

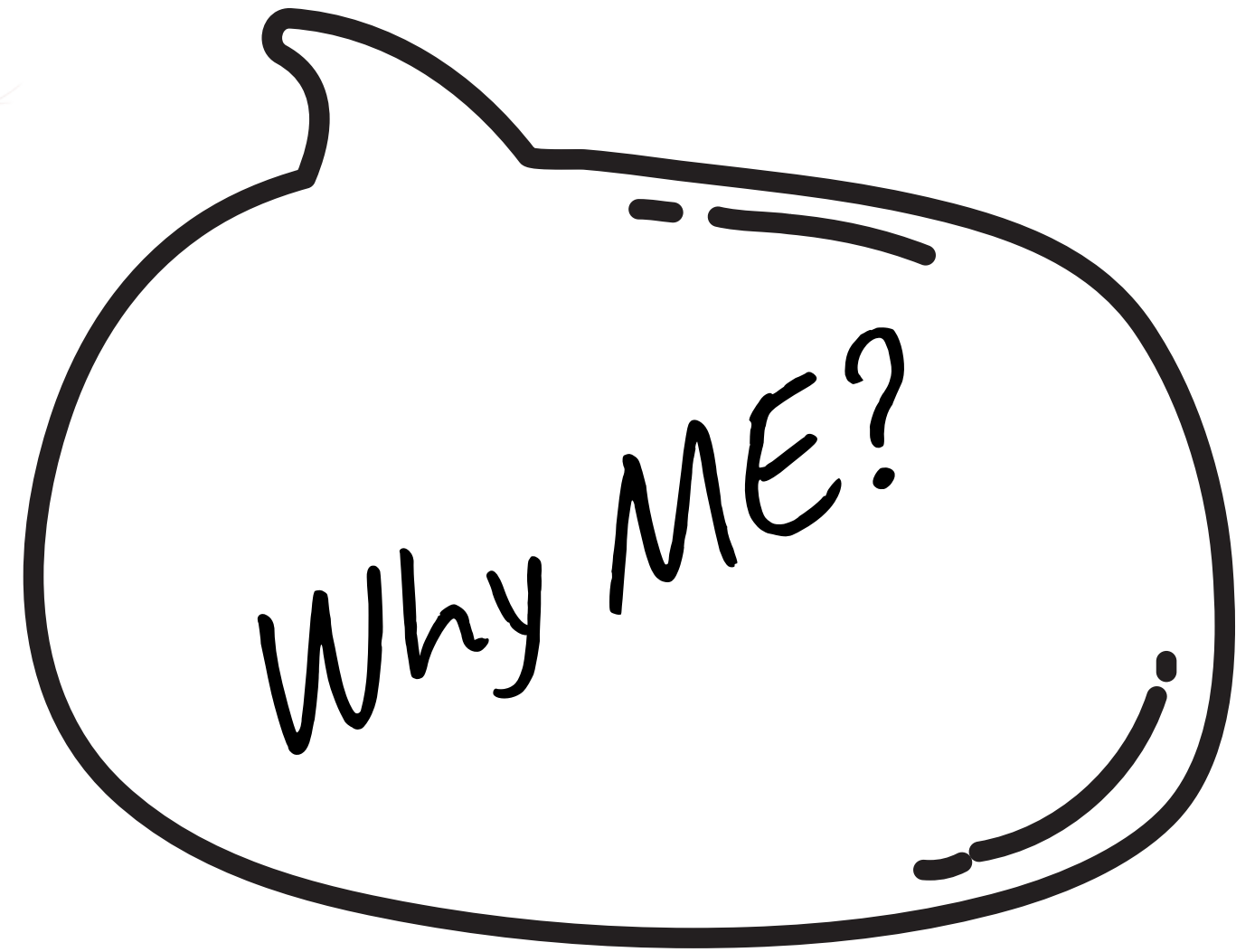
Using Customer Feedback to Increase Adoptions and Decrease Length of Stay



