

Arizona Animal Welfare League (AAWL) – Final Data Report

June – October 2023

Total Surveys Completed: 93 (all in Spanish)

The following are the results of the IHAC – PC Incubator surveys collected in Central City/East Maryvale, Phoenix (zip code 85009), AZ.

The Demographic Results can be found in the Appendix (pg. 37).

Data Result Highlights

In zip code 85009, over 60% of survey participants reported that there are no available nor affordable pet services or resources in their community, and over 20% reported that they don't know if there are any at all. Almost half (46%) of the participants disagreed with being able to find services in their preferred language. The top three challenges to accessing care reported by survey participants are that the costs of services are too high, providers require payment upfront or do not offer payment plans, and they do not know where to find services for their pets. Over 80% of participants agreed that if a Spanish-speaking veterinarian is not available, they would feel comfortable with a veterinary technician/nurse or other staff member to translate for them. Almost half (46%) agreed they would be able to pay \$25 as a deposit to hold an appointment or surgery, and almost half (47%) also reported that they would prefer having both appointment options available (walk-in appointments and appointments scheduled in advance). In addition, 70% of participants reported that they prefer text messages for appointment notifications.

Additional Survey Results

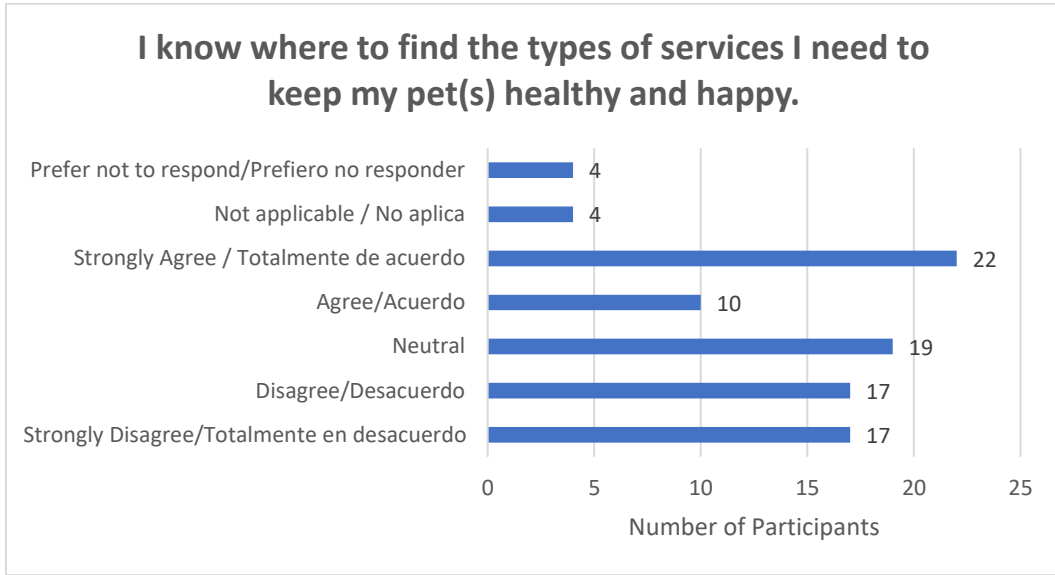
All percentages shown in the report are rounded to the nearest whole number.

Survey Results

I know where to find the types of services I need to keep my pet(s) healthy and happy.

Of the 93 participants, 17 (18%) selected “strongly disagree,” 17 (18%) selected “disagree,” 19 (20%) selected “neutral,” 10 (11%) selected “agree,” and 22 (24%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 4 (4%) selected “prefer not to respond.” See Figure 1.

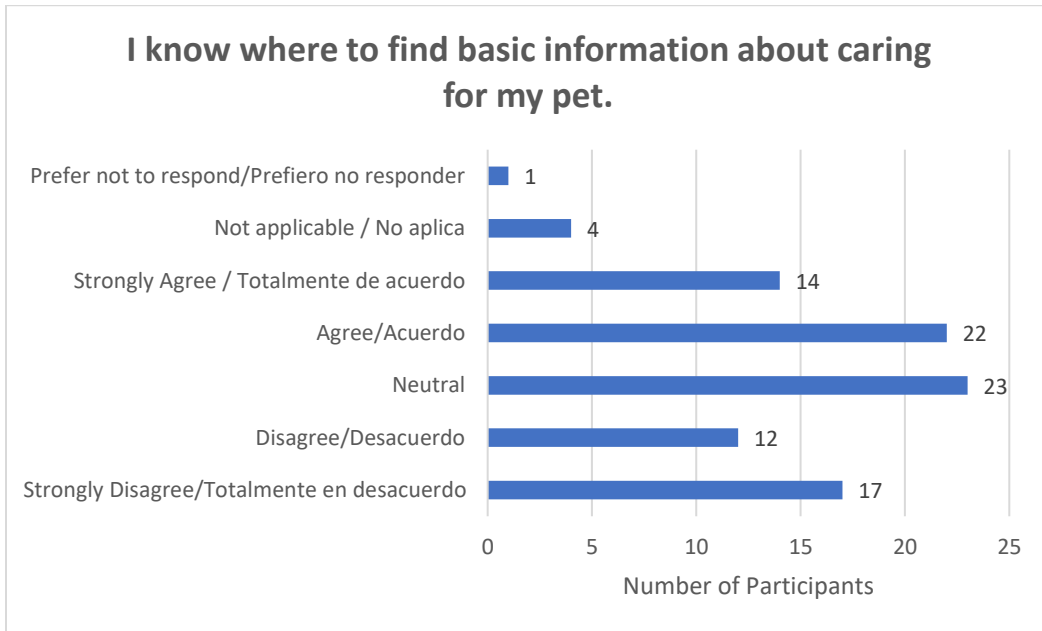
Figure 1.



I know where to find basic information about caring for my pet.

Of the 93 participants, 17 (18%) selected “strongly disagree,” 12 (13%) selected “disagree,” 23 (25%) selected “neutral,” 22 (24%) selected “agree,” and 14 (15%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 2.

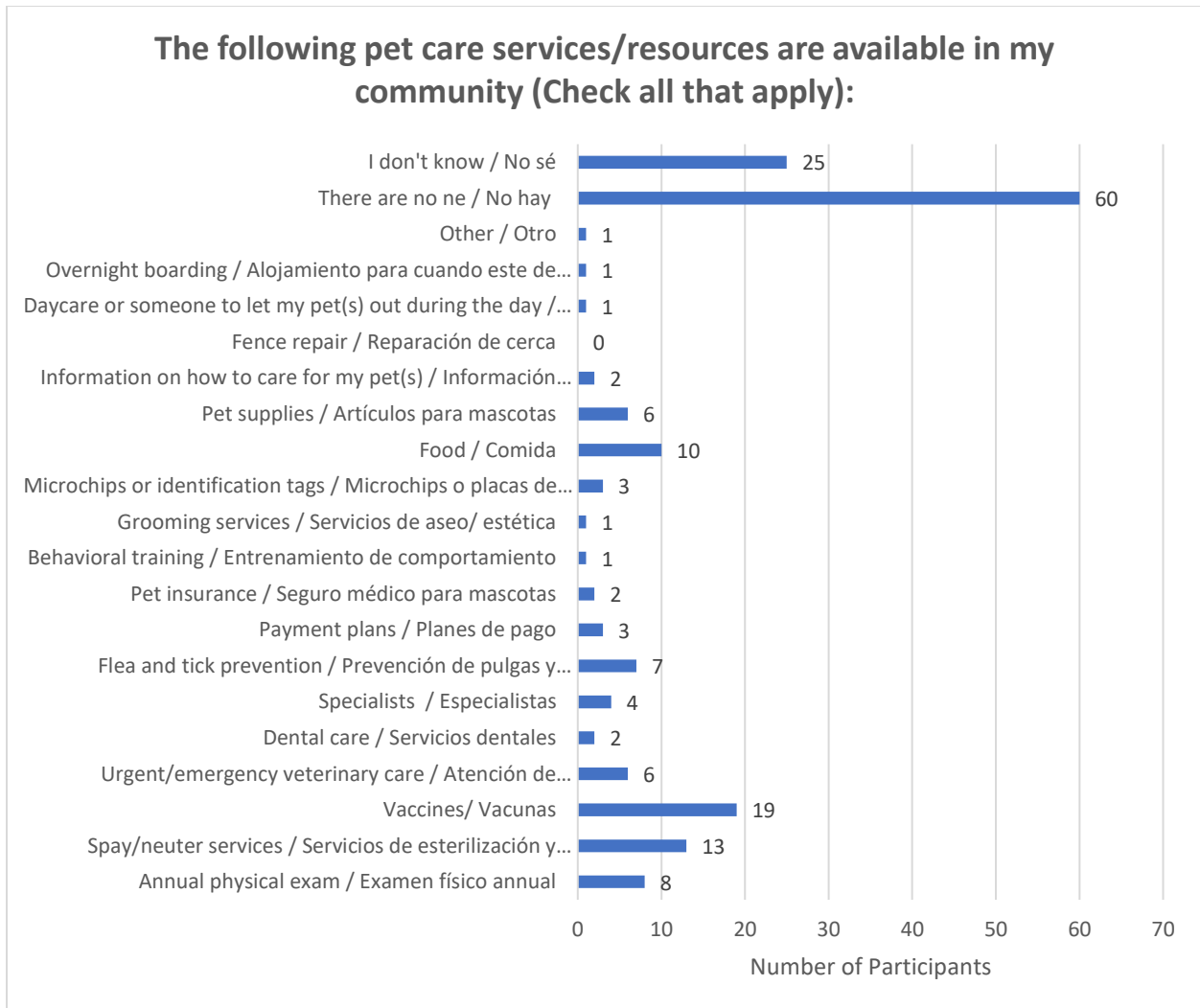
Figure 2.



The following pet care services/resources are available in my community (Check all that apply).

The 93 participants made a total of 175 selections in response to this question: Annual physical exam (8, 7%), Spay/neuter services (13, 14%), Vaccines/shots (19, 20%), Urgent/emergency veterinary care (6, 7%), Dental care (2, 2%), Specialists (4, 4%), Flea and tick prevention (7, 8%), Payment plans for veterinary care (3, 3%), Pet insurance (2, 2%), Behavioral training (1, 1%), Grooming services (1, 1%), Microchips or identification tags (3, 3%), Food (10, 11%), Pet supplies (6, 7%), Information on how to care for my pet(s) (2, 2%), Fence repair (0, 0%), Daycare or someone to let my pet(s) out during the day (1, 1%), Overnight boarding (1, 1%), Other (1, 1%), There are no affordable pet care services/resources available in my community (60, 65%), and I don't know (25, 27%). See Figure 3.

Figure 3.



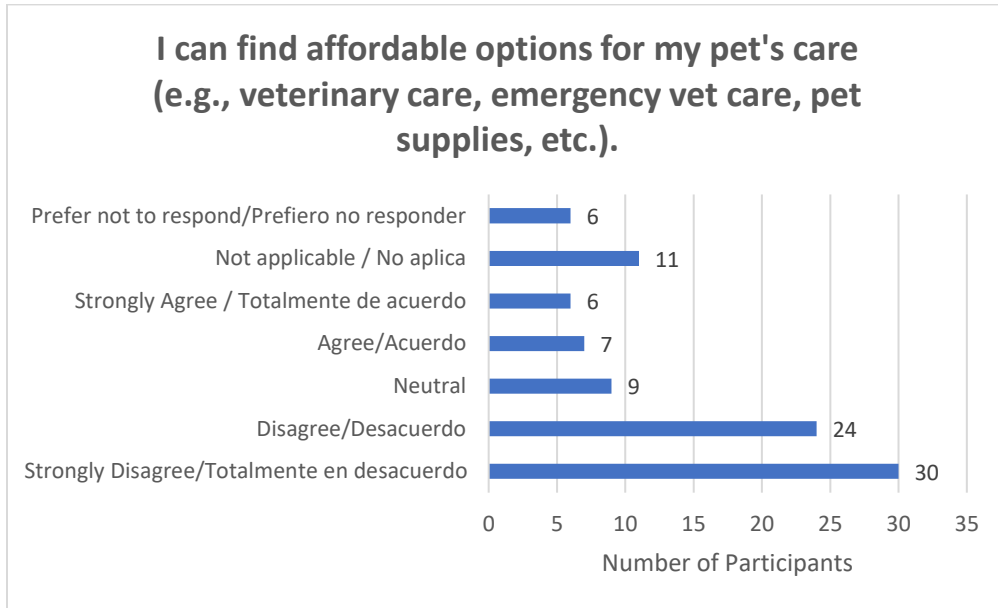
The following pet care services/resources are available in my community (Other)

When asked if there were any other available pet care services/resources in their community, participants shared that there are none or they are only available during community health events.

I can find affordable options for my pet's care (e.g., veterinary care, emergency vet care, pet supplies, etc.).

Of the 93 participants, 30 (32%) selected “strongly disagree,” 24 (26%) selected “disagree,” 9 (10%) selected “neutral,” 7 (8%) selected “agree,” and 6 (7%) selected “strongly agree.” Additionally, 11 (12%) selected “not applicable” and 6 (7%) selected “prefer not to respond.” See Figure 4.

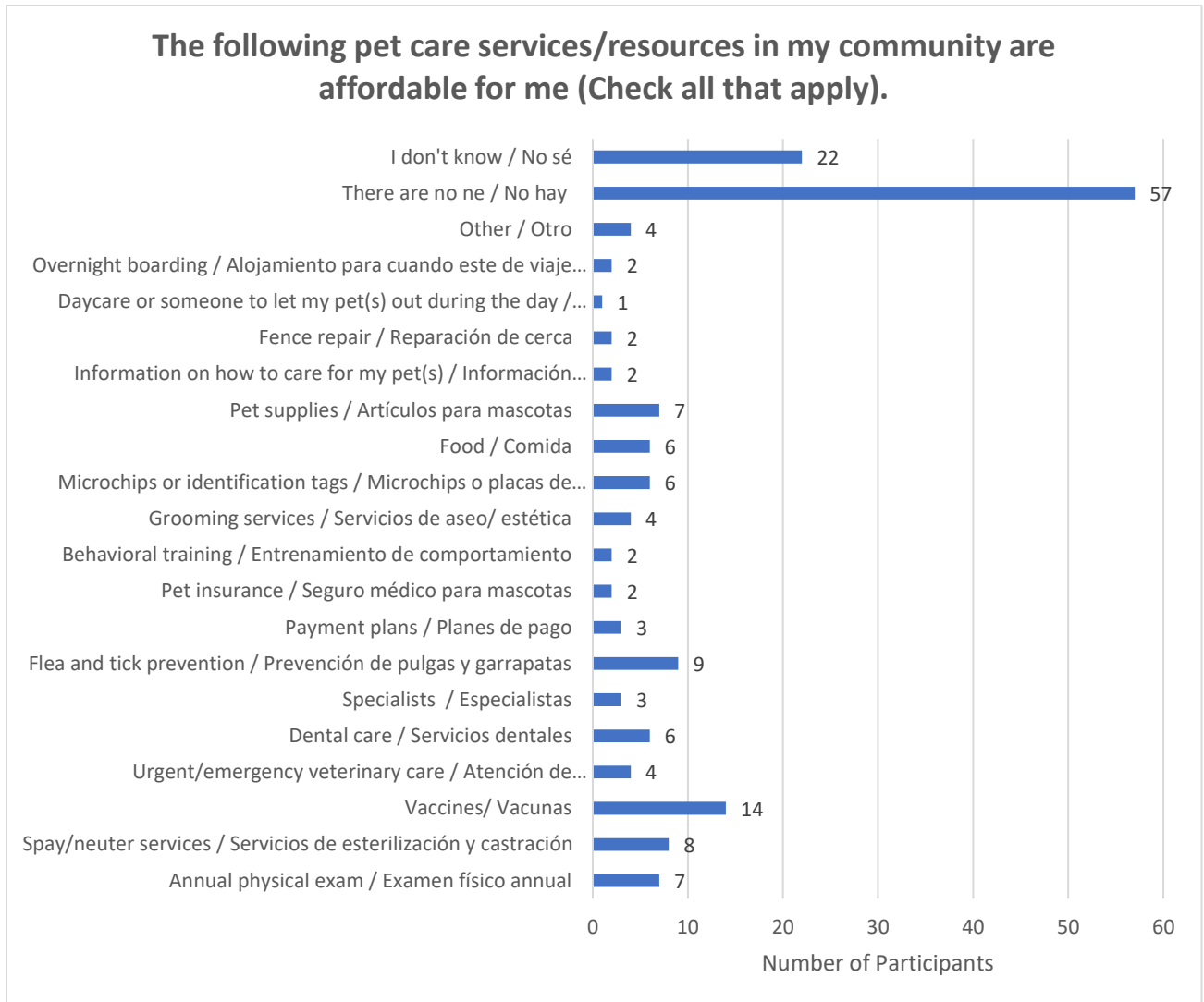
Figure 4.



The following pet care services/resources in my community are affordable for me (Check all that apply).

The 93 participants made a total of 171 selections in response to this question: Annual physical exam (7, 8%), Spay/neuter services (8, 9%), Vaccines/shots (14, 15%), Urgent/emergency veterinary care (4, 4%), Dental care (6, 7%), Specialists (3, 3%), Flea and tick prevention (9, 10%), Payment plans for veterinary care (3, 3%), Pet insurance (2, 2%), Behavioral training (2, 2%), Grooming services (4, 4%), Microchips or identification tags (6, 7%), Food (6, 7%), Pet supplies (7, 8%), Information on how to care for my pet(s) (2, 2%), Fence repair (2, 2%), Daycare or someone to let my pet(s) out during the day (1, 1%), Overnight boarding (2, 2%), Other (4, 4%), There are no affordable pet care services/resources available in my community (57, 61%), and I don't know (22, 24%). See Figure 5.

Figure 5.



The following pet care services/resources in my community are affordable for me (Other).

When asked if there are any other affordable services in their community, participants shared that there are no free or affordable services, or they have to travel far to access them. One participant added that they have never taken their pet to the vet due to the high costs of services.

Are any of the above services free (no cost) in your community?

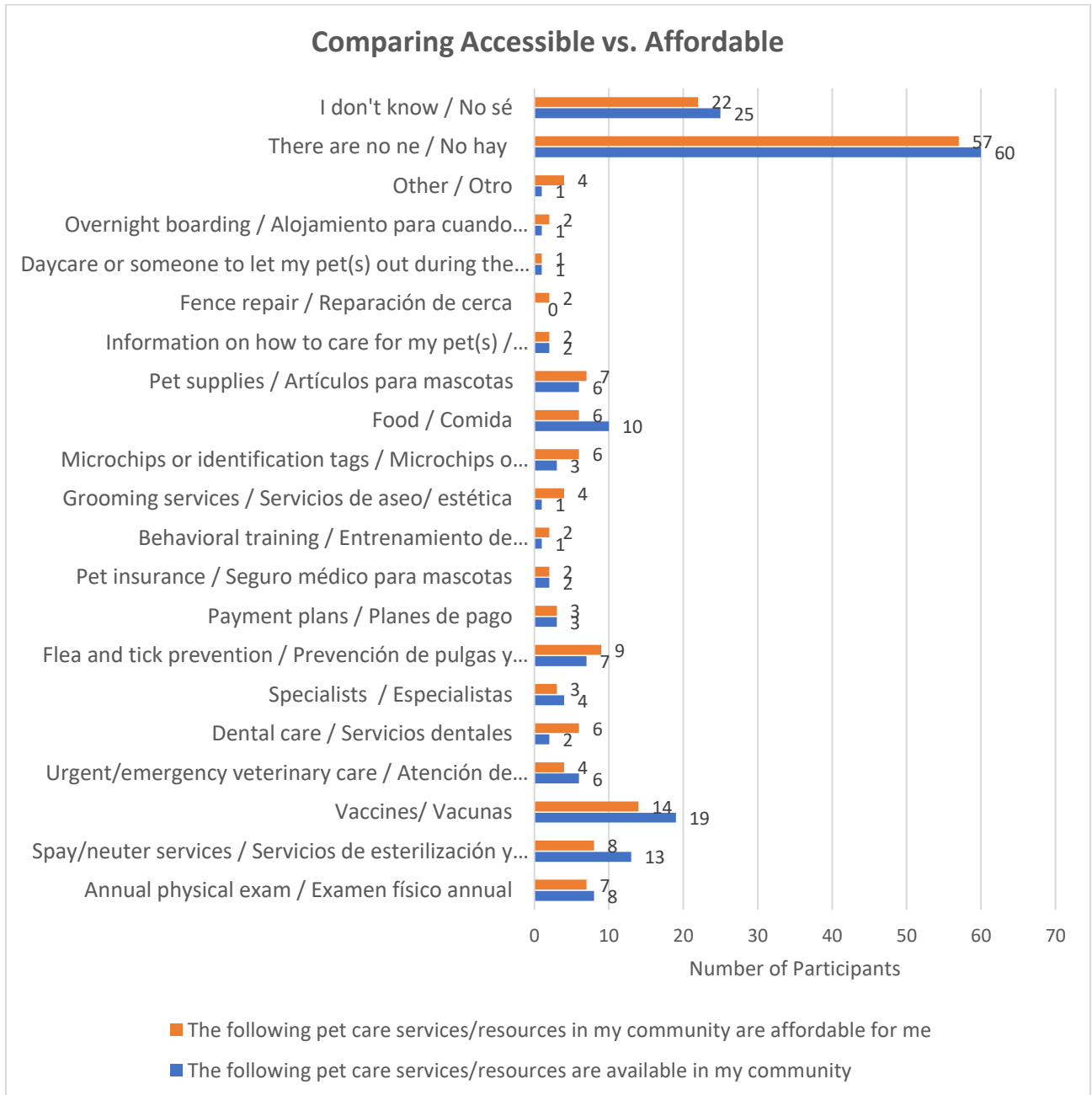
If yes, please describe which services are free and where you can go in your community to receive these services.

