Become a Progressive “No Kill” Community without Breaking the Bank

Presented by: Hillsborough County Pet Resources & The Humane Society of Tampa Bay
Sponsored by: Best Friends Animal Society, Inc.
Paradigm Shift in Public Sheltering & Animal Control Operations

The biggest shift in public sheltering in our lifetime, and perhaps ever, is taking place

- Get on board on your terms
- The playing field has changed
- If you don’t...
MOST IMPORTANT! It doesn’t have to break the bank to save lives

Jacksonville, FL

Hillsborough County, FL
Where do we start with this monumental challenge?

- START THINKING LIKE A BUSINESS - not a government!
- Metrics are critical - know what you are doing, what it costs, etc.
  - Population, owner reclaim #s and time to reclaim, length of stay, cost per pet (cost per live outcome), daily cost, turnover of staff, training costs,
- What is your ‘profit’ incentive/goal - live output
- Define core mission in two levels - animal control & sheltering/pets
To Be Successful in Saving Lives You MUST:

- Be willing to give up current policies
  - The very things we have been taught were there to help pets is actually responsible for unnecessary pet deaths in your community
- Stop trying to control everything & everyone
- Realize it will take all of your community to help
- Be willing to try things that may make you uncomfortable
- Be able to TRUST the good people wanting to help
The CORE change you MUST make in your operations:

Stop concentrating on the 1% and treating everyone as a “suspect” - focus on the 99% wanting to help & rely on your enforcement team for the other part
Starting within your own organizations you can make immediate changes

Old Practices:
- Restrictive adoption process (landlord checks, long applications, restricting breeds/number, etc.)
- Don’t sterilize until adopted
- Set prices to ‘recoup’ expenses
- Punitive practices aimed at the 1% of the worst people are affecting the remaining 99%+ that are good, well-intentioned people

Better Practices:
- Open adoption - shorter, more practical processes & paperwork
- Sterilize before putting up for adoption - people want things now
- Foster programs, adopt-to-rehome, local rescues, other shelters, etc.
- Expenses are ‘sunk costs’ - stop the future expenses of care by quicker adoptions - get them out the door to save $$
Bottom line for you internal operations: FOCUS ON THE MAJORITY OF GOOD PEOPLE

- START THINKING LIKE A BUSINESS! FOCUS ON THE CUSTOMER!!
- The customer is the good citizen wanting to help - not the offenders
- One focus of your success: Getting pets into homes, rescues, etc.
- Stop worrying about ‘sunk costs’ and worry about future costs
- Your enforcement can enhance your community efforts not only be seen as the ‘bad guys’
Road Map to Success:

- Vaccinate & sterilize as soon as possible - before adoption
- Simplify adoption practices - trust the honest people
- Reduce adoption fees - move pets out quickly
- Work with all rescues & people willing to help
- Find ways to save pets
- Forget and re-educate the people about old myths
- Engage your community - it truly takes a village
The Best Thing:

You don’t need to break the bank to achieve major lifesaving with the pets in your shelter.

Jacksonville: 6 years - declining budget/staff
Hillsborough: 2 years - with 20% increase in budget
Safety Net Programs
Provided by Humane Society of Tampa Bay

- Pet Food Assistance (free food bank)
- Animeals
- Free Shot Clinics
- Animal Health Center
- Community Cat Program (Feral Program)
Pet Food Assistance

- Since 2008, we have given out approximately 250,000 pounds of free dog and cat food per year.
- Individuals who are struggling to meet their obligations can come to the shelter so they can feed their pets.
Animeals

- Volunteers deliver monthly supplies of pet food to homebound and elderly residents of Hillsborough County.
- Recipients are on limited income and would otherwise be unable to keep their animal companions.
- Partner with Meals on Wheels.
Free Shot Clinics

- Hold free shot clinics in disadvantaged neighborhoods to keep pets and neighborhoods safe.
- Hillsborough County Pet Resource Center provides free licensing to those people who participate in the free shot clinic.
Our AAHA-Accredited animal hospital offers affordable, full service veterinary care and spay/neuter services to the public seven days a week.

In 2015, we saw 49,000 dogs and cats.
TNVR (Trap/Neuter/Vaccinate/Release)

- Free-roaming cats are brought to our hospital every Monday and are sterilized, vaccinated and ear-tipped.
- Community cats from HCPRC are also accepted every week.
- Since starting this program in 2007, 43,697 cats have been sterilized which eliminates tens of thousands of kittens being born into the community.