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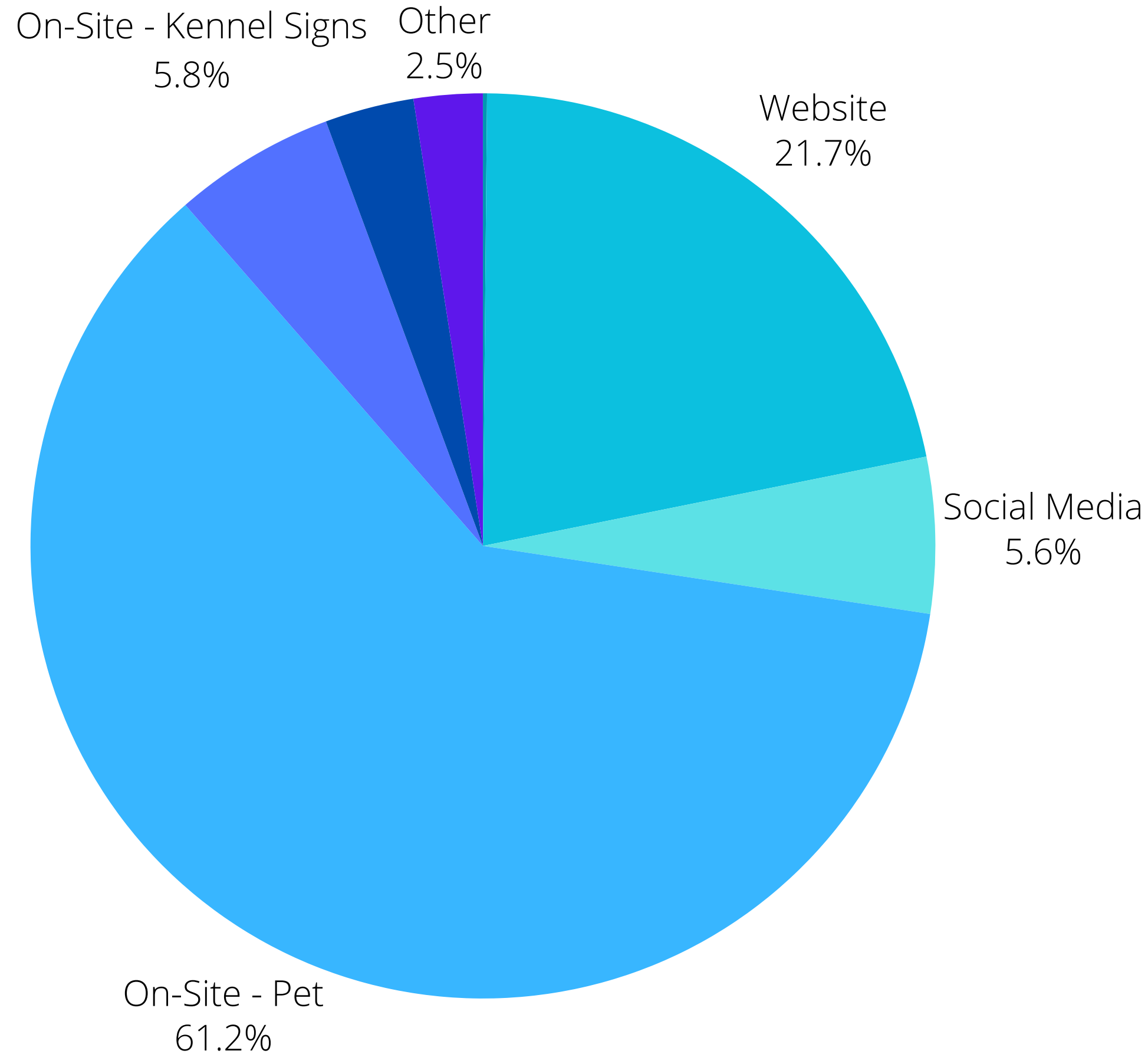
Generosity breeds joy.

What Did We Want to Know?



"Why did you select this pet?"

Asking Customers - WHY did you pick THIS pet?



April to June, 2023 - 3,000 adoption & sleepover requests



Draco's family didn't adopt him on the first visit, but they couldn't stop thinking about him and came back!

What Did We Change or Enhance?



From keeping distance to inviting interactions!

What Did We Change or Enhance?