When asked which services are free in their community and where they could receive them, most participants stated that there are no free services in their community. A few participants shared that they have received free vaccines, free food, free microchips, free flea/tick prevention, and free spay/neuter services.

Available services v. affordable services.

The following figure combines the information from figure 3 and figure 5 above to illustrate whether the services available in the community are perceived to be affordable. See Figure 6.

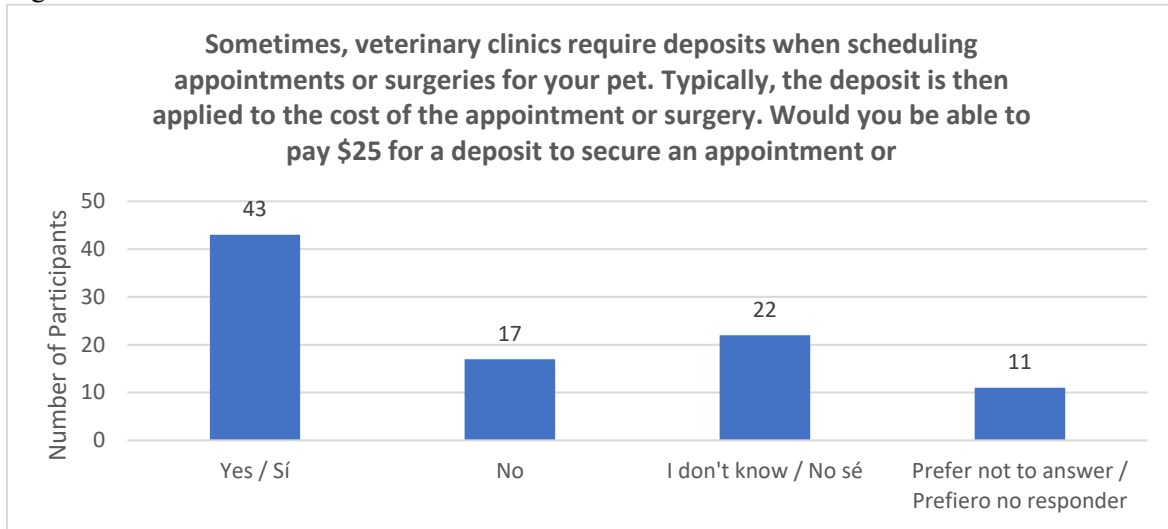
Figure 6.



Sometimes, veterinary clinics require deposits when scheduling appointments or surgeries for your pet. Typically, the deposit is then applied to the cost of the appointment or surgery. Would you be able to pay \$25 for a deposit to secure an appointment or surgery date?

Of the 93 participants, 43 (46%) selected “yes,” 17 (18%) selected “no,” 22 (24%) selected “I don’t know,” 11 (12%) selected “I prefer not to answer.” See Figure 7.

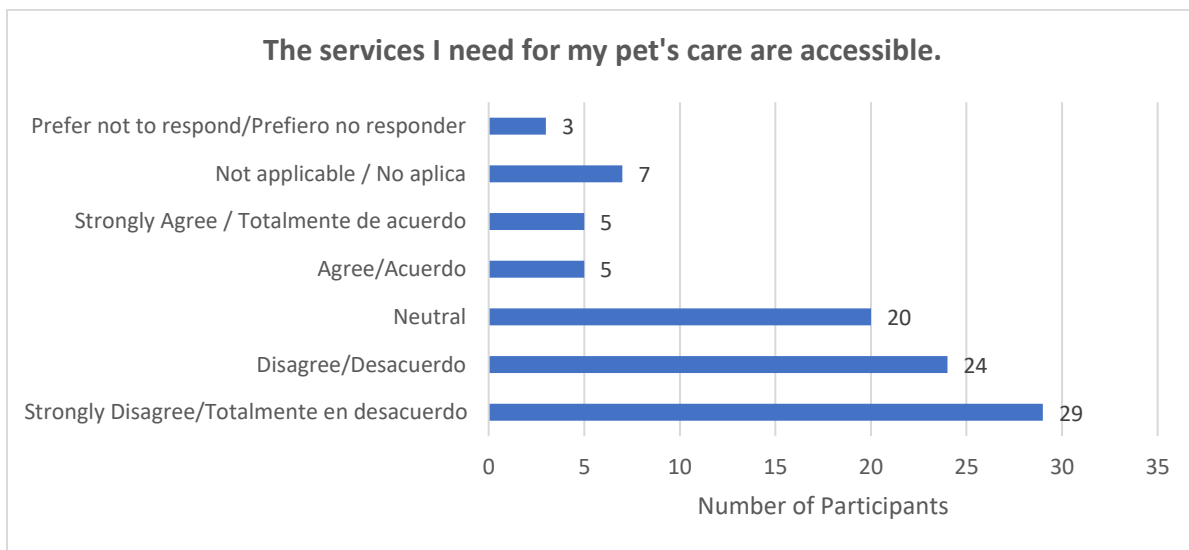
Figure 7.



The services I need for my pet's care are accessible.

Of the 93 participants, 29 (31%) selected “strongly disagree,” 24 (26%) selected “disagree,” 20 (22%) selected “neutral,” 5 (5%) selected “agree,” and 5 (5%) selected “strongly agree.” Additionally, 7 (8%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 8.

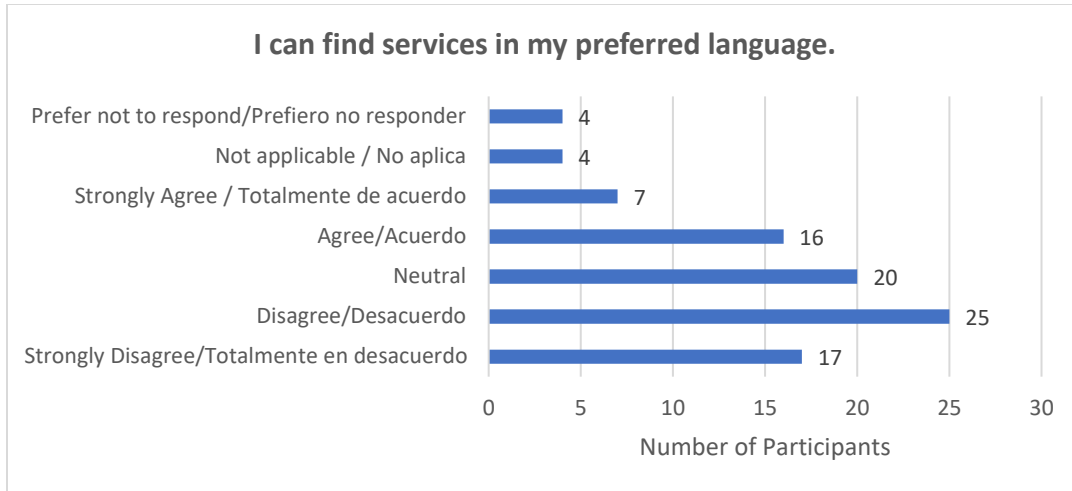
Figure 8.



I can find services in my preferred language.

Of the 93 participants, 17 (18%) selected “strongly disagree,” 25 (27%) selected “disagree,” 20 (22%) selected “neutral,” 16 (17%) selected “agree,” and 7 (8%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 4 (4%) selected “prefer not to respond.” See Figure 9.

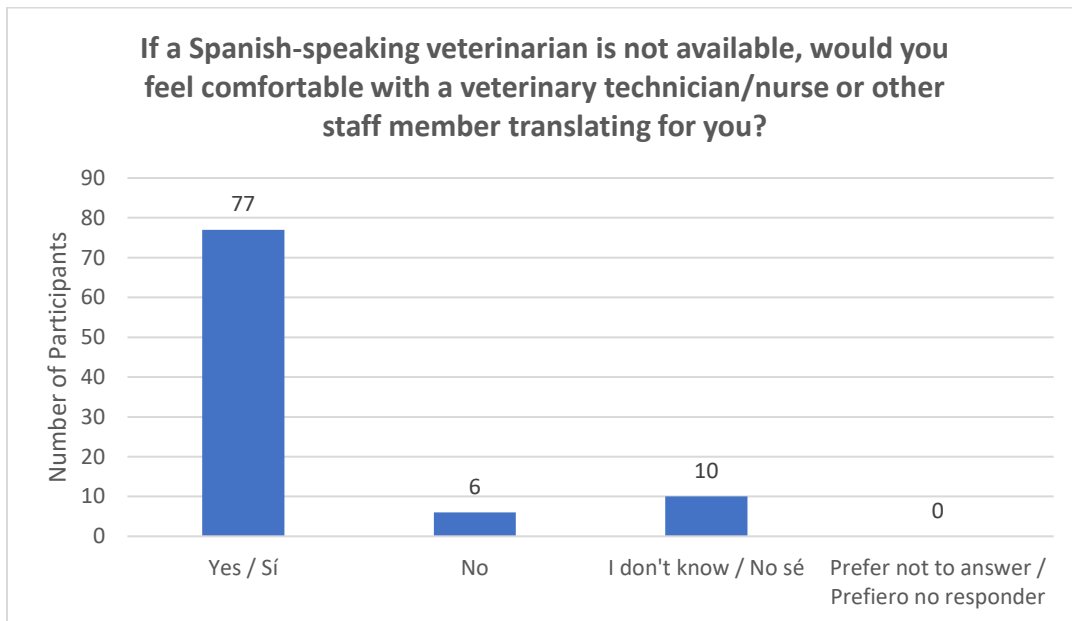
Figure 9.



If a Spanish-speaking veterinarian is not available, would you feel comfortable with a veterinary technician/nurse or other staff member translating for you?

Of the 93 participants, 77 (83%) selected “yes,” 6 (7%) selected “no,” 10 (11%) selected “I don’t know,” 0 (0%) selected “I prefer not to answer.” See Figure 10.

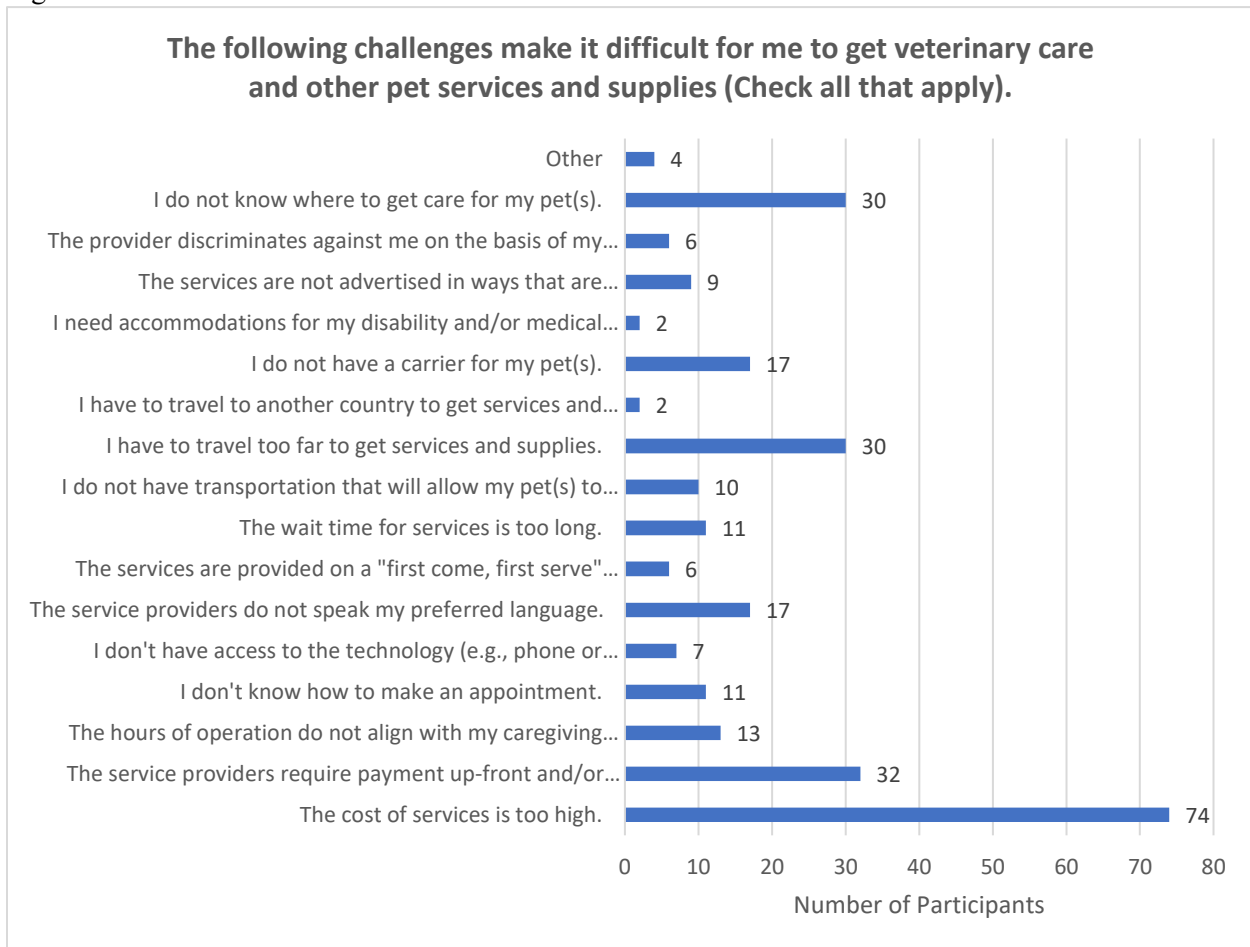
Figure 10.



The following challenges make it difficult for me to get veterinary care and other pet services and supplies (Check all that apply).

The 93 participants made a total of 281 selections in response to this question: The cost of services is too high (74, 80%), The service providers require payment up-front and/or they do not offer payment plans (32, 34%), The hours of operation do not align with my caregiving and/or work schedule (13, 14%), I don't know how to make an appointment (11, 12%), I don't have access to the technology (e.g., phone or email) needed to make an appointment (7, 8%), The service providers do not speak my preferred language (17, 18%), The services are provided on a "first come, first serve" basis instead of offering appointments (6, 7%), The wait time for services is too long (11, 12%), I do not have transportation that will allow my pet(s) to come with me (10, 11%), I have to travel too far to get services and supplies (30, 32%), I have to travel to another country to get services and supplies, (2, 2%), I do not have a carrier for my pet(s) (17, 18%), I need accommodations for my disability and/or medical condition (2, 2%), The services are not advertised in ways that are accessible to people of my age (9, 10%), The provider discriminates against me on the basis of my race, ethnicity, gender, age, and/or ability (6, 7%), Other (4, 4%), and I do not know where to get care for my pet(s) (30, 32%). See Figure 11.

Figure 11.



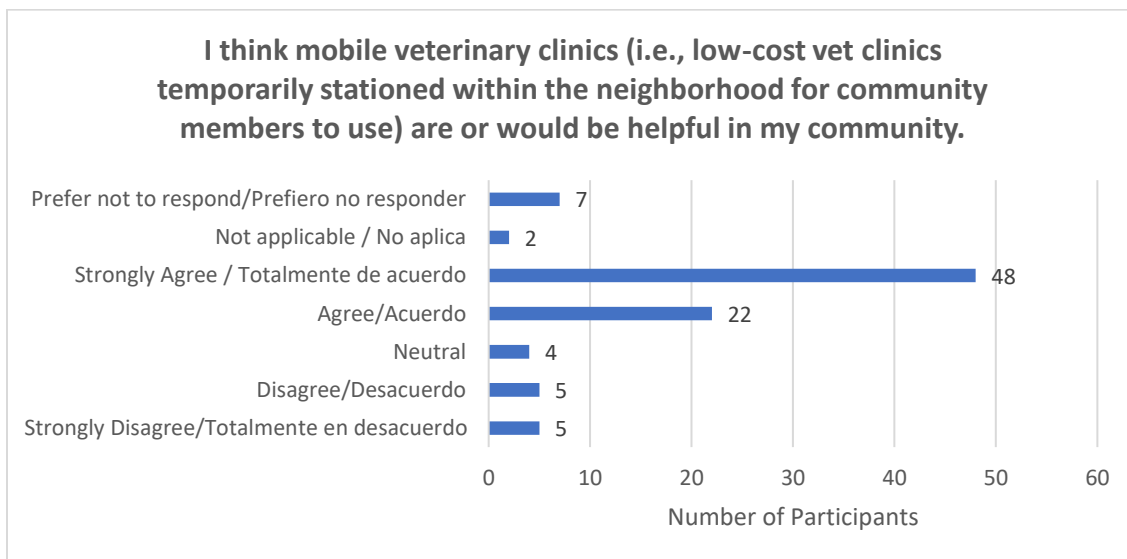
The following challenges make it difficult for me to get veterinary care and other pet services and supplies (Other).

When asked if there are any other challenges to accessing care, participants shared that hours of operation, high cost of services, lack of local services, and having to travel to Mexico to access services were their biggest challenges.

I think mobile veterinary clinics are or would be helpful in my community.

Of the 93 participants, 5 (5%) selected “strongly disagree,” 5 (5%) selected “disagree,” 4 (4%) selected “neutral,” 22 (24%) selected “agree,” and 48 (52%) selected “strongly agree.” Additionally, 2 (2%) selected “not applicable” and 7 (8%) selected “prefer not to respond.” See Figure 12.

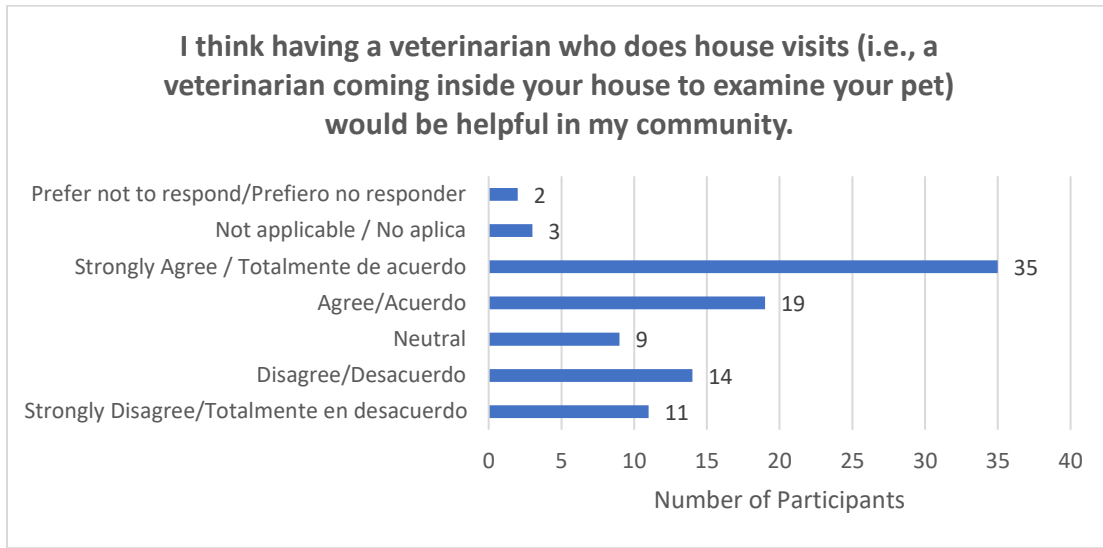
Figure 12.



I think having a veterinarian who does house visits would be helpful in my community.

Of the 93 participants, 11 (12%) selected “strongly disagree,” 14 (15%) selected “disagree,” 9 (10%) selected “neutral,” 19 (20%) selected “agree,” and 35 (38%) selected “strongly agree.” Additionally, 3 (3%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 13.

