combined)
- No children live in the home
- English language survey respondents
- Spanish language survey respondents
- Hispanic or Latinx
- First generation immigrant or permanent resident status
- American Indian race
- Non-white race
- White race
- Female gender
- Early adult age range 18 to 25 years
- Young adult age range 26 to 39 years
- Middle aged adult range 40 to 59 years



## Dissemination

Survey outcomes will be reported in a formal evaluation report, provided by CAC to AAWL. AAWL will share the report findings with their funding agents, as well as community agency partners. The final report will be available on AAWL's website. The CAC evaluator who worked directly with community members will also provide the report to those who requested the results.

The assessment relied on a community-centered approach, which borrows from best practices formalized under the client-centric<sup>vii</sup> approach. This evaluative research emphasizes the sharing of results with the communities that contribute information. The aim is to create value for the communities directly.

A two-page brief will be disseminated among community members, using accessible language in both English and Spanish. PowerPoint presentation content will also be provided in the form of executive summaries for AAWL's own branding and gathering community-based feedback.

Outcomes from the assessment will benefit future strategic planning efforts. Internal funding strategies and external funding applications will be strengthened using this local community level data. Finally, future community conversations and efforts can be designed using the project insights as a baseline environmental snapshot.

## Limitations

Surveys are inherently subject to self-report bias. All respondents are influenced by survey administration to some extent. Survey responses may be influenced by the administrator; for example, the respondent's opinion of the agency or individual administering the survey may influence their response positively or negatively. Some questions can be difficult for respondents, for example sharing experiences about medical care, finances, and surrendering pets can be challenging. An emotional response in the respondent could affect the quality or completeness of response, although evaluators took specific steps to ameliorate this occurrence. Furthermore, other environmental factors out of the administrator's control such as the respondent's level of comfort with technology may influence the quality and completeness of response.

Another limitation of survey generalizability is the non-homogeneity of the Hispanic/Latinx community<sup>viii</sup>. The survey was able to explore the effect of generational status (first generation immigrant or permanent resident status, versus second generation and beyond), but did not collect information about country of origin, another important factor. Latin American immigrants and their ancestors come to the United States from over two dozen countries. In addition to Mexican immigrants and their descendants, Central City is also home to Guatemalans, Salvadorans, and other groups – including American Indian and Spanish families who predated American colonization.

The outcomes and status experienced by different Hispanic or Latinx ethnic communities are diverse<sup>ix</sup>. While many Central City residents are Mexican or Mexican descendants, the survey lacks the ability to discern needs between ethnic Latinx communities. This information was not collected from respondents because the sample size would have been too small to allow for

meaningful comparison and asking about immigration in general can be a sensitive topic, thus reducing response rates.

As previously mentioned, over three thousand bots or other computers from foreign IP addresses took the survey. When the bogus survey hits were discovered, steps were immediately taken to stop this from occurring. This problem is a newer occurrence for evaluators operating in a post-pandemic virtual space. The issue is known, and several best practices are emerging to help prevent and manage the problem.

All responses were geo-coded to Arizona prior to evaluation and analysis. All foreign and out-of-state IP addresses were removed. The final analysis of survey respondents was conducted using 504 of the 724 legitimate geo-coded responses.

## Background

Three community surveys pertinent to pets and pet ownership were discovered through a preliminary literature review. The **University of Tennessee's Access to Veterinary Care report** is the most relevant<sup>8</sup>. It was only conducted in English. This survey was conducted online and via telephone. Telephone surveys are known to be over representative of telephone land-line owners which exclude unhoused persons, and the method also generates concerns about the geographic location of cell phone users. However, a supplemental survey was provided in person for respondents experiencing housing insecurity. Several questions on the survey inquire why the respondent was not able to get care for their pet when they needed it. The survey also asks about the respondent having medical insurance.

A 2021 research article<sup>9</sup> found that “dog owners did not differ by demographics in their willingness to seek veterinary care.” However, dog owner demographic groups varied in their relationship with their dog(s), previous behaviors accessing veterinary care, and barriers that make seeking veterinary care challenging.” The authors concluded that “Education, outreach and community-based veterinary medicine efforts should allocate resources to underserved communities identified within the context that they are affected by barriers to obtaining veterinary care for their dog(s).”

These authors point out that published research on this topic has traditionally focused on pet sterilization and not comprehensive veterinary care, as their survey does. Survey respondents were recruited using Amazon Mechanical Turk and the study was pre-tested only on the researchers' undergraduate and graduate students at North Carolina State University. Exact survey questions are not included in the paper, but descriptive statistical tables show the characteristics that were asked in the survey.

Finally, a global survey was conducted during Covid-19 to assess pet owners' access to care and experiences during the pandemic<sup>10</sup>. This survey appears to have been conducted by a market research consultancy, with large sample sizes in four countries. It doesn't address variation among American respondents' socio-economic status or demographics and provides generalized findings for all Americans.

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