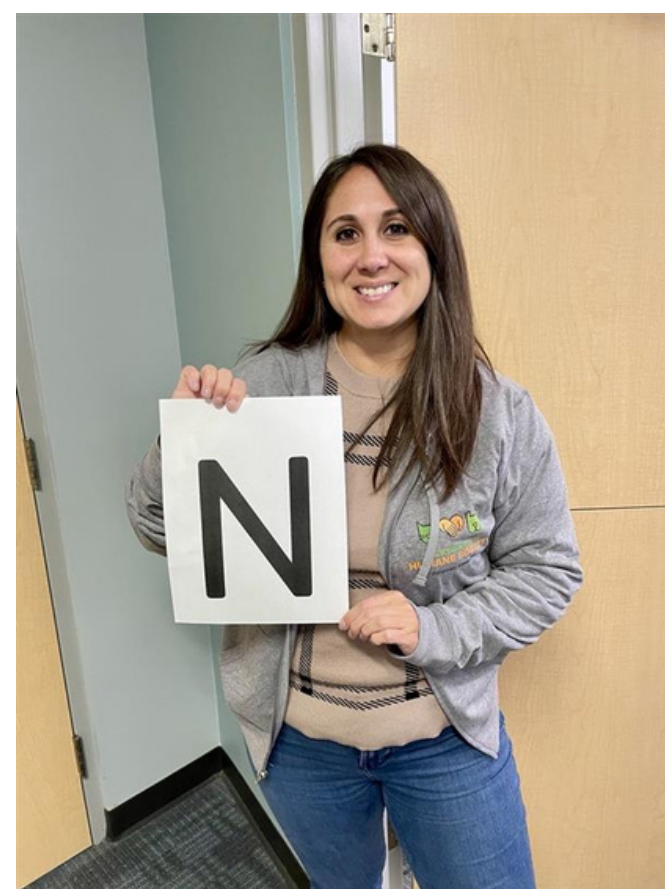
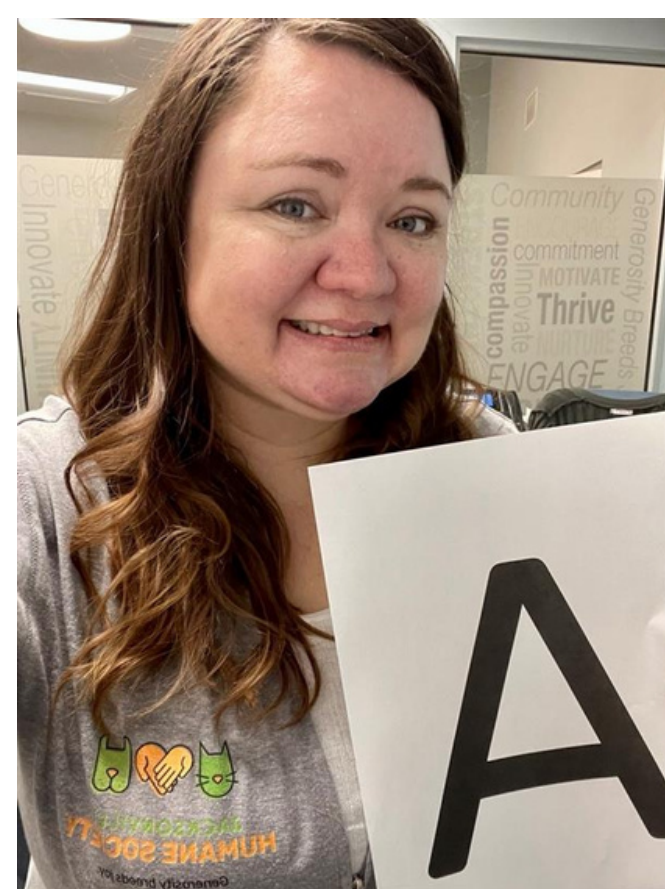
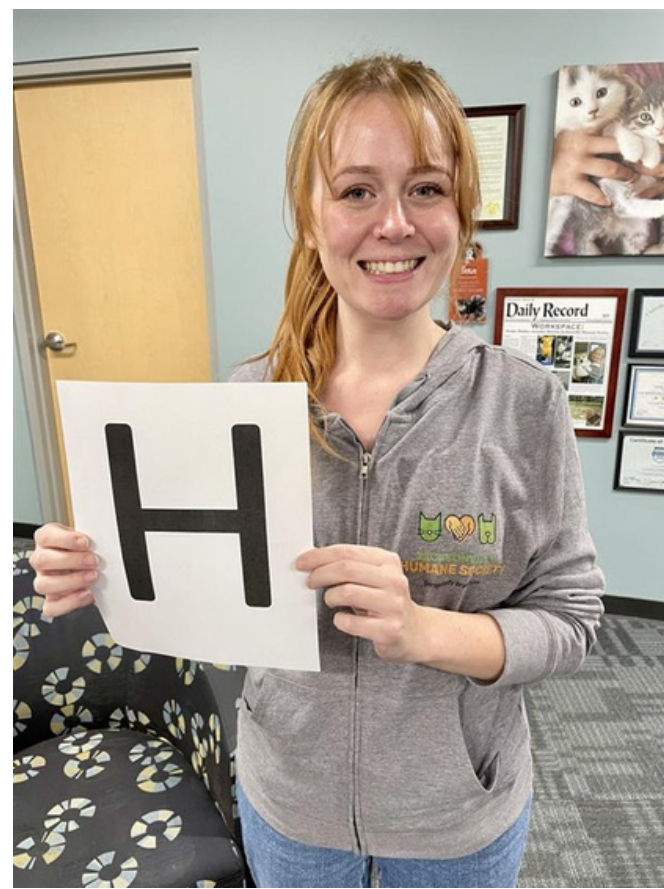
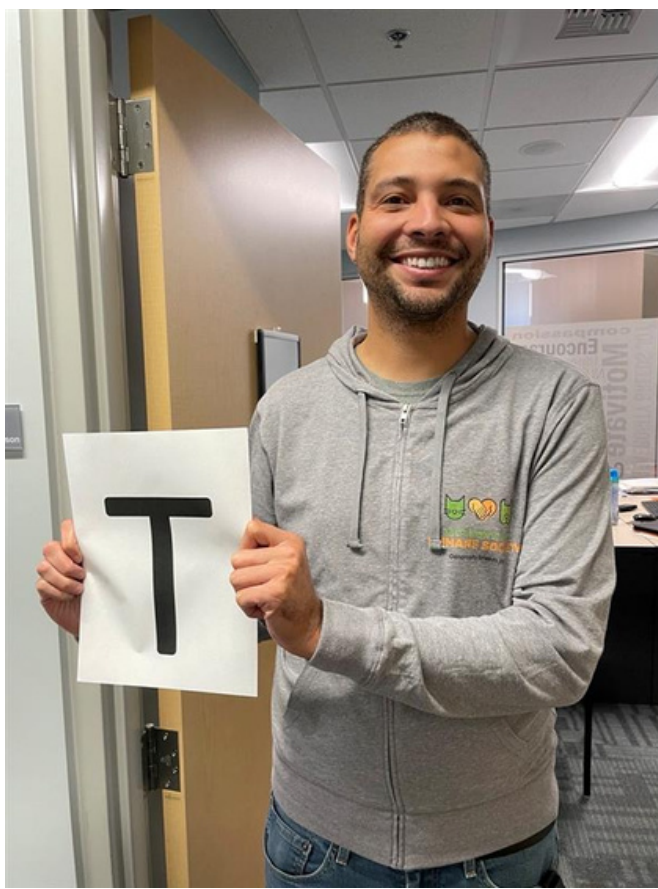
Make sure the dogs are HERE!