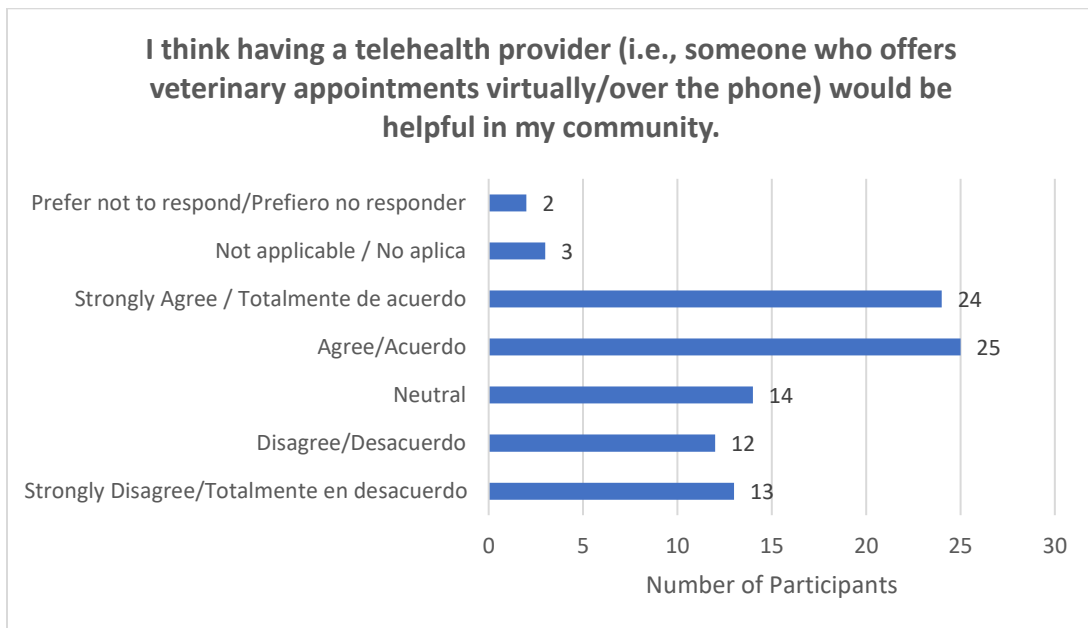
Figure 13.



I think having a telehealth provider would be helpful in my community.

Of the 93 participants, 13 (14%) selected “strongly disagree,” 12 (13%) selected “disagree,” 14 (15%) selected “neutral,” 25 (27%) selected “agree,” and 24 (26%) selected “strongly agree.” Additionally, 3 (3%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 14.

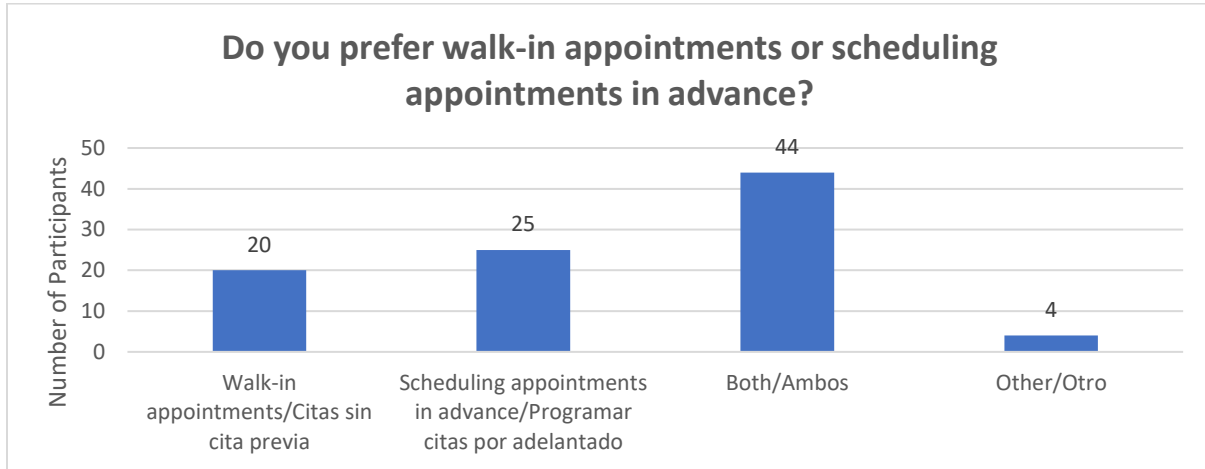
Figure 14.



Do you prefer walk-in appointments or scheduling appointments in advance?

Of the 93 participants, 20 (22%) selected “walk-in appointments,” 25 (27%) selected “scheduling appointments in advance,” 44 (47%) selected “both,” 4 (4%) selected “other.” See Figure 15.

Figure 15.



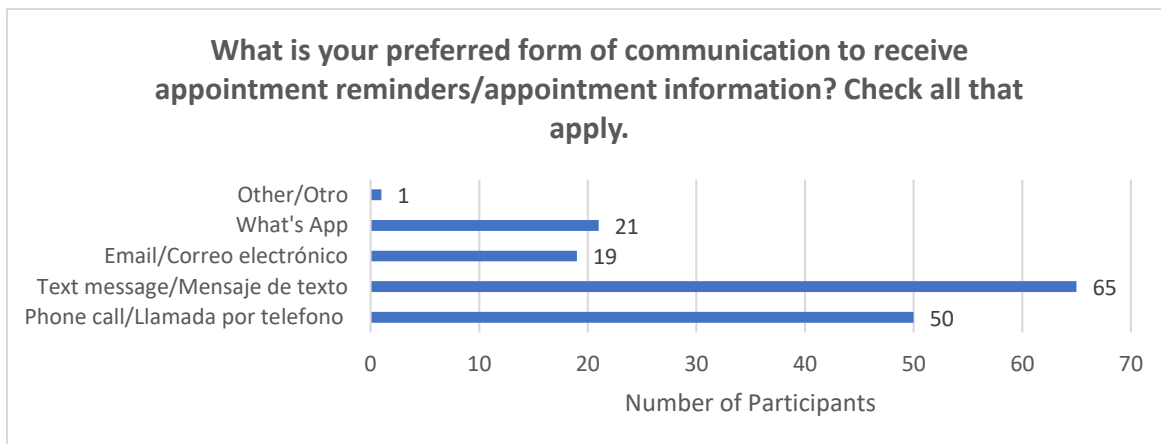
Do you prefer walk-in appointments or scheduling appointments in advance? (Other)

When asked if there are any other appointment preferences, most participants shared the need for emergency appointments. Other participants shared their preference for appointments in the afternoon and in person.

What is your preferred form of communication to receive appointment reminders/appointment information? Check all that apply.

The 93 participants made 156 selections: Phone call (50, 53.8%), Text message (65, 69.9%), Email (19, 20.4%), What's App (21, 22.6%), Other (1, 1.1%). See Figure 16.

Figure 16.



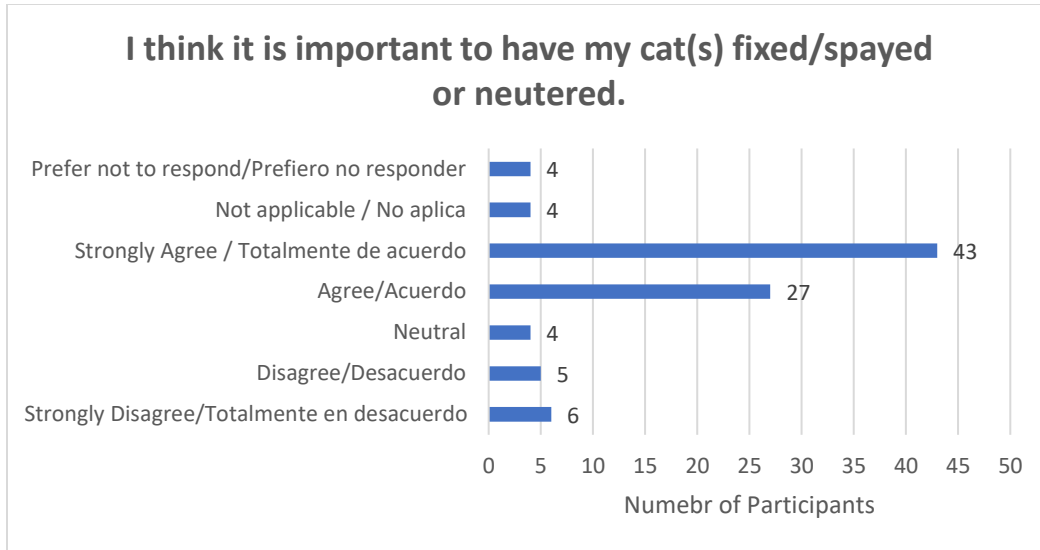
What is your preferred form of communication to receive appointment reminders/appointment information? (Other)

One participant emphasized text message as their preference for appointment reminders.

I think it is important to have my cat(s) fixed/spayed or neutered.

Of the 93 participants, 6 (7%) selected “strongly disagree,” 5 (5%) selected “disagree,” 4 (4%) selected “neutral,” 27 (29%) selected “agree,” and 43 (46%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 4 (4%) selected “prefer not to respond.” See Figure 17.

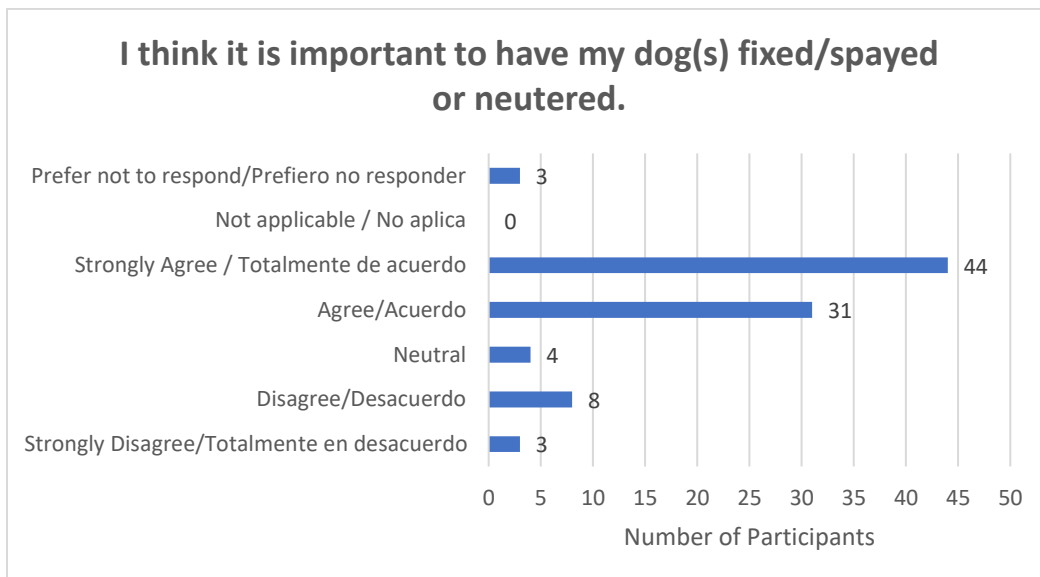
Figure 17.



I think it is important to have my dog(s) fixed/spayed or neutered.

Of the 93 participants, 3 (3%) selected “strongly disagree,” 8 (9%) selected “disagree,” 4 (4%) selected “neutral,” 31 (33%) selected “agree,” and 44 (47%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 18.

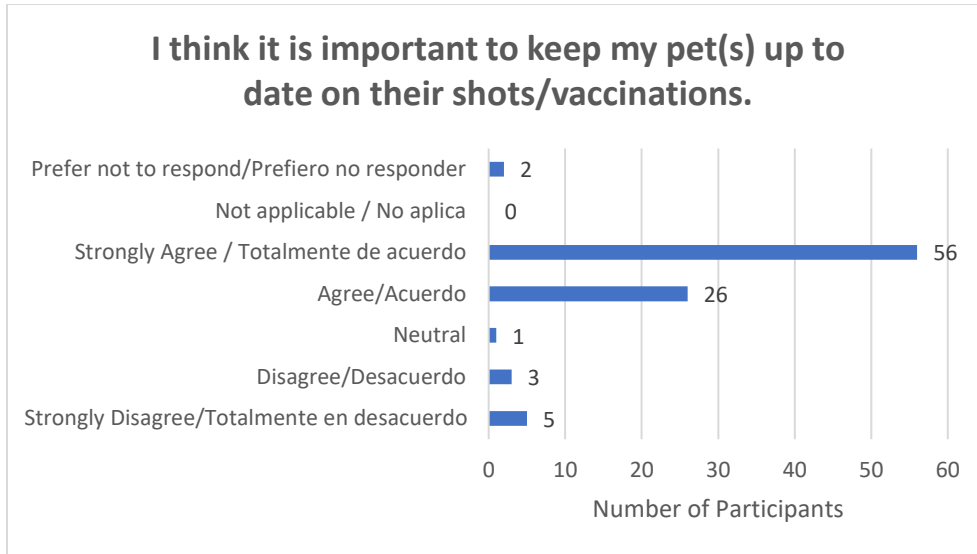
Figure 18.



I think it is important to keep my pet(s) up to date on their shots/vaccinations.

Of the 93 participants, 5 (5%) selected “strongly disagree,” 3 (3%) selected “disagree,” 1 (1%) selected “neutral,” 26 (28%) selected “agree,” and 56 (60%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 19.

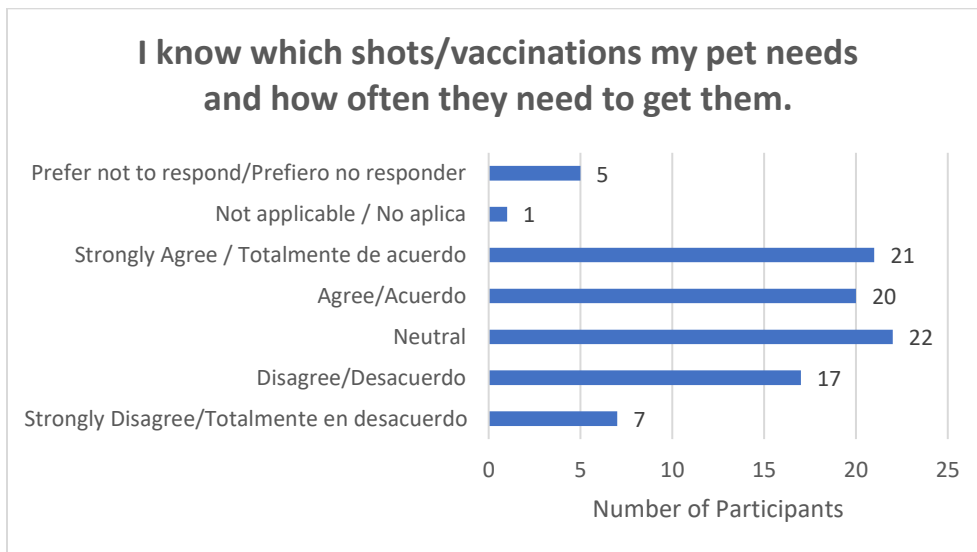
Figure 19.



I know which shots/vaccinations my pet needs and how often they need to get them.

Of the 93 participants, 7 (8%) selected “strongly disagree,” 17 (18%) selected “disagree,” 22 (24%) selected “neutral,” 20 (22%) selected “agree,” and 21 (23%) selected “strongly agree.” Additionally, 1 (1%) selected “not applicable” and 5 (5%) selected “prefer not to respond.” See Figure 20.

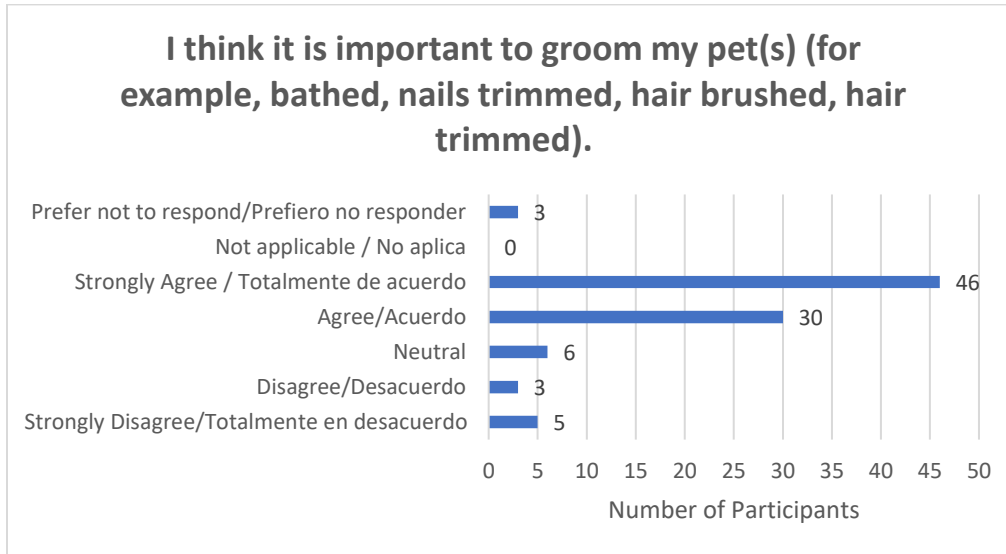
Figure 20.



I think it is important to groom my pet(s) (for example, bathed, nails trimmed, hair brushed, hair trimmed).

Of the 93 participants, 5 (5%) selected “strongly disagree,” 3 (3%) selected “disagree,” 6 (7%) selected “neutral,” 30 (32%) selected “agree,” and 46 (50%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 21.

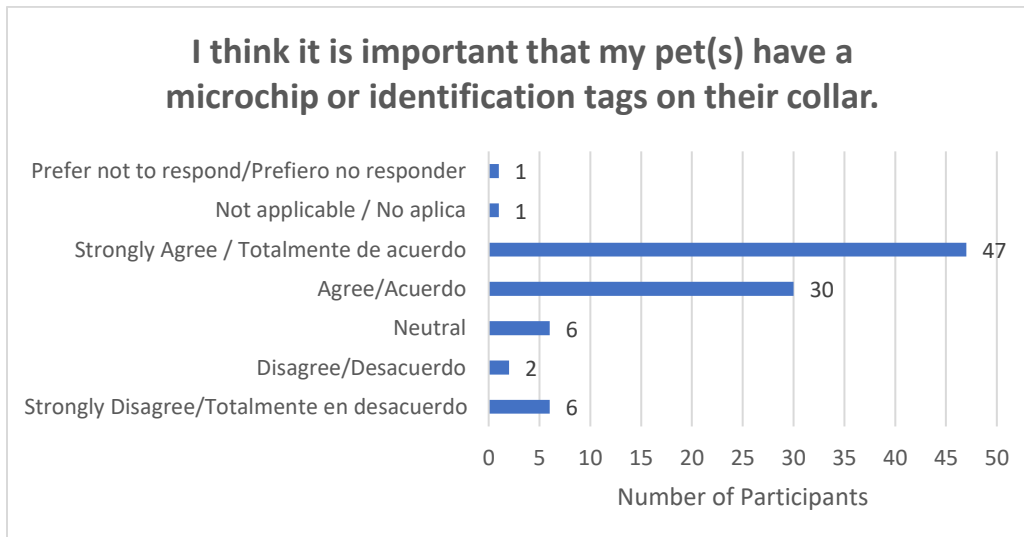
Figure 21.



I think it is important that my pet(s) have a microchip or identification tags on their collar.

Of the 93 participants, 6 (7%) selected “strongly disagree,” 2 (2%) selected “disagree,” 6 (7%) selected “neutral,” 30 (32%) selected “agree,” and 47 (51%) selected “strongly agree.” Additionally, 1 (1%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 22.

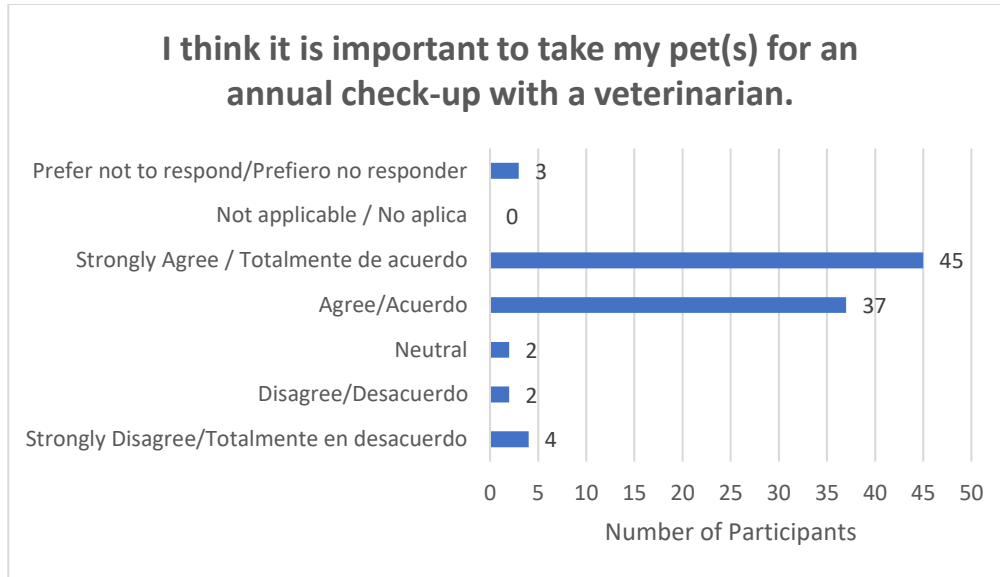
Figure 22.



I think it is important to take my pet(s) for an annual check-up with a veterinarian.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 2 (2%) selected “neutral,” 37 (40%) selected “agree,” and 45 (48%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 23.

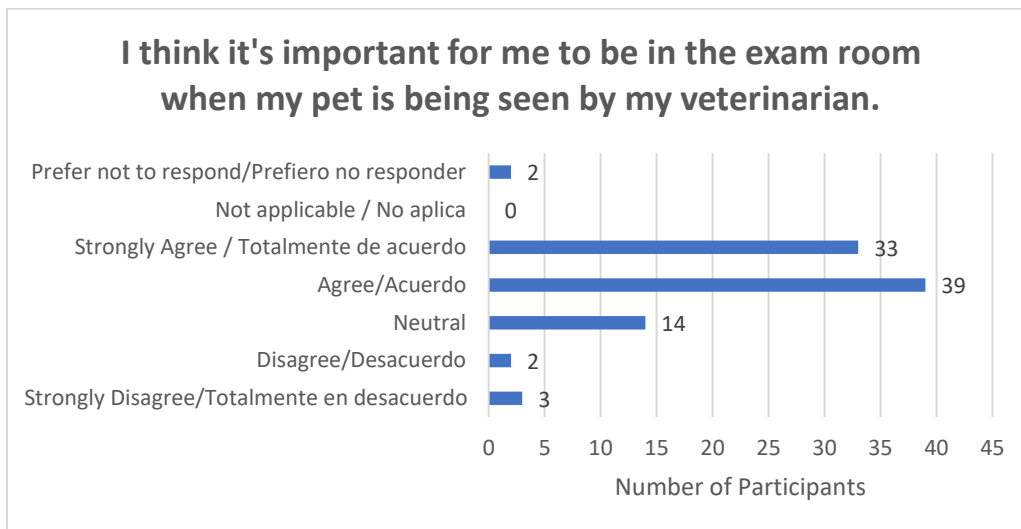
Figure 23.



I think it's important for me to be in the exam room when my pet is being seen by my veterinarian.

Of the 93 participants, 3 (3%) selected “strongly disagree,” 2 (2%) selected “disagree,” 14 (15%) selected “neutral,” 39 (42%) selected “agree,” and 33 (36%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 24.

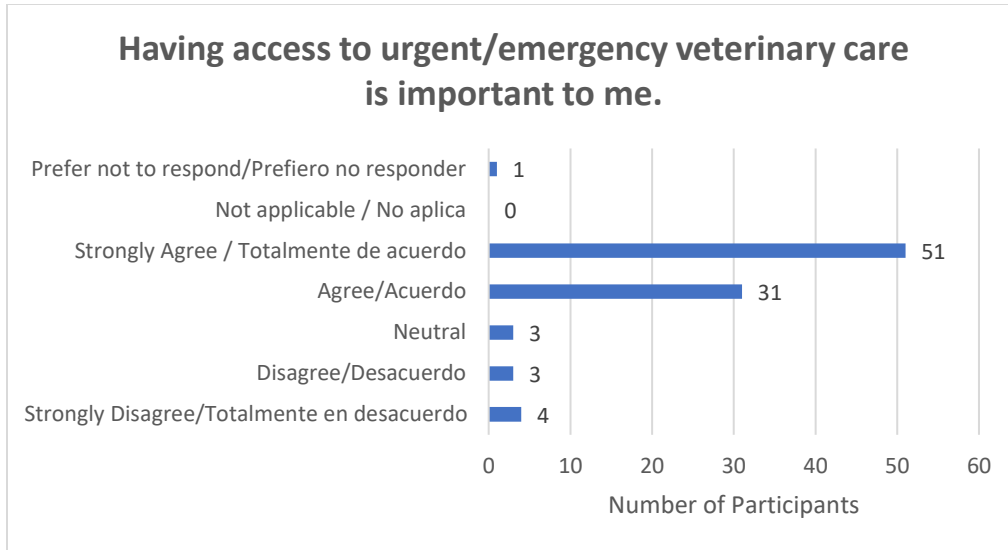
Figure 24.



Having access to urgent/emergency veterinary care is important to me.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 3 (3%) selected “disagree,” 3 (3%) selected “neutral,” 31 (33%) selected “agree,” and 51 (55%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 25.

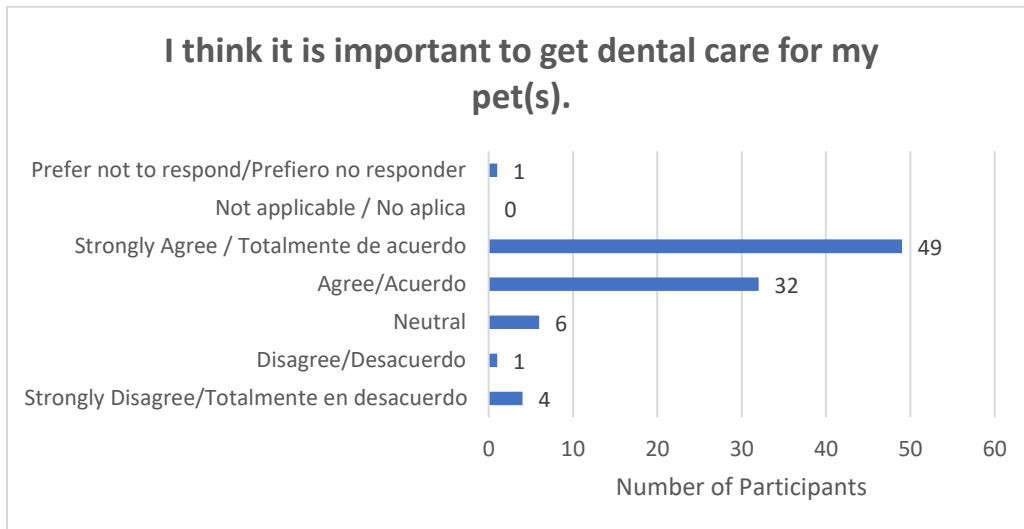
Figure 25.



I think it is important to get dental care for my pet(s).

Of the 93 participants, 4 (4%) selected “strongly disagree,” 1 (1%) selected “disagree,” 6 (7%) selected “neutral,” 32 (34%) selected “agree,” and 49 (53%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 26.

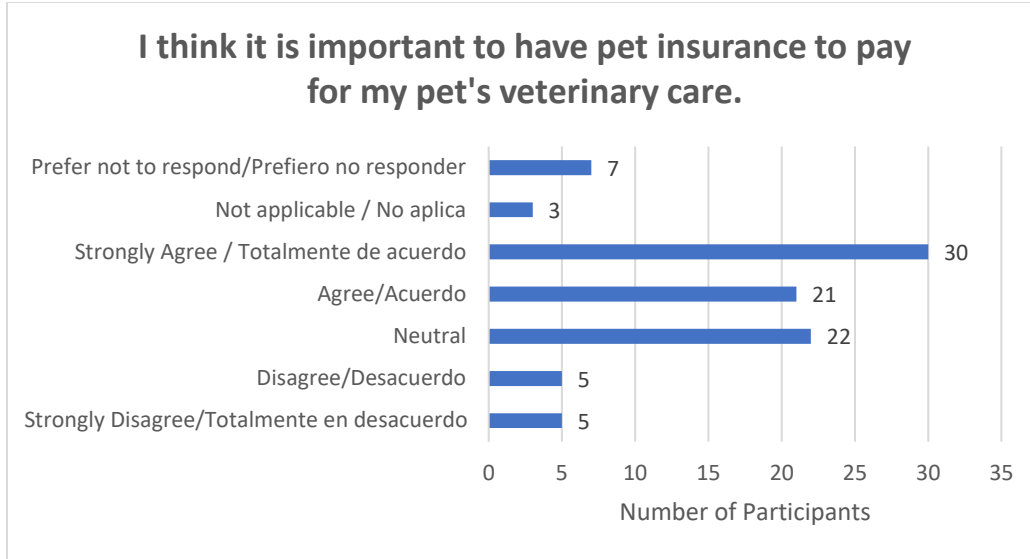
Figure 26.



I think it is important to have pet insurance to pay for my pet's veterinary care.

Of the 93 participants, 5 (5%) selected “strongly disagree,” 5 (5%) selected “disagree,” 22 (24%) selected “neutral,” 21 (23%) selected “agree,” and 30 (32%) selected “strongly agree.” Additionally, 3 (3%) selected “not applicable” and 7 (8%) selected “prefer not to respond.” See Figure 27.

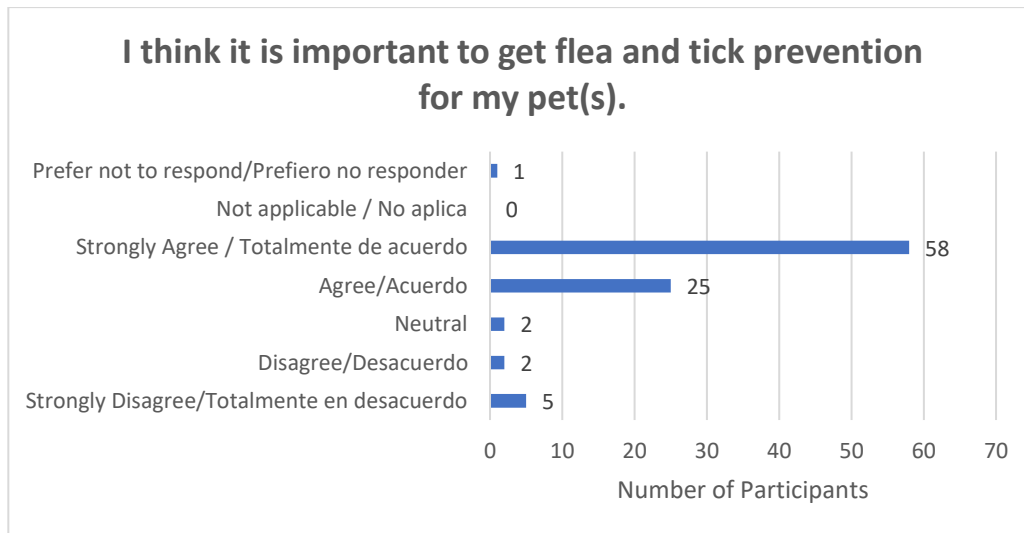
Figure 27.



I think it is important to get flea and tick prevention for my pet(s).

Of the 93 participants, 5 (5%) selected “strongly disagree,” 2 (2%) selected “disagree,” 2 (2%) selected “neutral,” 25 (27%) selected “agree,” and 58 (62%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 28.

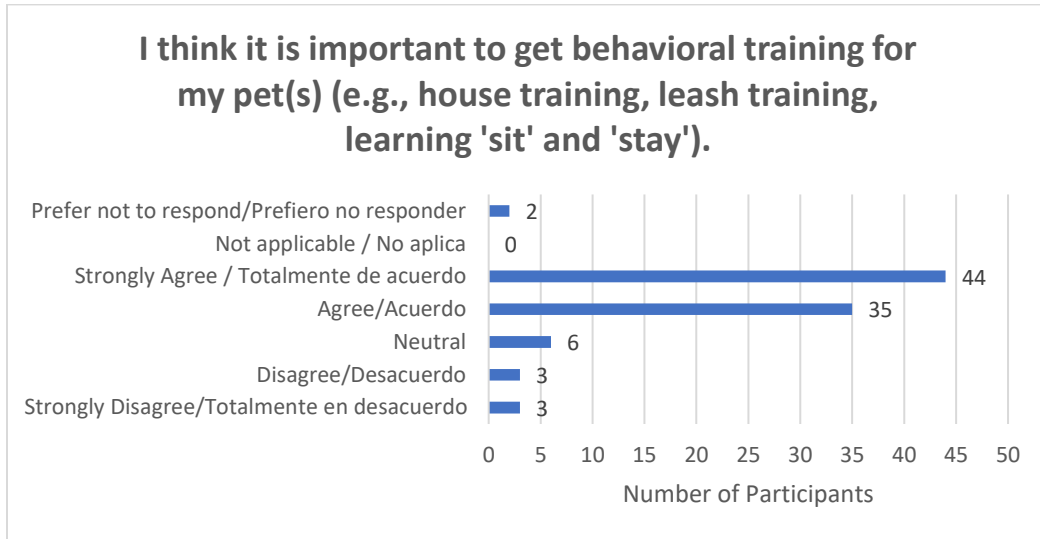
Figure 28.



I think it is important to get behavioral training for my pet(s) (e.g., house training, leash training, learning 'sit' and 'stay').

Of the 93 participants, 3 (3%) selected “strongly disagree,” 3 (3%) selected “disagree,” 6 (7%) selected “neutral,” 35 (38%) selected “agree,” and 44 (47%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 29.

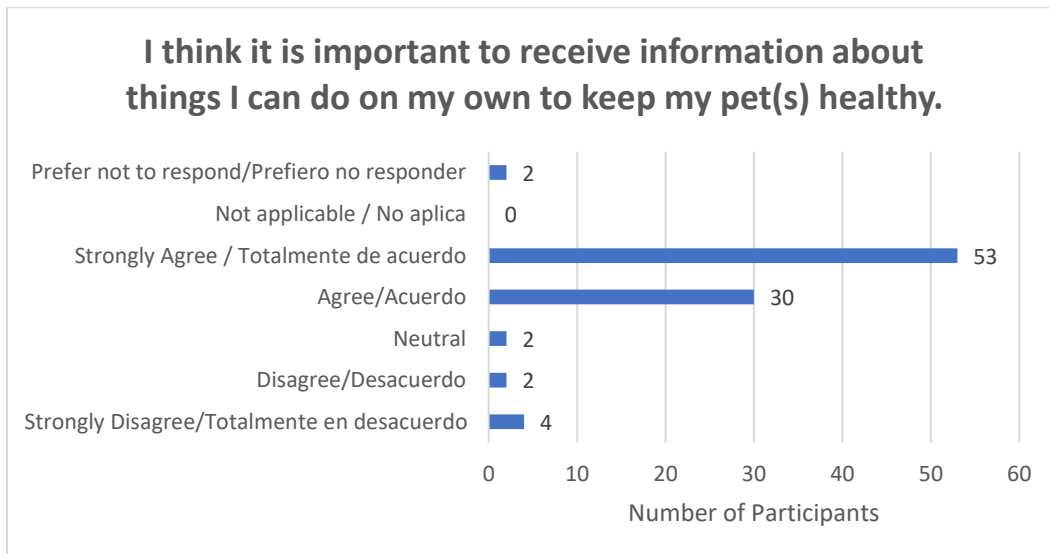
Figure 29.



I think it is important to receive information about things I can do on my own to keep my pet(s) healthy.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 2 (2%) selected “neutral,” 30 (32%) selected “agree,” and 53 (57%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 30.

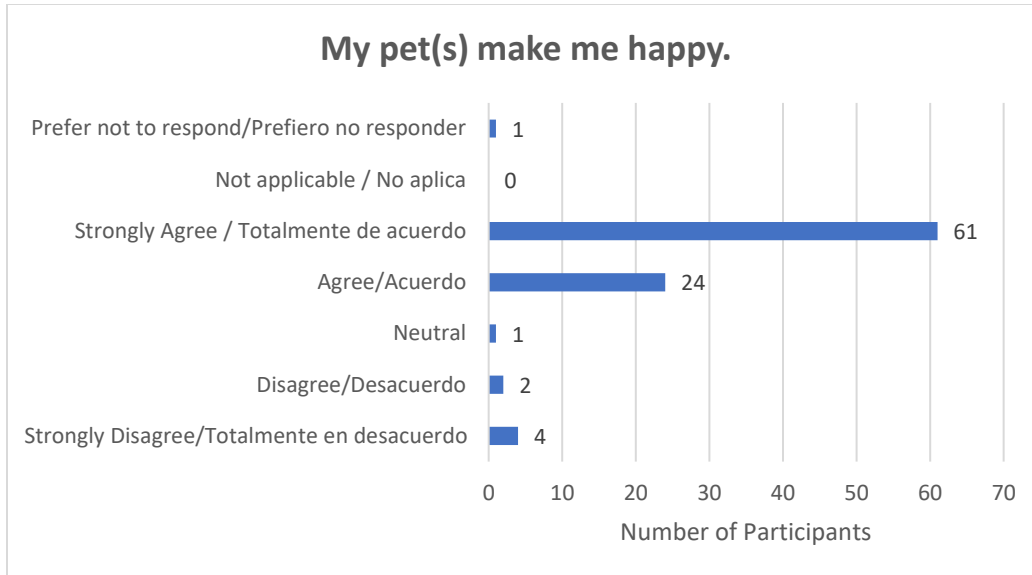
Figure 30.



My pet(s) make me happy.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 1 (1%) selected “neutral,” 24 (26%) selected “agree,” and 61 (66%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 31.

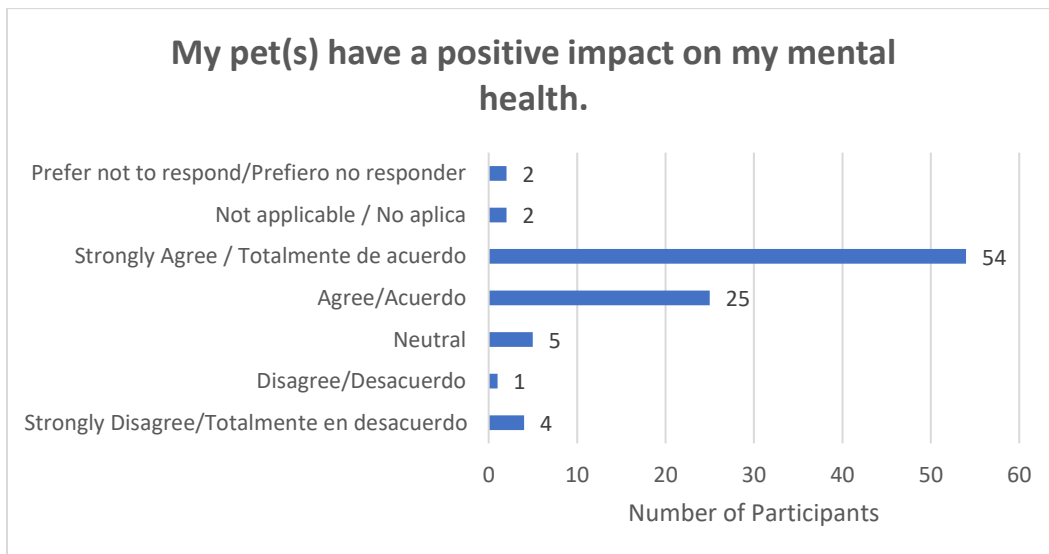
Figure 31.



My pet(s) have a positive impact on my mental health.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 1 (1%) selected “disagree,” 5 (5%) selected “neutral,” 25 (27%) selected “agree,” and 54 (58%) selected “strongly agree.” Additionally, 2 (2%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 32.

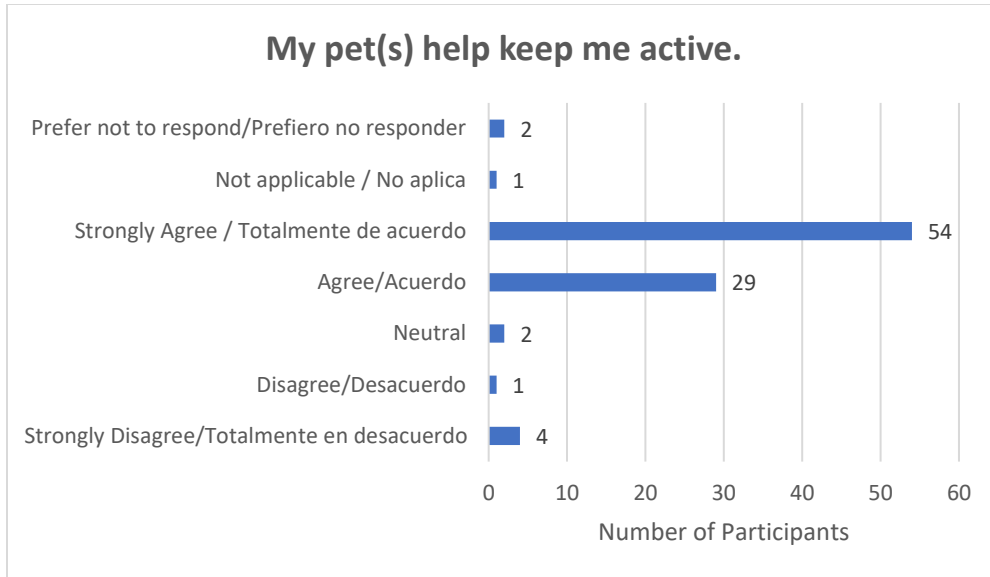
Figure 32.



My pet(s) help keep me active.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 1 (1%) selected “disagree,” 2 (2%) selected “neutral,” 29 (31%) selected “agree,” and 54 (58%) selected “strongly agree.” Additionally, 1 (1%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 33.

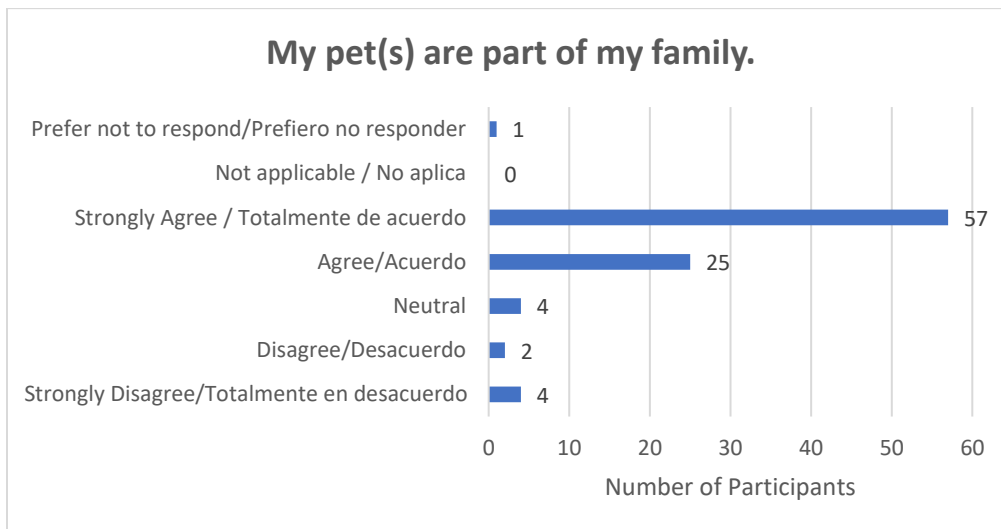
Figure 33.