What Did We Change or Enhance?

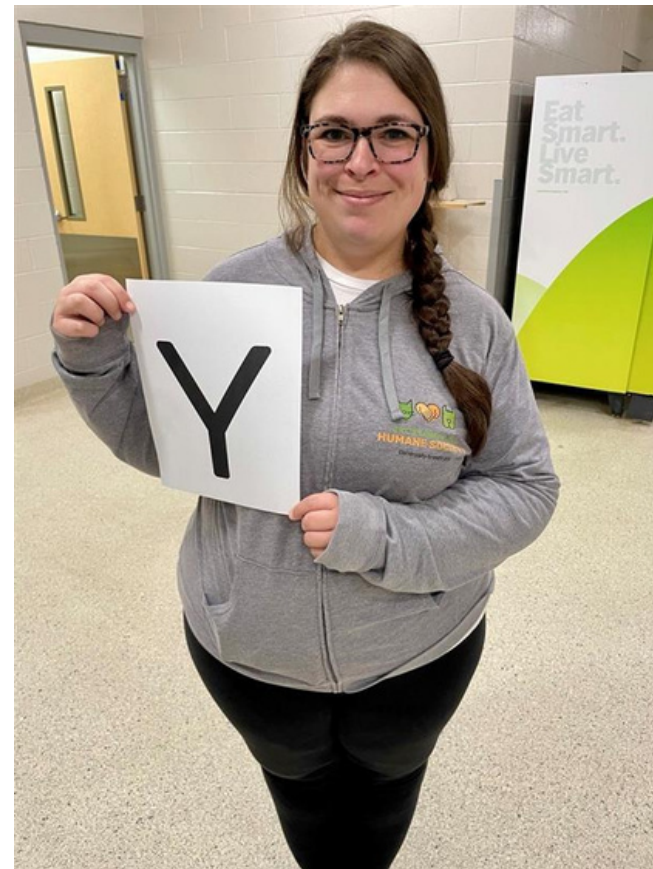


From trying to train the dogs
to successfully training
OUR TEAM!





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jaxhumane.org @jaxhumane

LLayendecker@jaxhumane.org