My pet(s) are part of my family.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 4 (4%) selected “neutral,” 25 (27%) selected “agree,” and 57 (61%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 1 (1%) selected “prefer not to respond.” See Figure 34.

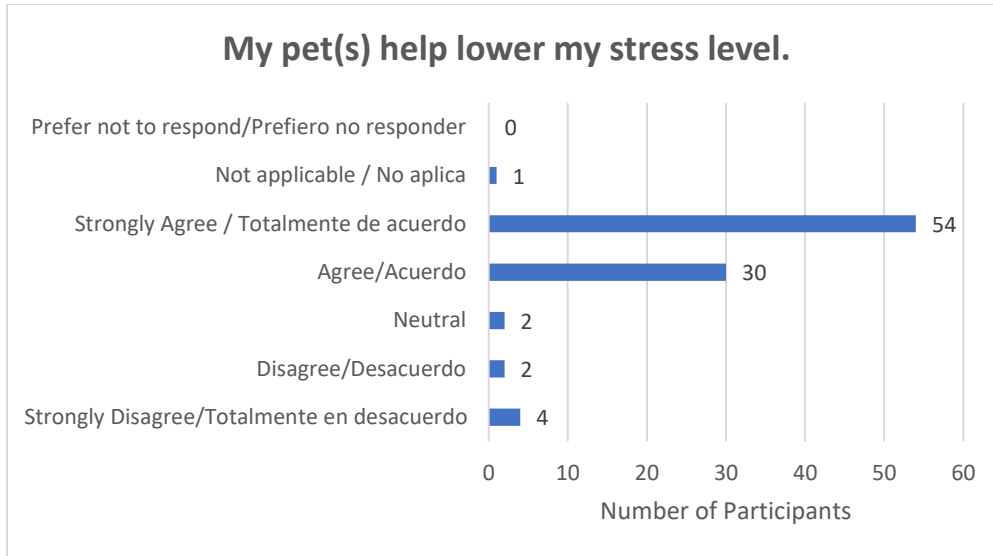
Figure 34.



My pet(s) help lower my stress level.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 2 (2%) selected “neutral,” 30 (32%) selected “agree,” and 54 (58%) selected “strongly agree.” Additionally, 1 (1%) selected “not applicable” and 0 (0%) selected “prefer not to respond.” See Figure 35.

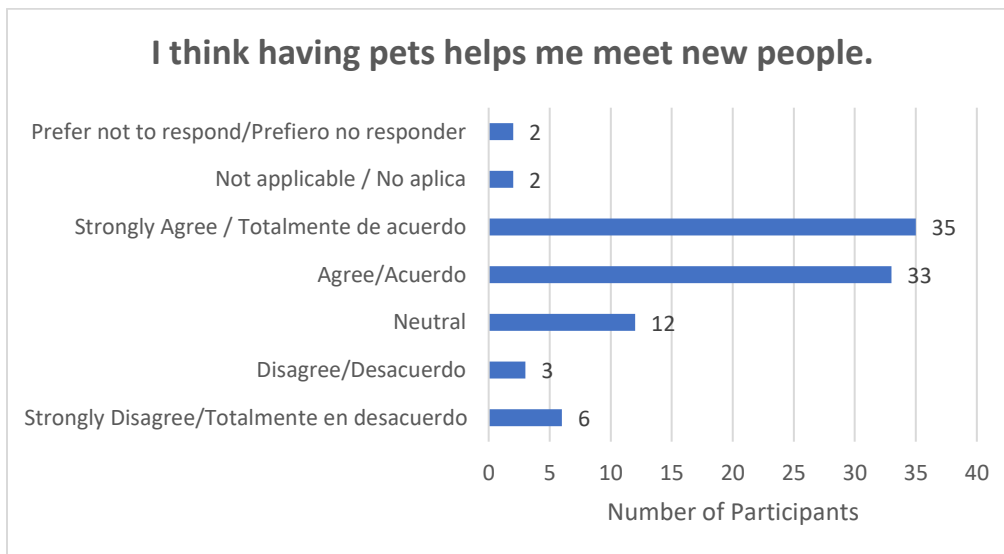
Figure 35.



I think having pets helps me meet new people.

Of the 93 participants, 6 (7%) selected “strongly disagree,” 3 (3%) selected “disagree,” 12 (13%) selected “neutral,” 33 (36%) selected “agree,” and 35 (38%) selected “strongly agree.” Additionally, 2 (2%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 36.

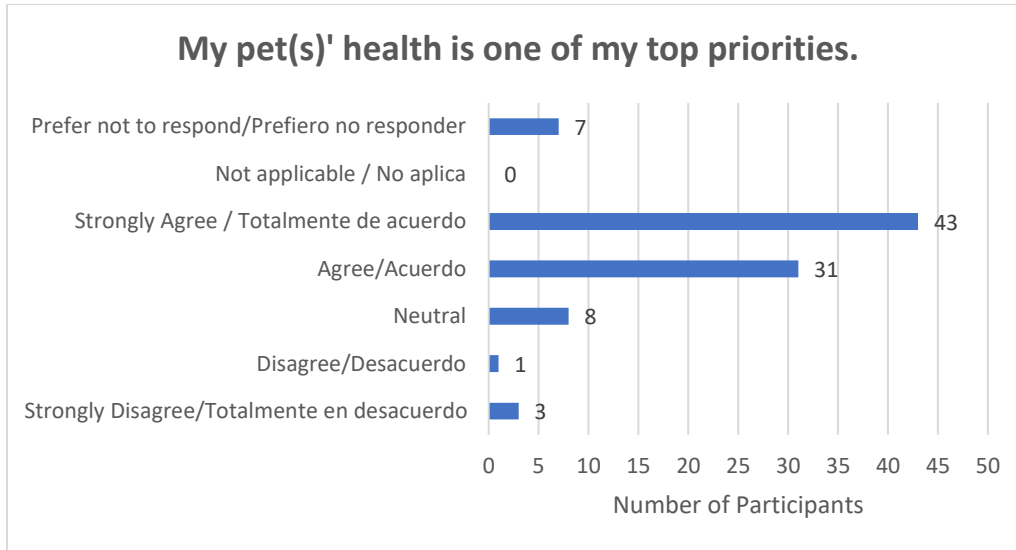
Figure 36.



My pet(s)' health is one of my top priorities.

Of the 93 participants, 3 (3%) selected “strongly disagree,” 1 (1%) selected “disagree,” 8 (9%) selected “neutral,” 31 (33%) selected “agree,” and 43 (46%) selected “strongly agree.” Additionally, 0 (0%) selected “not applicable” and 7 (8%) selected “prefer not to respond.” See Figure 37.

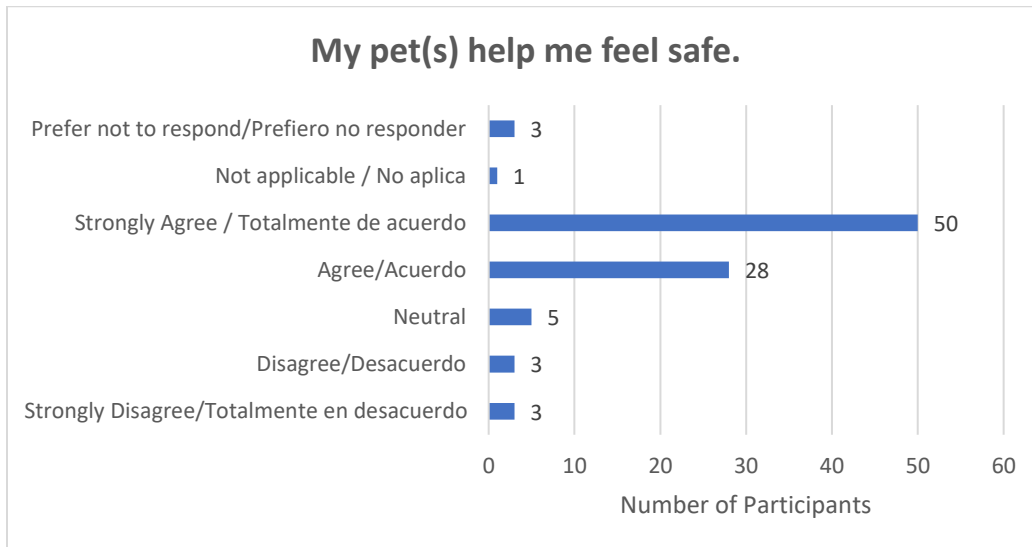
Figure 37.



My pet(s) help me feel safe.

Of the 93 participants, 3 (3%) selected “strongly disagree,” 3 (3%) selected “disagree,” 5 (5%) selected “neutral,” 28 (30%) selected “agree,” and 50 (54%) selected “strongly agree.” Additionally, 1 (1%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 38.

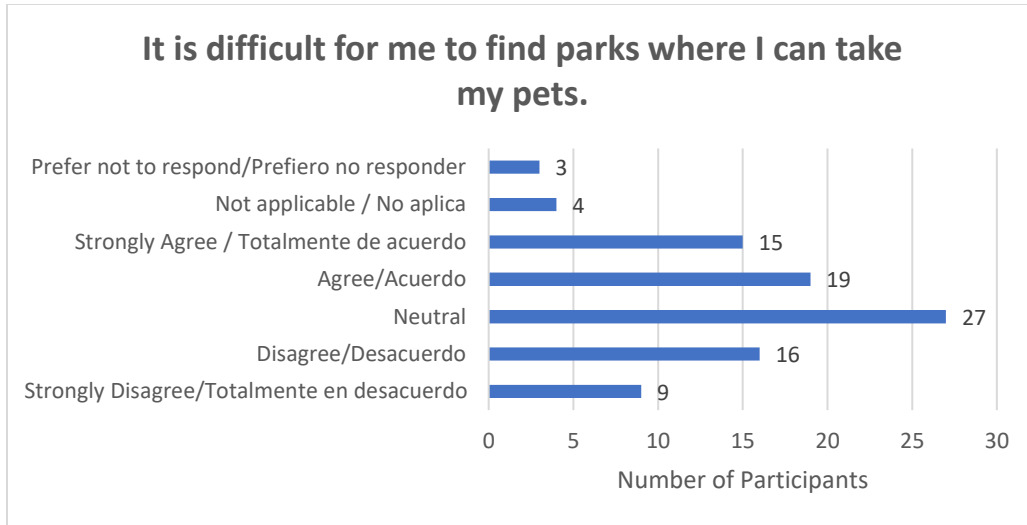
Figure 38.



It is difficult for me to find parks where I can take my pets.

Of the 93 participants, 9 (10%) selected “strongly disagree,” 16 (17%) selected “disagree,” 27 (29%) selected “neutral,” 19 (20%) selected “agree,” and 15 (16%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 39.

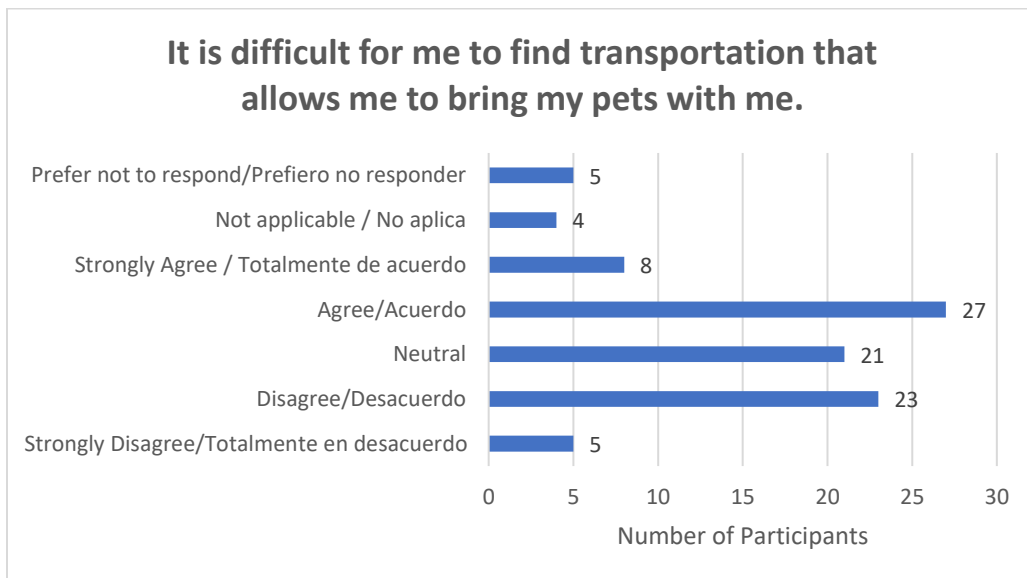
Figure 39.



It is difficult for me to find transportation that allows me to bring my pets with me.

Of the 93 participants, 5 (5%) selected “strongly disagree,” 23 (25%) selected “disagree,” 21 (23%) selected “neutral,” 27 (29%) selected “agree,” and 8 (9%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 5 (5%) selected “prefer not to respond.” See Figure 40.

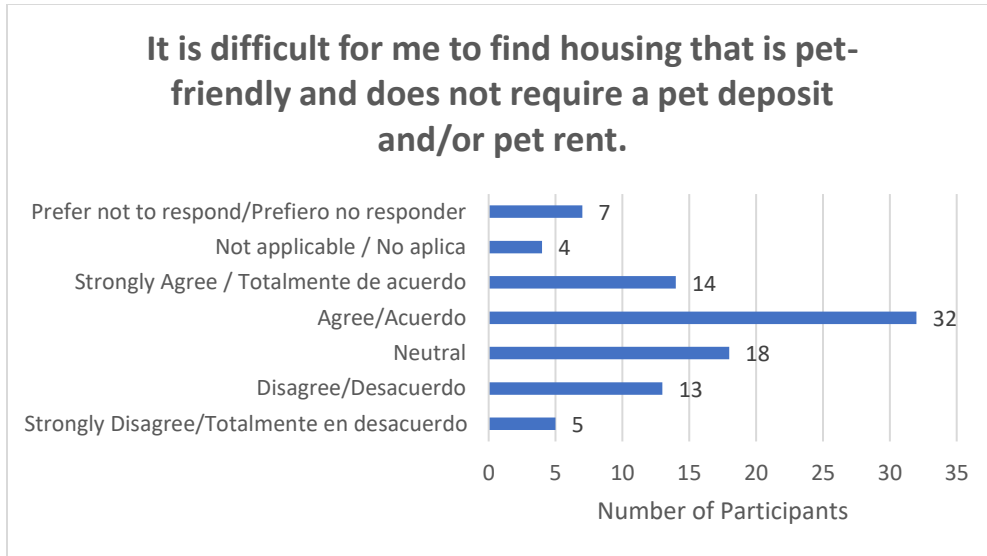
Figure 40.



It is difficult for me to find housing that is pet-friendly and does not require a pet deposit and/or pet rent.

Of the 93 participants, 5 (5%) selected “strongly disagree,” 13 (14%) selected “disagree,” 18 (19%) selected “neutral,” 32 (34%) selected “agree,” and 14 (15%) selected “strongly agree.” Additionally, 4 (4%) selected “not applicable” and 7 (8%) selected “prefer not to respond.” See Figure 41.

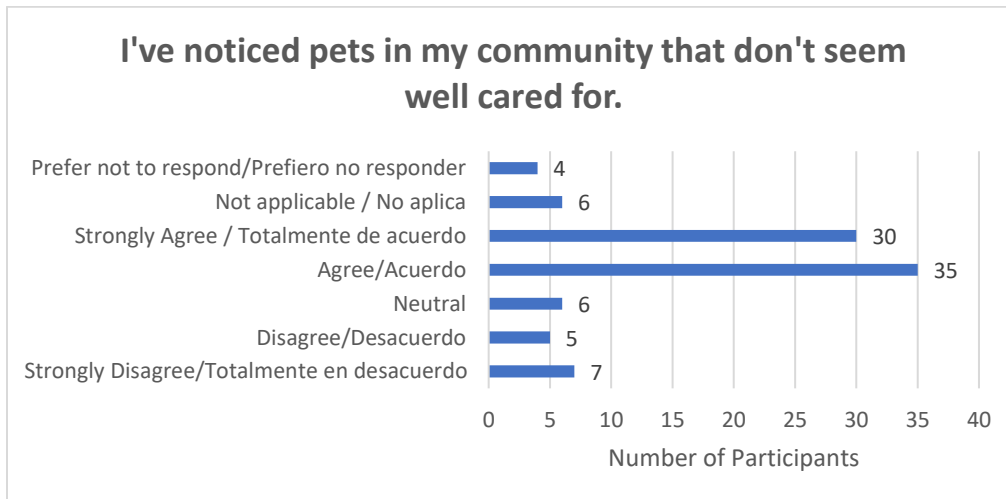
Figure 41.



I've noticed pets in my community that don't seem well cared for.

Of the 93 participants, 7 (8%) selected “strongly disagree,” 5 (5%) selected “disagree,” 6 (7%) selected “neutral,” 35 (38%) selected “agree,” and 30 (32%) selected “strongly agree.” Additionally, 6 (7%) selected “not applicable” and 4 (4%) selected “prefer not to respond.” See Figure 42.

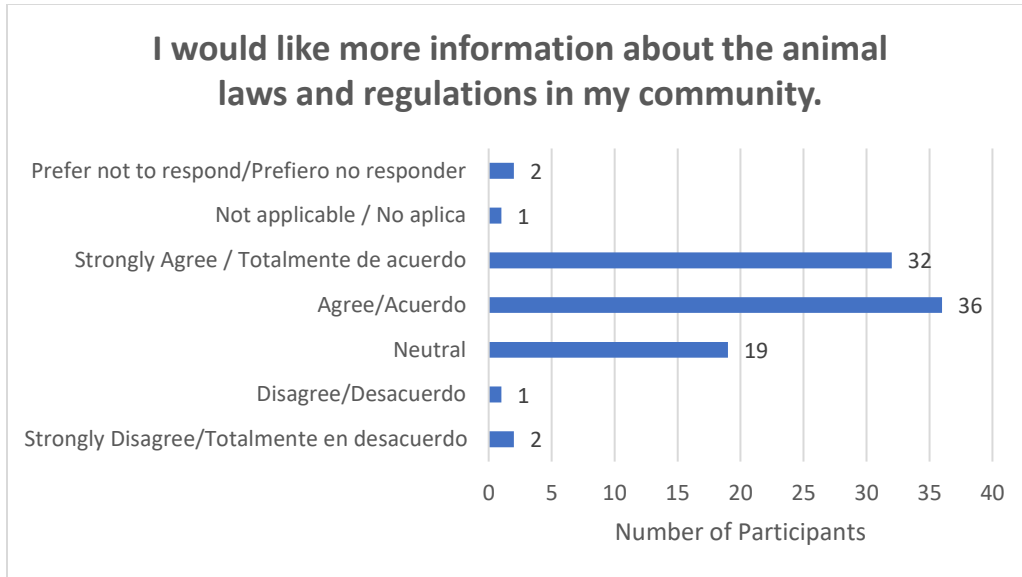
Figure 42.



I would like more information about the animal laws and regulations in my community.

Of the 93 participants, 2 (2%) selected “strongly disagree,” 1 (1%) selected “disagree,” 19 (20%) selected “neutral,” 36 (39%) selected “agree,” and 32 (34%) selected “strongly agree.” Additionally, 1 (1%) selected “not applicable” and 2 (2%) selected “prefer not to respond.” See Figure 43.

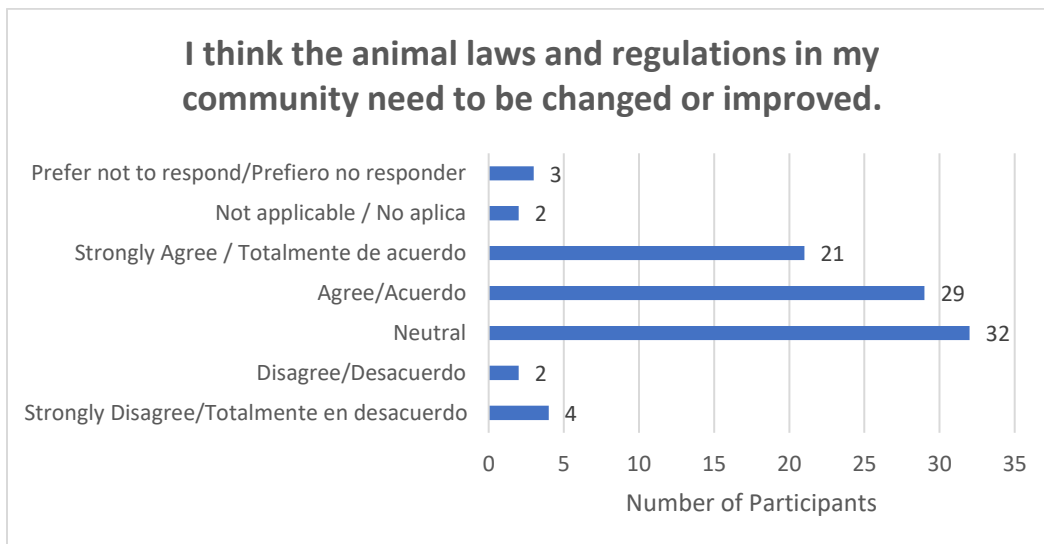
Figure 43.



I think the animal laws and regulations in my community need to be changed or improved.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 32 (34%) selected “neutral,” 29 (31%) selected “agree,” and 21 (23%) selected “strongly agree.” Additionally, 2 (2%) selected “not applicable” and 3 (3%) selected “prefer not to respond.” See Figure 44.

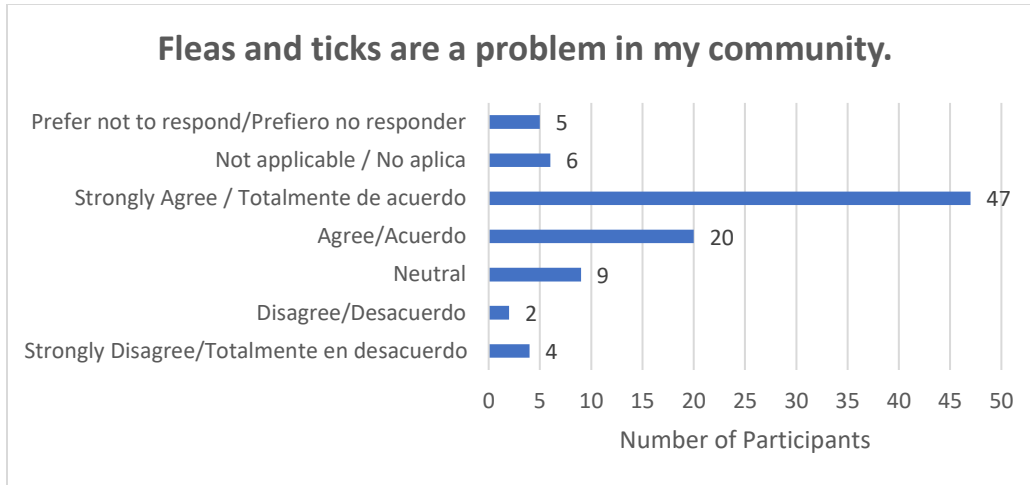
Figure 44.



Fleas and ticks are a problem in my community.

Of the 93 participants, 4 (4%) selected “strongly disagree,” 2 (2%) selected “disagree,” 9 (10%) selected “neutral,” 20 (22%) selected “agree,” and 47 (51%) selected “strongly agree.” Additionally, 6 (7%) selected “not applicable” and 5 (5%) selected “prefer not to respond.” See Figure 45.

Figure 45.



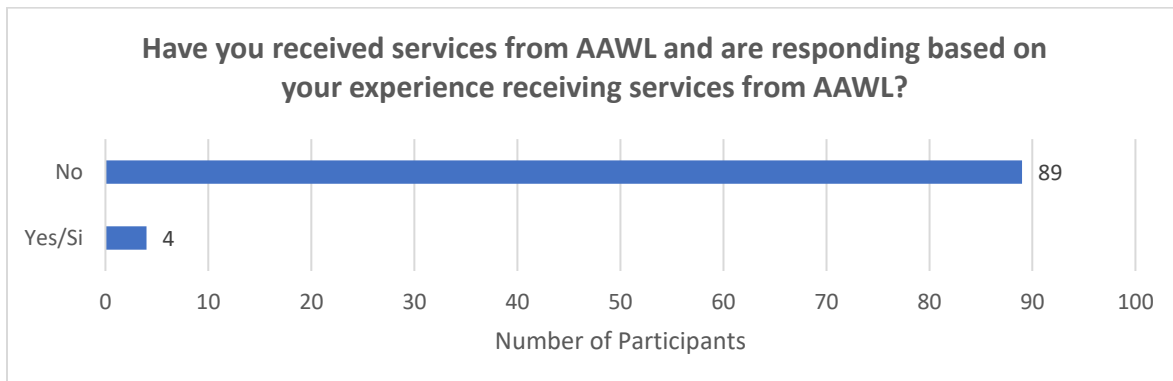
Are there any trusted community organizations in your neighborhood/community?

When asked if there are any trusted community organizations in their neighborhood/community, most participants shared that there aren't any, and a few participants shared that they didn't know.

Reporting on experience with AAWL vs. Experience with other providers

Of the 93 participants, 4 (4%) reported that they have received services from AAWL and are responding based on their experience receiving services from AAWL, 89 (96%) reported that they have not received services from AAWL and are not responding based on their experience receiving services from AAWL. See Figure 46.

Figure 46.

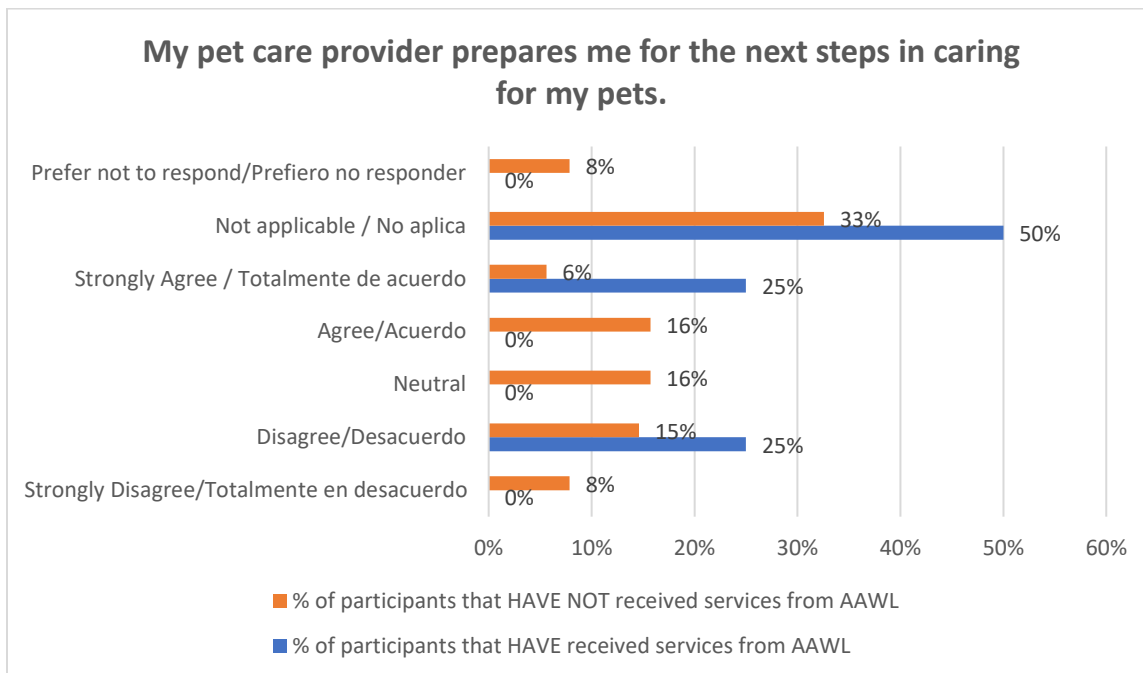


The following results will be based on the findings from Figure 46.

My pet care provider prepares me for the next steps in caring for my pets.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree,” 1 (25%) selected “disagree,” no participants (0%) selected “neutral” or “agree,” and 1 (25%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 7 (8%) selected “strongly disagree,” 13 (15%) selected “disagree,” 14 (16%) selected “neutral,” 14 (16%) selected “agree,” and 5 (6%) selected “strongly agree.” Additionally, 29 (33%) selected “not applicable” and 7 (8%) selected “prefer not to respond.” See Figure 47.

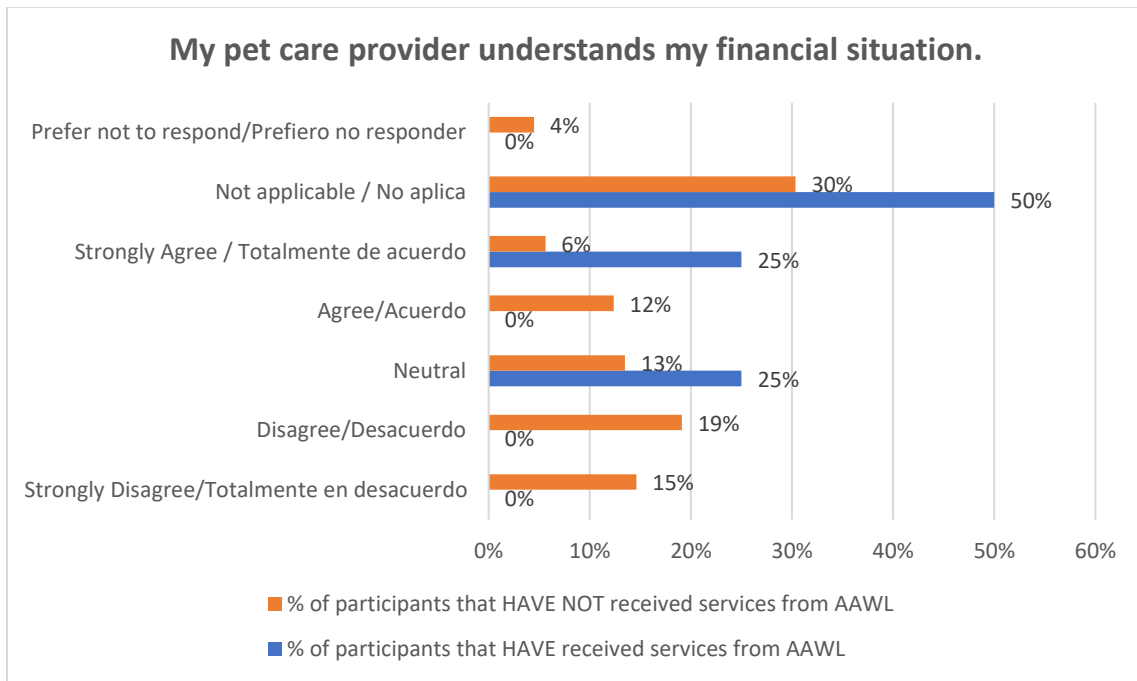
Figure 47.



My pet care provider understands my financial situation.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree” or “disagree,” 1 (25%) selected “neutral,” no participants (0%) selected “agree,” and 1 (25%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 13 (15%) selected “strongly disagree,” 17 (19%) selected “disagree,” 12 (13%) selected “neutral,” 11 (12%) selected “agree,” and 5 (6%) selected “strongly agree.” Additionally, 27 (30%) selected “not applicable” and 4 (4%) selected “prefer not to respond.” See Figure 48.

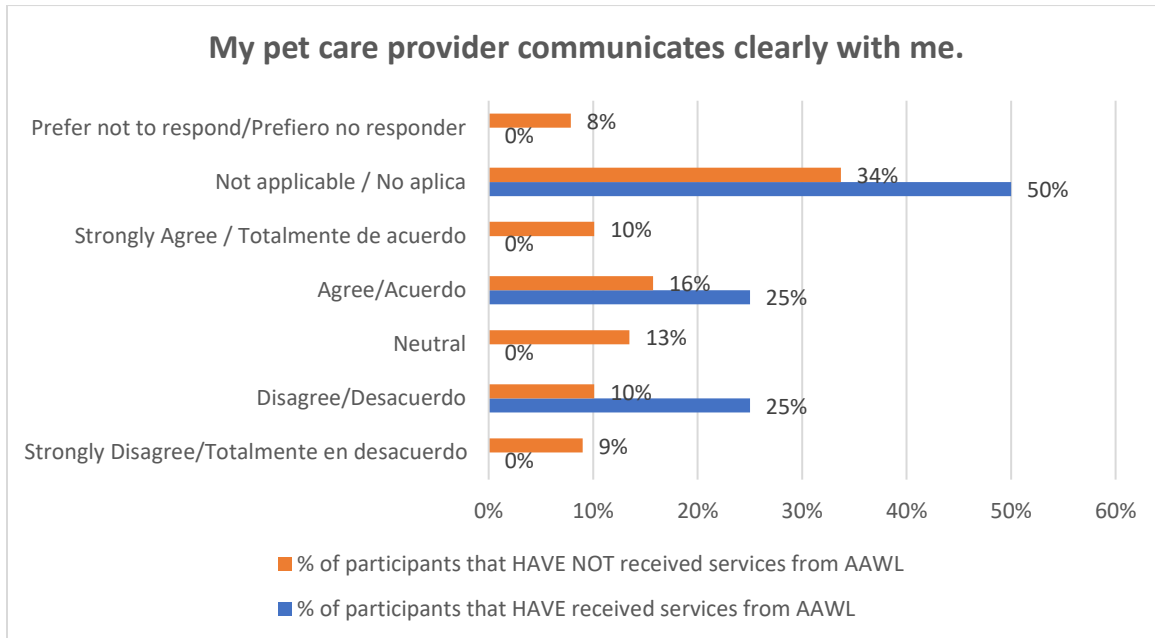
Figure 48.



My pet care provider communicates clearly with me.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree,” 1 (25%) selected “disagree,” no participants (0%) selected “neutral,” 1 (25%) selected “agree,” and no participants (0%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 8 (9%) selected “strongly disagree,” 9 (10%) selected “disagree,” 12 (13%) selected “neutral,” 14 (16%) selected “agree,” and 9 (10%) selected “strongly agree.” Additionally, 30 (34%) selected “not applicable” and 7 (8%) selected “prefer not to respond.” See Figure 49.

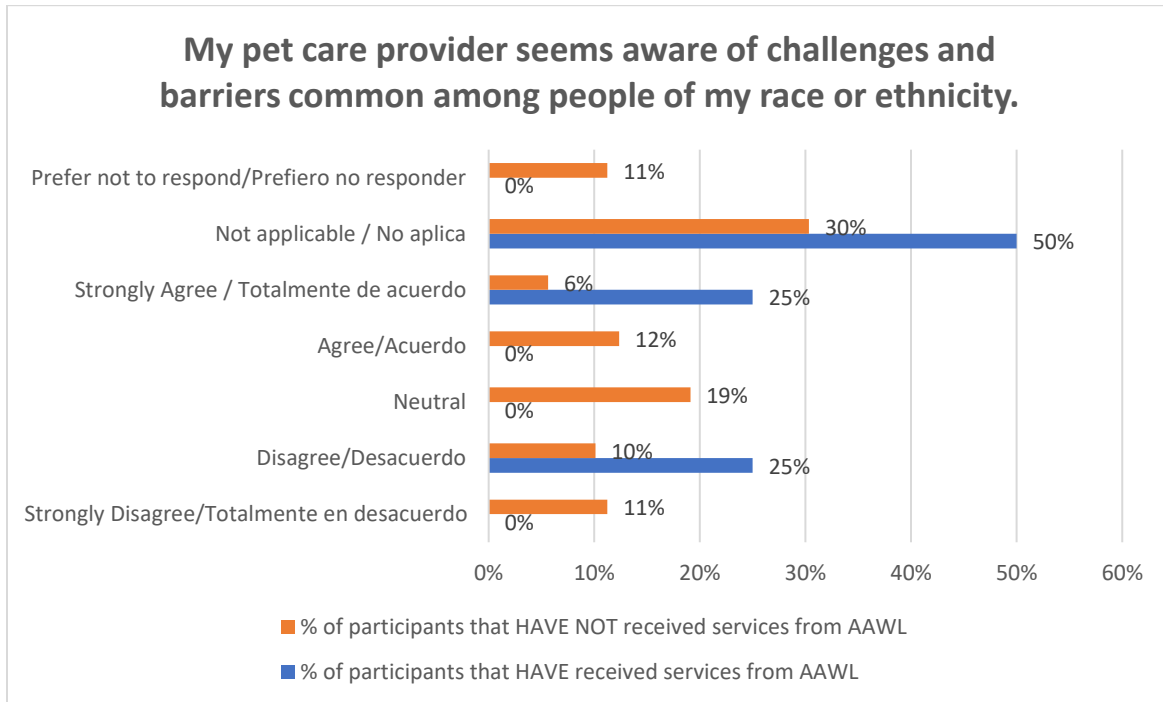
Figure 49.



My pet care provider seems aware of challenges and barriers common among people of my race or ethnicity.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree,” 1 (25%) selected “disagree,” no participants (0%) selected “neutral” or “agree,” and 1 (25%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 10 (11%) selected “strongly disagree,” 9 (10%) selected “disagree,” 17 (19%) selected “neutral,” 11 (12%) selected “agree,” and 5 (6%) selected “strongly agree.” Additionally, 27 (30%) selected “not applicable” and 10 (11%) selected “prefer not to respond.” See Figure 50.

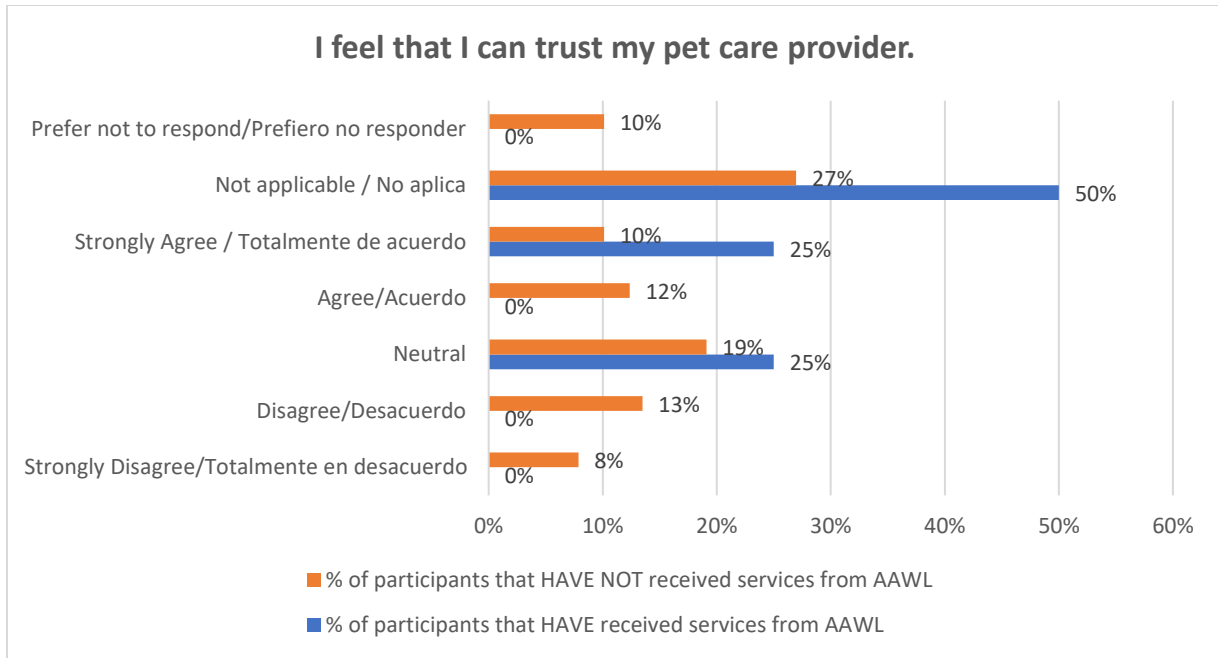
Figure 50.



I feel that I can trust my pet care provider.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree” or “disagree,” 1 (25%) selected “neutral,” no participants (0%) selected “agree,” and 1 (25%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 7 (8%) selected “strongly disagree,” 12 (13%) selected “disagree,” 17 (19%) selected “neutral,” 11 (12%) selected “agree,” and 9 (10%) selected “strongly agree.” Additionally, 24 (27%) selected “not applicable” and 9 (10%) selected “prefer not to respond.” See Figure 51.

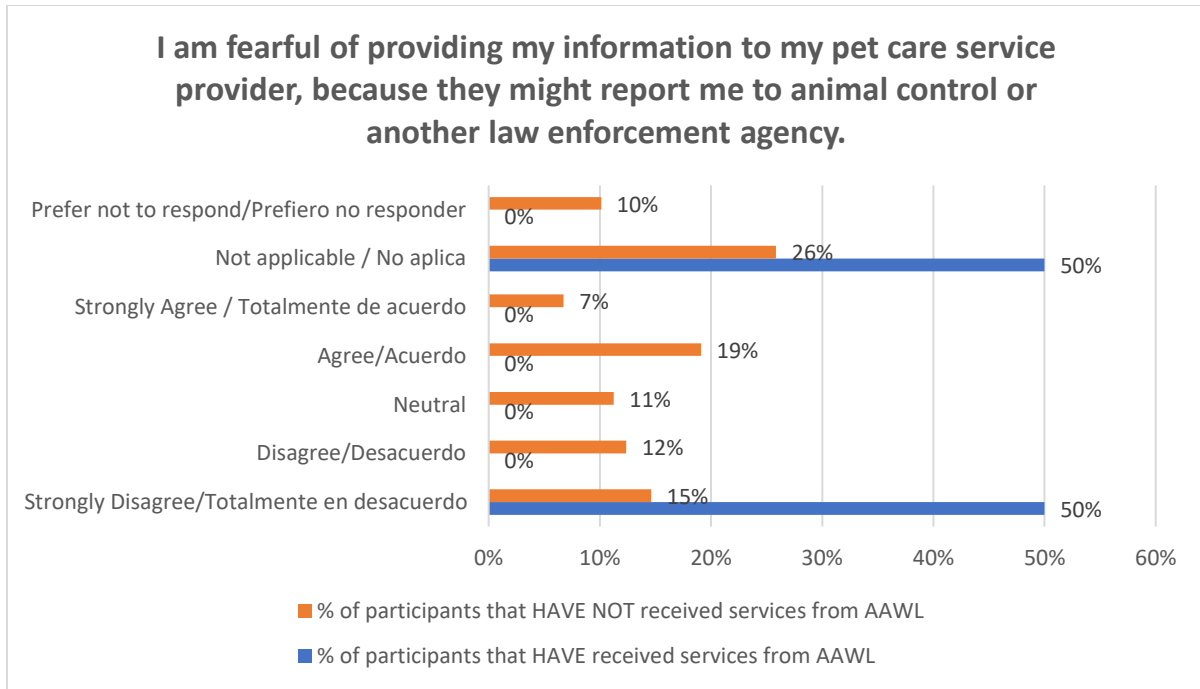
Figure 51.



I am fearful of providing my information to my pet care service provider, because they might report me to animal control or another law enforcement agency.

Of the 4 participants that have received services from AAWL, 2 (50%) selected “strongly disagree,” no participants selected “disagree,” “neutral,” “agree,” or “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 13 (15%) selected “strongly disagree,” 11 (12%) selected “disagree,” 10 (11%) selected “neutral,” 17 (19%) selected “agree,” and 6 (7%) selected “strongly agree.” Additionally, 23 (26%) selected “not applicable” and 9 (10%) selected “prefer not to respond.” See Figure 52.

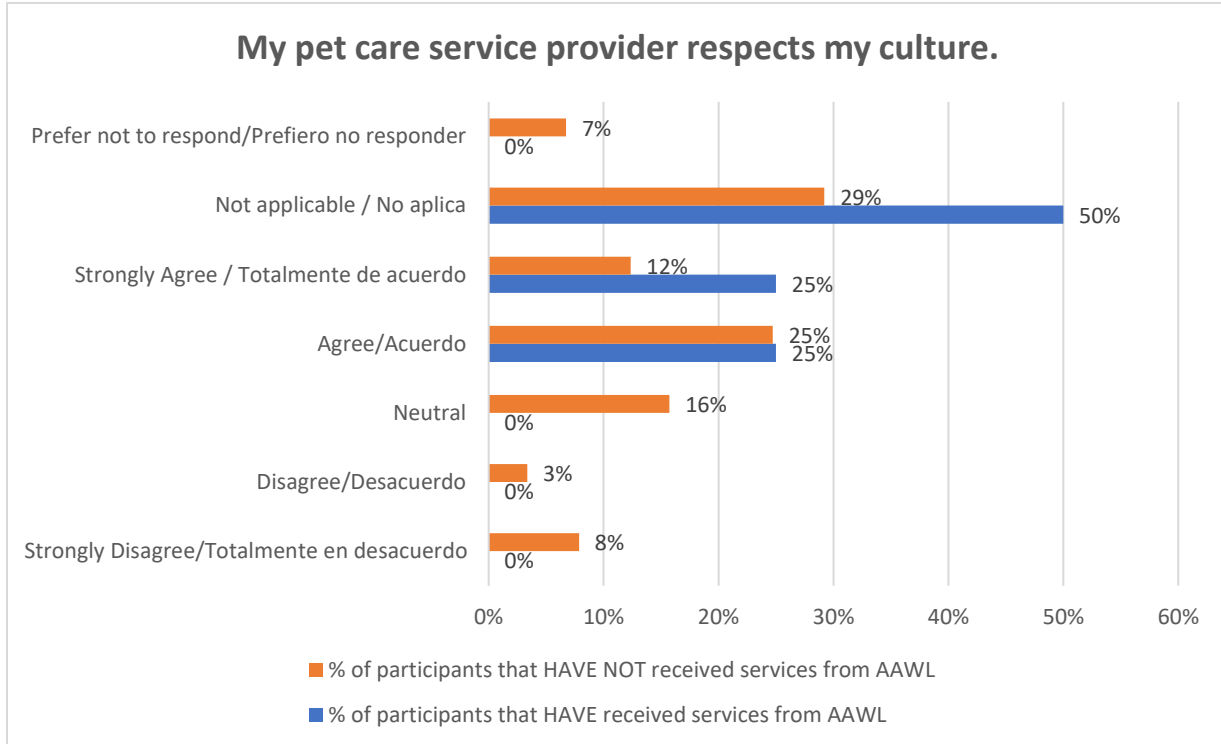
Figure 52.



My pet care service provider respects my culture.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree,” “disagree,” or “neutral,” 1 (25%) selected “agree,” and 1 (25%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 7 (8%) selected “strongly disagree,” 3 (3%) selected “disagree,” 14 (16%) selected “neutral,” 22 (25%) selected “agree,” and 11 (12%) selected “strongly agree.” Additionally, 26 (29%) selected “not applicable” and 6 (7%) selected “prefer not to respond.” See Figure 53.

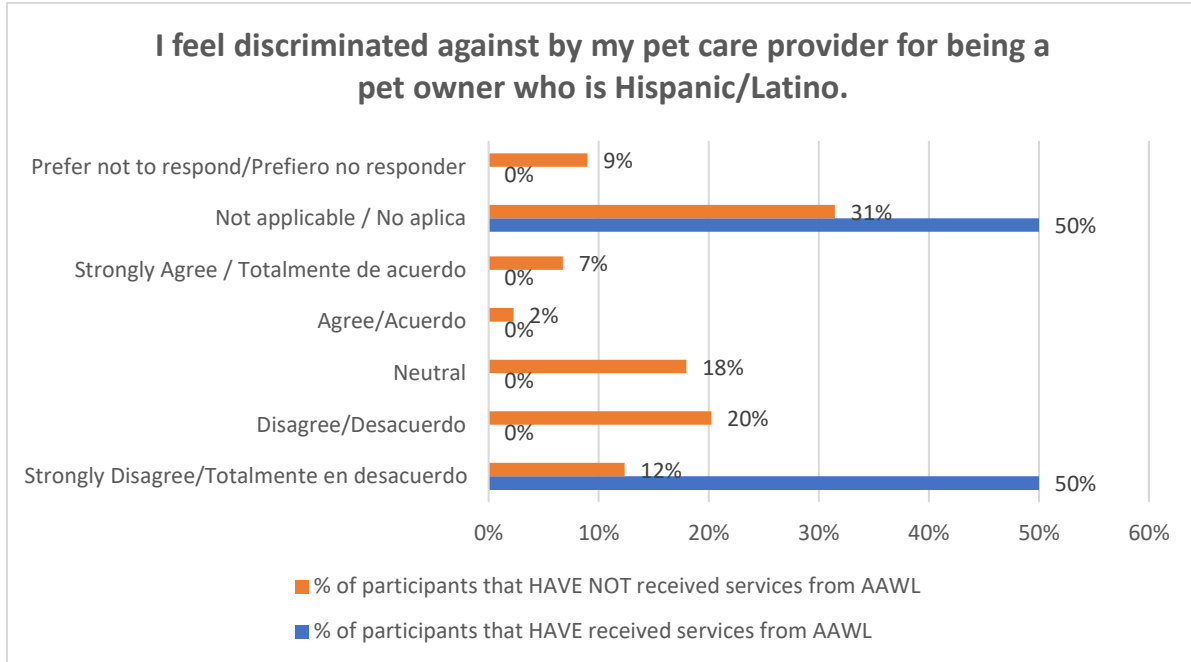
Figure 53.



I feel discriminated against by my pet care provider for being a pet owner who is Hispanic/Latino.

Of the 4 participants that have received services from AAWL, 2 (50%) selected “strongly disagree,” and no participants (0%) selected “disagree,” “neutral,” “agree,” or “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 11 (12%) selected “strongly disagree,” 18 (20%) selected “disagree,” 16 (18%) selected “neutral,” 2 (2%) selected “agree,” and 6 (7%) selected “strongly agree.” Additionally, 28 (31%) selected “not applicable” and 8 (9%) selected “prefer not to respond.” See Figure 54.

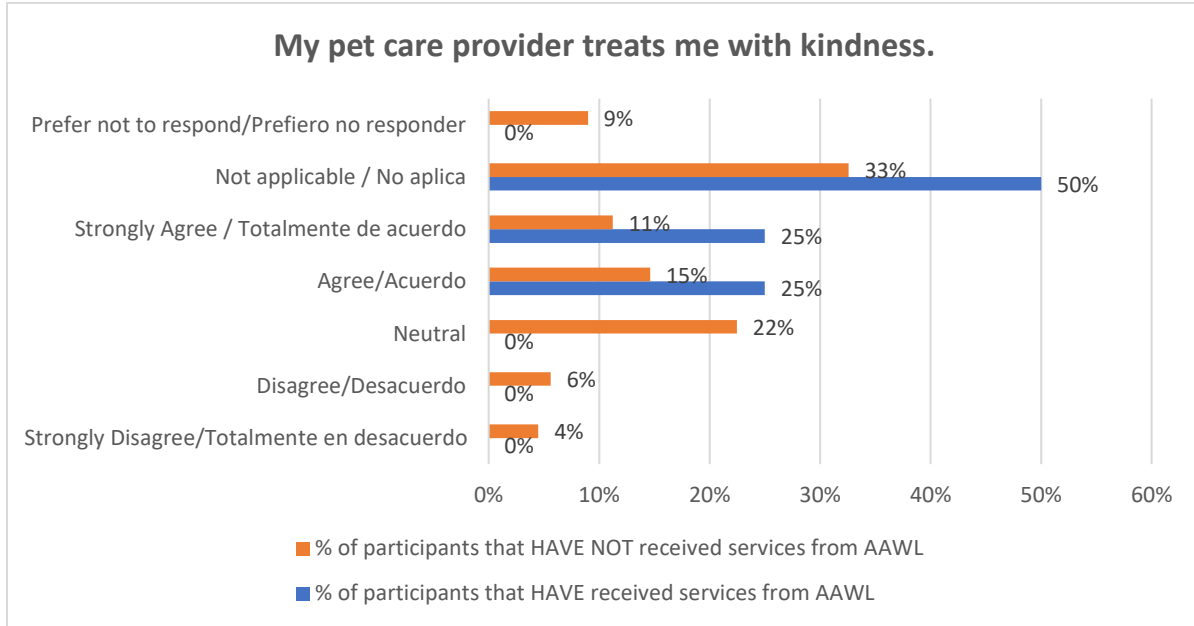
Figure 54.



My pet care provider treats me with kindness.

Of the 4 participants that have received services from AAWL, no participants (0%) selected “strongly disagree,” “disagree,” or “neutral,” 1 (25%) selected “agree,” and 1 (25%) selected “strongly agree.” Additionally, 2 (50%) selected “not applicable.” Of the 89 participants that have not received services from AAWL, 4 (4%) selected “strongly disagree,” 5 (6%) selected “disagree,” 20 (22%) selected “neutral,” 13 (15%) selected “agree,” and 10 (11%) selected “strongly agree.” Additionally, 29 (33%) selected “not applicable” and 8 (9%) selected “prefer not to respond.” See Figure 55.

Figure 55.



APPENDIX

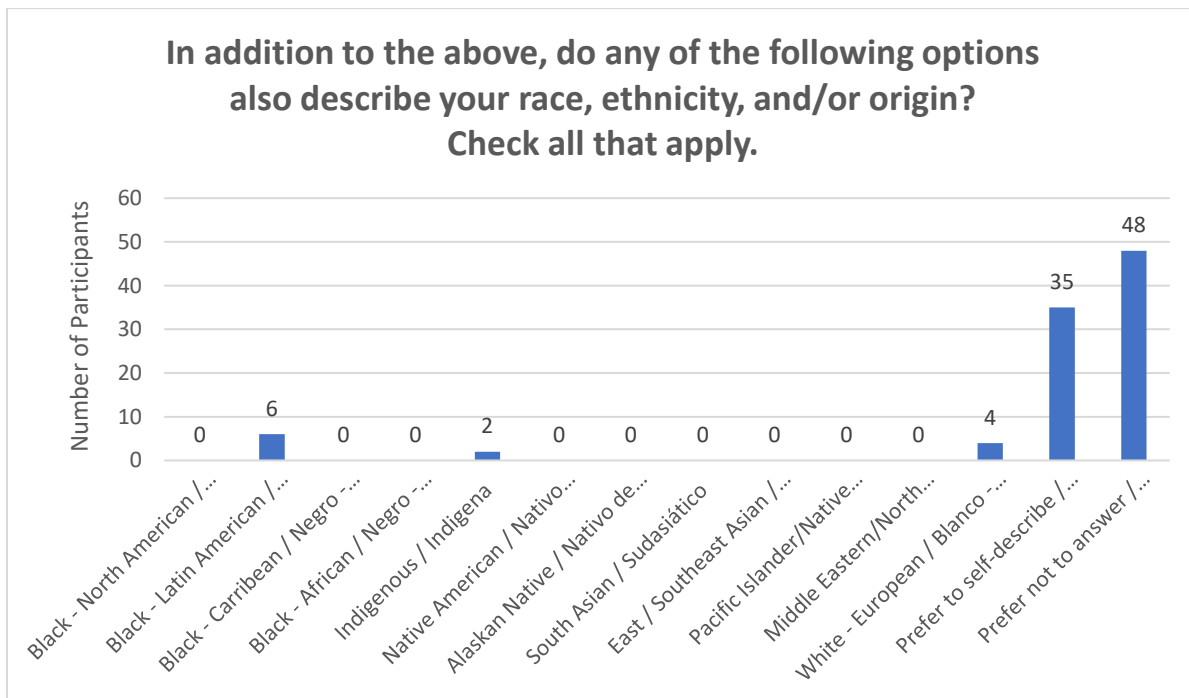
Demographic Results

Survey participant criteria: All participants must be residents of Central City/East Maryvale, Phoenix (zip code 85009), AZ, and self-identify as being Latino/Hispanic.

In addition to the above, do any of the following options also describe your race, ethnicity, and/or origin? Check all that apply.

In addition to Latino/Hispanic, of the 93 participants, 6 (7%) self-identified as Black – Latin American, 2 (2%) self-identified as Indigenous, and 4 (4%) self-identified as White – European. Additionally, 35 (38%) participants selected “prefer to self-describe” and 48 (52%) selected “prefer not to answer”. See Figure 56.

Figure 56.



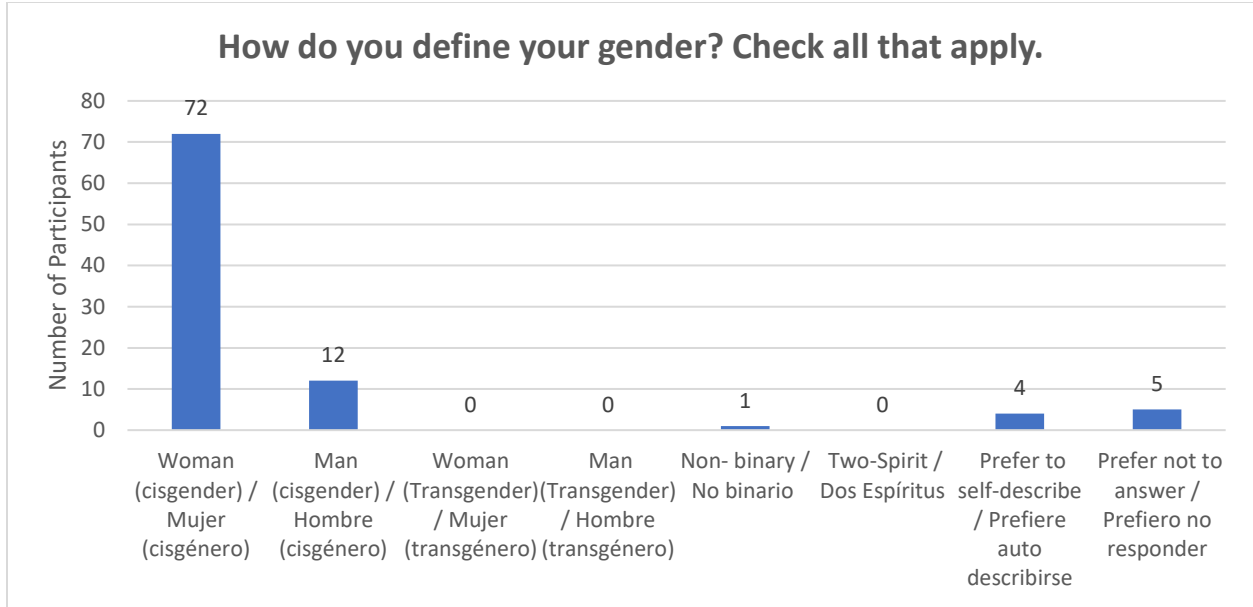
In addition to the above, do any of the following options also describe your race, ethnicity, and/or origin? (Prefer to self-describe).

Of the participants who chose to self-describe their race or ethnicity, 37 participants answered with Hispanic or Latino, 7 participants answered with Mexican or Mexican American, and 2 participants answered with “Mestizo.”

How do you define your gender? Check all that apply.

Of the 93 participants, 72 (77%) self-identified as women (cisgender), 12 (13%) self-identified as men (cisgender), and 1 (1%) self-identified as nonbinary. Additionally, 4 (4%) participants selected “prefer to self-describe,” and 5 (5%) selected “prefer not to answer.” See Figure 57.

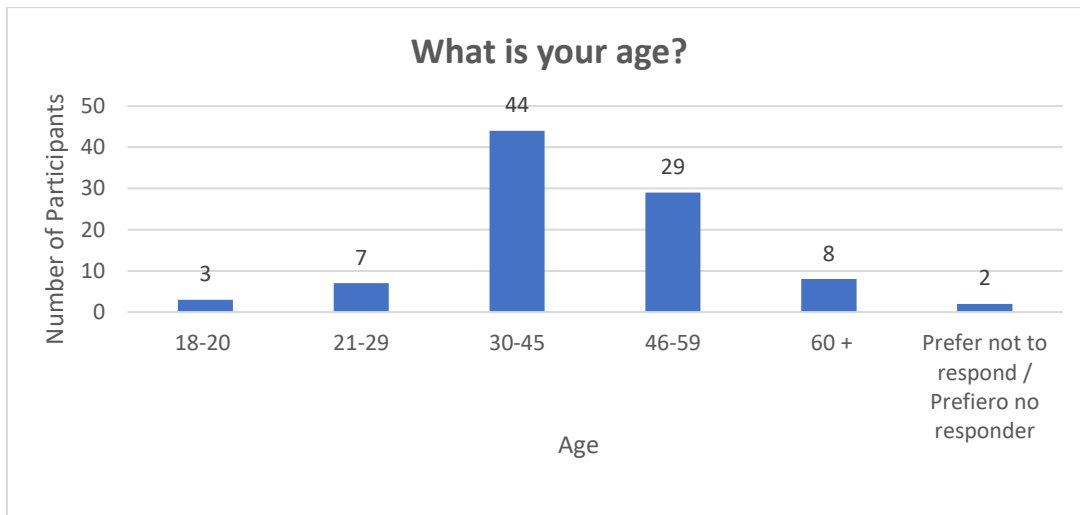
Figure 57.



What is your age?

Of the 93 participants, 3 (3%) selected 18-20 years of age, 7 (8%) selected 21-29 years of age, 44 (47%) selected 30-45 years of age, 29 (31%) selected 46-59 years of age, and 8 (9%) selected 60 years of age or older. Additionally, 2 (2%) selected prefer not to respond. See Figure 58.

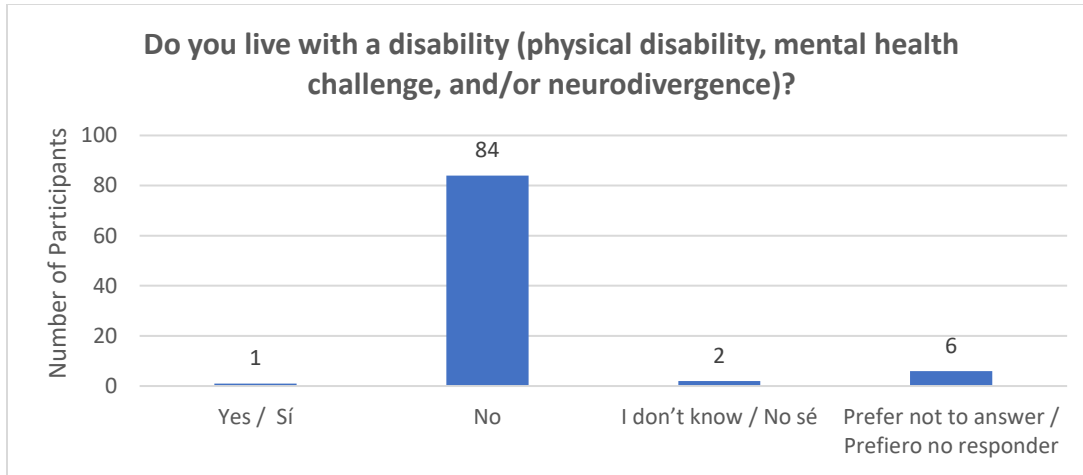
Figure 58.



Do you live with a disability (physical disability, mental health challenge, and/or neurodivergence)?

Of the 93 participants, 1 (1%) self-identified as living with a disability, 84 (90%) self-identified as not living with a disability, 2 (2%) selected “I don’t know,” and 6 (7%) selected “prefer not to answer.” See Figure 59.

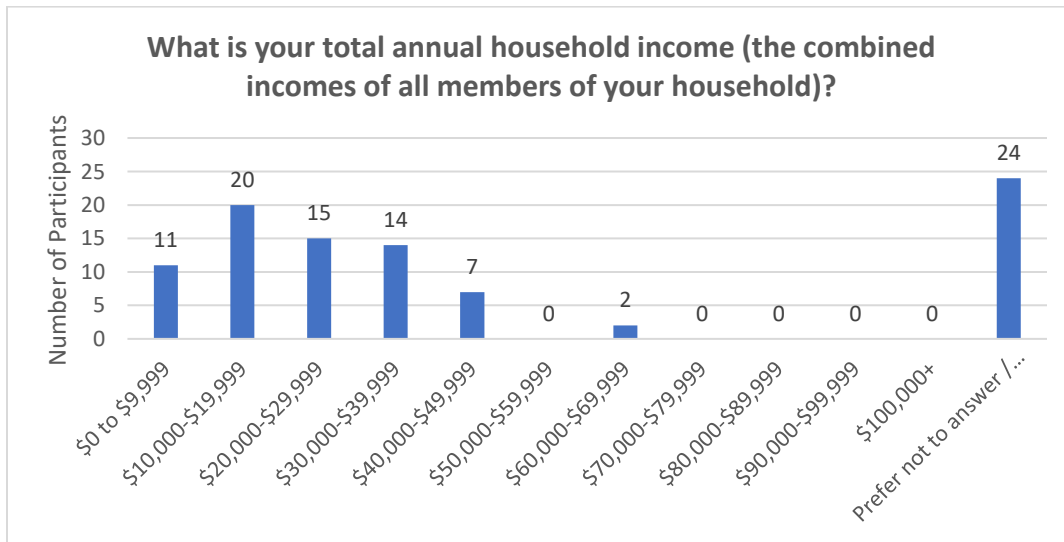
Figure 59.



What is your total annual household income (the combined incomes of all members of your household)?

Of the 93 participants, 11 (12%) selected that their annual household income is 0-9,999 dollars or more, 20 (22%) selected 10,000-19,999 dollars, 15 (16%) selected 20,000-29,999 dollars, 14 (15%) selected 30,000-39,999 dollars, 7 (8%) selected 40,000-49,999 dollars, 0 (0%) selected 50,000-59,999 dollars, 2 (2%) selected 60,000-69,999 dollars, 0 (0%) selected 70,000-79,999 dollars, 0 (0%) selected 80,000-89,999 dollars, 0 (0%) selected 90,000-99,999 dollars, and 0 (0%) selected 100,000+ dollars. Additionally, 24 (26%) selected “prefer not to answer.” See Figure 60.

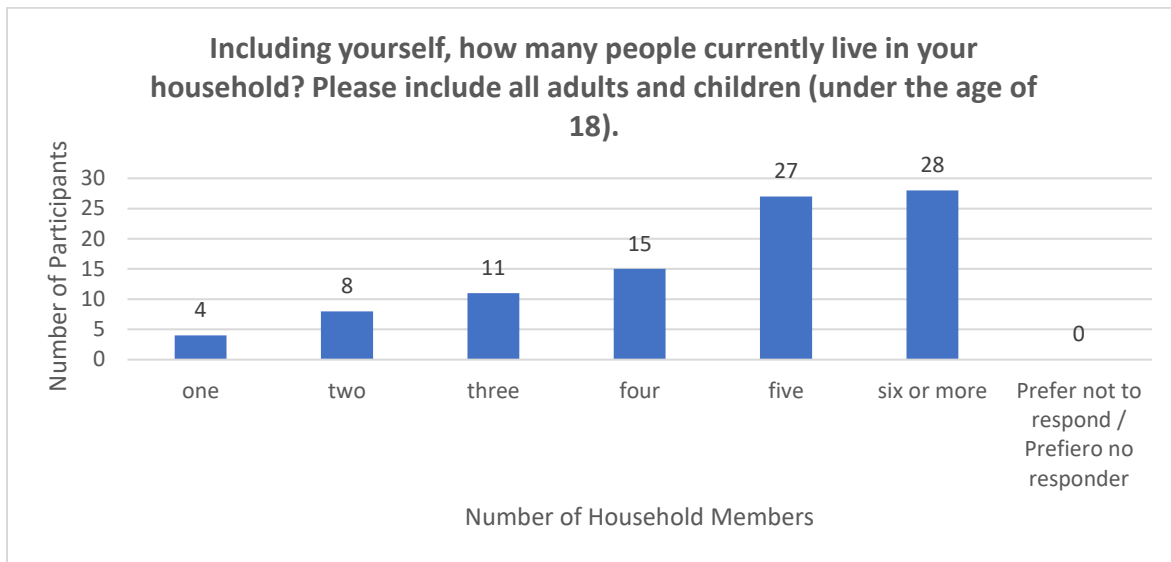
Figure 60.



Including yourself, how many people currently live in your household? Please include all adults and children (under the age of 18).

Of the 93 participants, 4 (4%) selected a household size of one, 8 (9%) selected a household size of two, 11 (12%) selected a household size of three, 15 (16%) selected a household size of four, 27 (29%) selected a household size of five, and 28 (30%) selected a household size of six or more. Additionally, 0 (0%) selected “prefer not to answer.” See Figure 61.

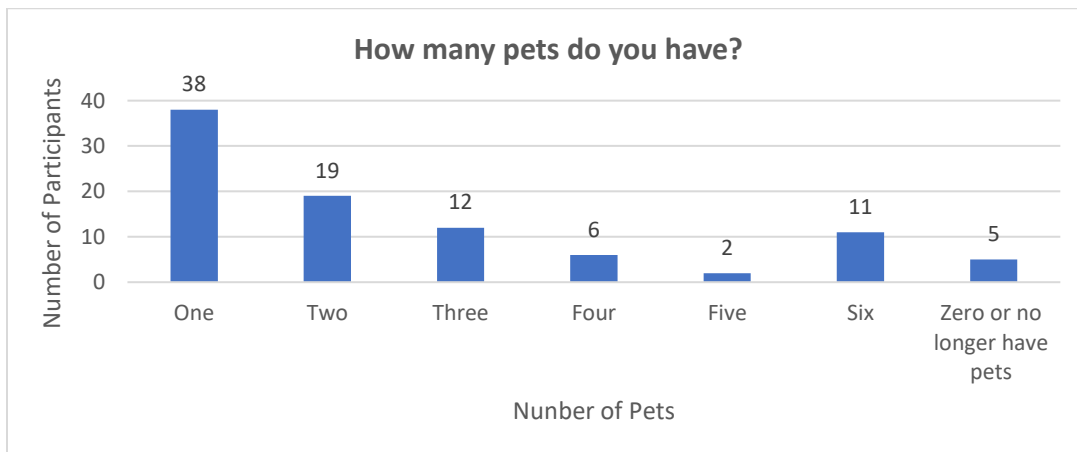
Figure 61.



How many pets do you have?

Of the 93 participants, 38 (41%) selected having one pet, 19 (20%) selected having two pets, 12 (13%) selected having three pets, 6 (7%) selected having four pets, 2 (2%) selected having five pets, 11 (12%) selected having six pets, and 5 (5%) participants answered having “zero or no longer have pets.” See Figure 62.

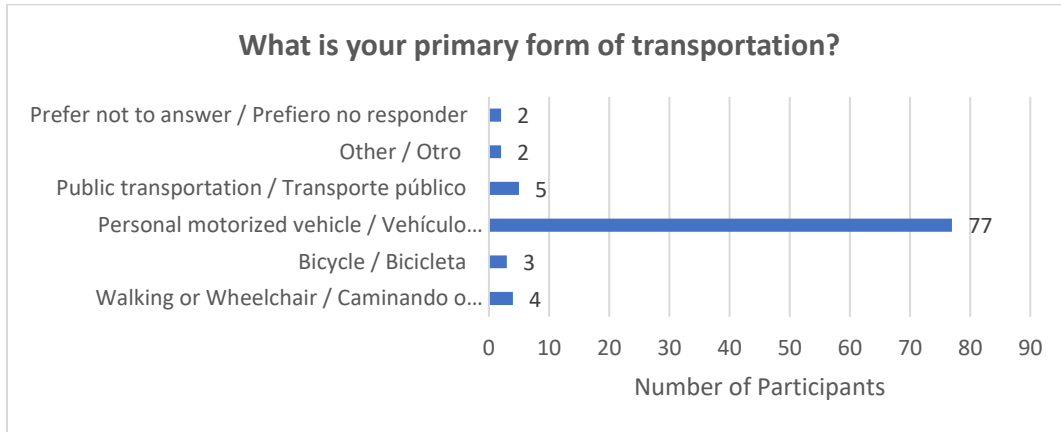
Figure 62.



What is your primary form of transportation?

Of the 93 participants, 4 (4%) selected walking or wheelchair as their primary form of transportation, 3 (3%) selected bicycle, 77 (83%) selected personal motorized vehicle, and 5 (5%) selected public transportation. Additionally, 2 (2%) selected “other,” and 2 (2%) selected “prefer not to answer.” See Figure 63.

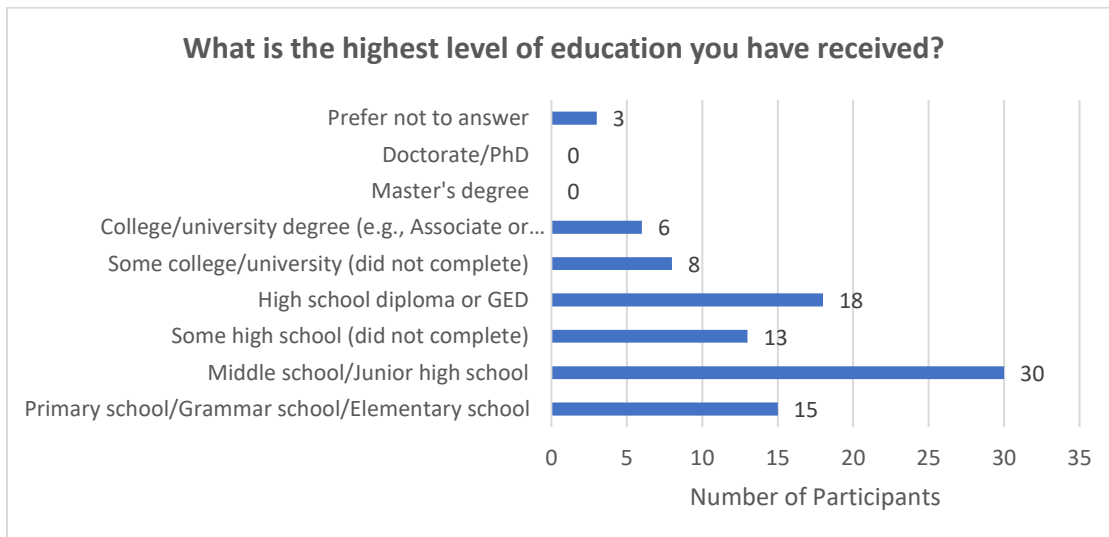
Figure 63.



What is the highest level of education you have received?

Of the 93 participants, 15 (16%) reported primary school/grammar school/elementary school as their highest level of education received, 30 (32%) reported middle school / junior high, 13 (14%) reported some high school, 18 (19%) reported high school diploma or GED, 8 (9%) reported some college (did not complete), 6 (7%) reported college/university degree, and 0 (0%) reported master’s degree, and 0 (0%) reported having completed a Doctorate / Ph.D. Additionally, 3 (3%) selected “prefer not to answer.” See Figure 64.

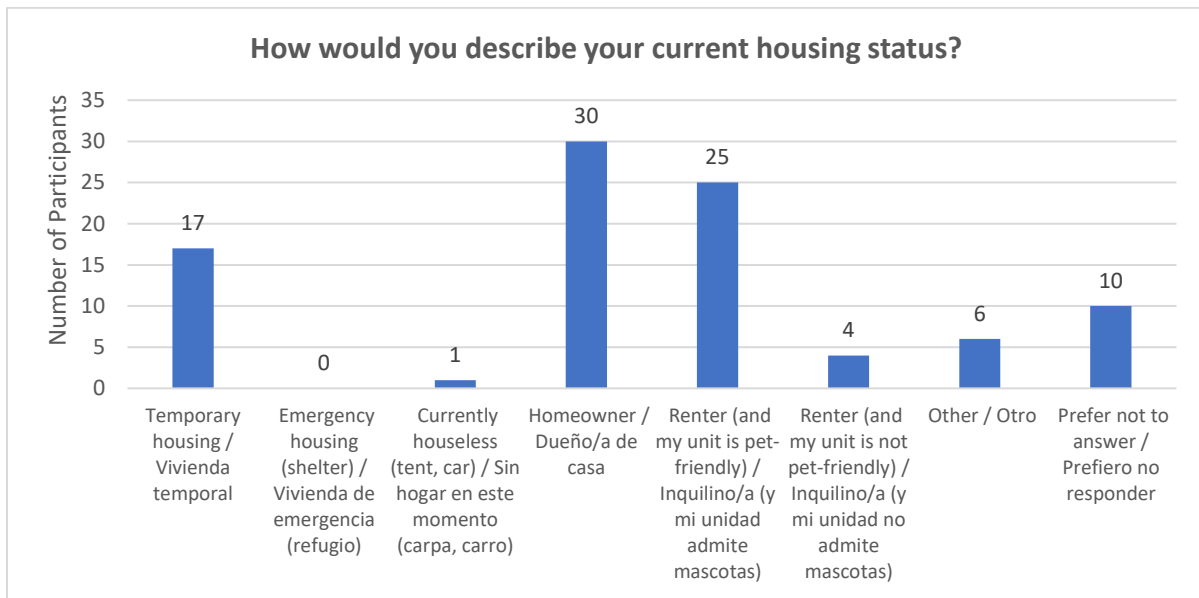
Figure 64.



How would you describe your current housing status?

Of the 93 participants, 17 (18%) described their housing status as temporary housing, 0 described their housing status as emergency housing, 1 (1%) described their housing status as currently houseless, 30 (32%) described their housing status as homeowner, 25 (27%) as renter in a pet-friendly unit, 4 (4%) as renter in a not pet-friendly unit, 6 (7%) selected “other,” and 10 (11%) selected “prefer not to answer.” See Figure 65.

Figure 65.



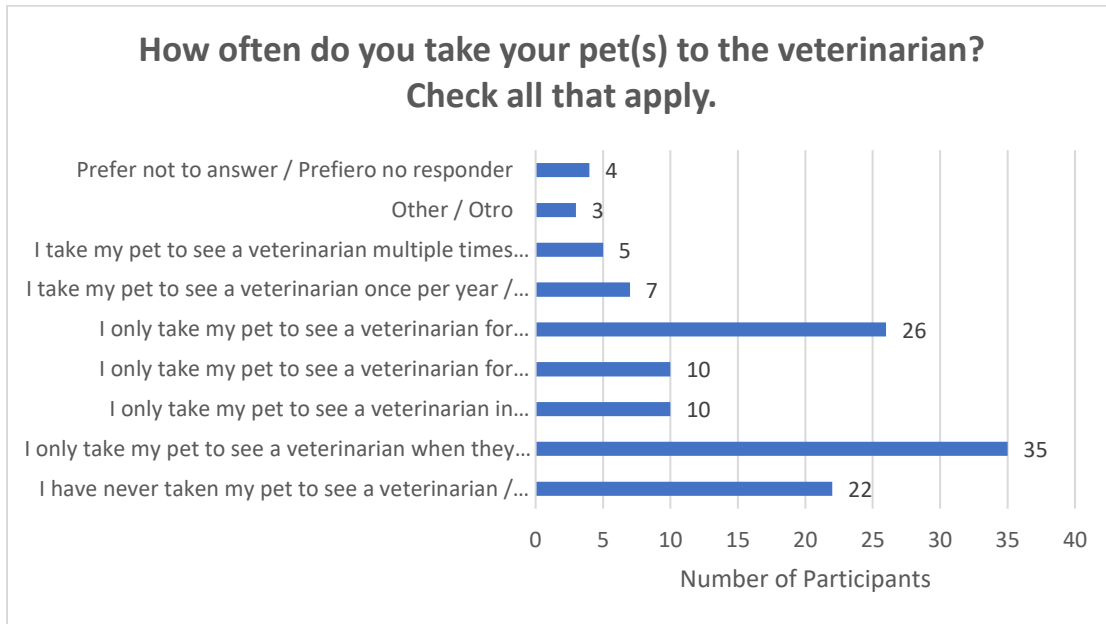
How would you describe your current housing status? (Other).

When asked for other ways to describe their housing status, most participants shared that they live with other family members, or they live in a mobile home.

How often do you take your pet(s) to the veterinarian? (Check all that apply).

The 93 participants made a total of 122 selections in response to this question: “I have never taken my pet to see a veterinarian” 22 (24%), “I only take my pet to see a veterinarian when they need to be seen” 35 (38%), “I only take my pet to see a veterinarian in emergencies” 10 (11%), “I only take my pet to see a veterinarian for spay/neuter” 10 (11%), “I only take my pet to see a veterinarian for vaccines” 26 (28%), “I take my pet to see a veterinarian once per year” 7 (8%), and “I take my pet to see a veterinarian multiple times per year” 5 (5%). Additionally, 3 (3%) selected “other” and 4 (4%) selected “prefer not to answer.” See Figure 66.

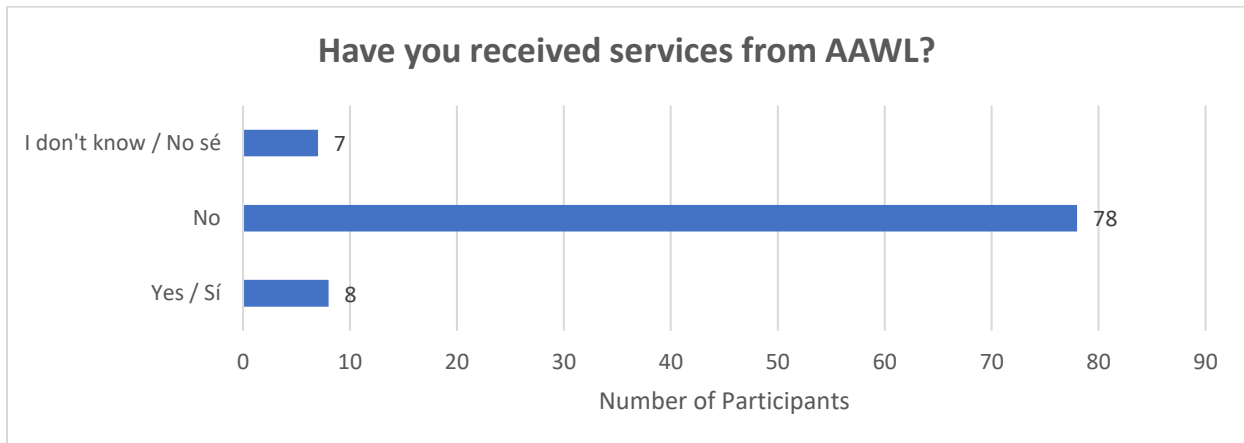
Figure 66.



Have you received services from Arizona Animal Welfare League?

Of the 93 participants, 8 (9%) reported yes to having received services from AAWL, 78 (84%) reported not having received services, and 7 (8%) answered “I don’t know.” See Figure 67.

Figure 67.



Please list any services you have received from Arizona Animal Welfare League.

When asked to list the services they have received at AAWL, participants reported that they have received vaccine and spay/neuter services, as well as surgical procedures for their pets. Additionally, one participant specifically mentioned that when they need help, they know they can call Claudia from AAWL.

The purpose of this survey is to identify ways that veterinary care and other pet care providers can improve the services they are offering to your community. Please describe any additional suggestions you have for how pet care providers can improve the services they offer to your community.

When asked to describe any additional suggestions they have for how pet care providers can improve the services they offer in their community, participants shared the following suggestions (in order from most frequently suggested, to least frequently suggested):

- More accessible services
- More low-cost services
- Tick medication/prevention
- Mobile clinics
- Free services and free pet food
- Better hours of operation
- More staff to provide services and more services in Spanish.
- Support for stray animals
- More public announcements to learn more about services offered in the community.

In addition, many participants emphasized that there is a lack of resources in the community.