



**Animal Services  
Division**

# PAWS HUMANE SOCIETY

Year One Under the City Contract

*City Council Presentation*

[www.pawshumane.org](http://www.pawshumane.org)





# Mission & Vision

- Mission: Keep pets out of the shelter system and in loving homes
- Vision: Serve as an Animal Resource Center
- Unite people and pets
- Build partnerships
- Create solutions to become a no-kill community





# Who We Are/Models We Follow

- Open-admission municipal animal services
- Guided by HASS
- Best Friends Animal Society
- National Animal Care and Control Association
- AVMA shelter guidelines
- Modern sheltering = community-focused solutions



# What No-Kill Means

- No-kill does not mean zero euthanasia
- Euthanasia reserved for irremediable suffering or serious, unmanageable safety risk
- Generally recognized as 90%+ save rate
- Columbus sustained no-kill for 3.5 years
- We have done it before – we can do it again



# Our Philosophical Beliefs

- Compassion and accountability must coexist
- Humane care + structure + responsibility
- Education when possible
- Support when it keeps pets and people together
- Enforcement when necessary
- Best outcome for animal and community



# Public Safety & Animal Advocacy

- Our role requires balance
- Animal advocacy and public safety work together
- Responding to bite cases, dangerous dogs, cruelty/neglect, and loose animal hazards
- Modern sheltering shifted to people and community long before this contract



# Data, Impact & Transparency

- Public stats posted on our website
- Thursday educational social media series
- Data informs decisions and builds trust
- Progress requires community participation



## 2025: A YEAR IN REVIEW

### POSITIVE OUTCOMES

TOTAL **3,184**  DOGS **1,680**  CATS **1,460**  CRITTERS **44**

### CALL VOLUME

**135,965**

### INTAKES

TOTAL **3,684** DOGS **1,992** CATS **1,647** CRITTERS **45**

### ANIMAL SERVICES CALLS

 TOTAL **6,472** EMERGENCY CALLS **2,508**

### VETERINARY CLINIC

**20,449** VACCINES GIVEN  
**7,783** SPAY/NEUTER SURGERIES  
**4,162** WELLNESS APPOINTMENTS  
**2,815** MICROCHIPS IMPLANTED  
**784** HEARTWORM TREATMENTS



### COMMUNITY CATS

**2,017**

SPAY/NEUTER & VACCINES GIVEN



### OUTREACH

**8,023**  
FAMILIES SERVED

### VOLUNTEERS

 **677** VOLUNTEERS + **8,223** HOURS SERVED = **\$286,071** SAVED WAGES

### OFFSITE EVENTS

 **151**

### FOSTER

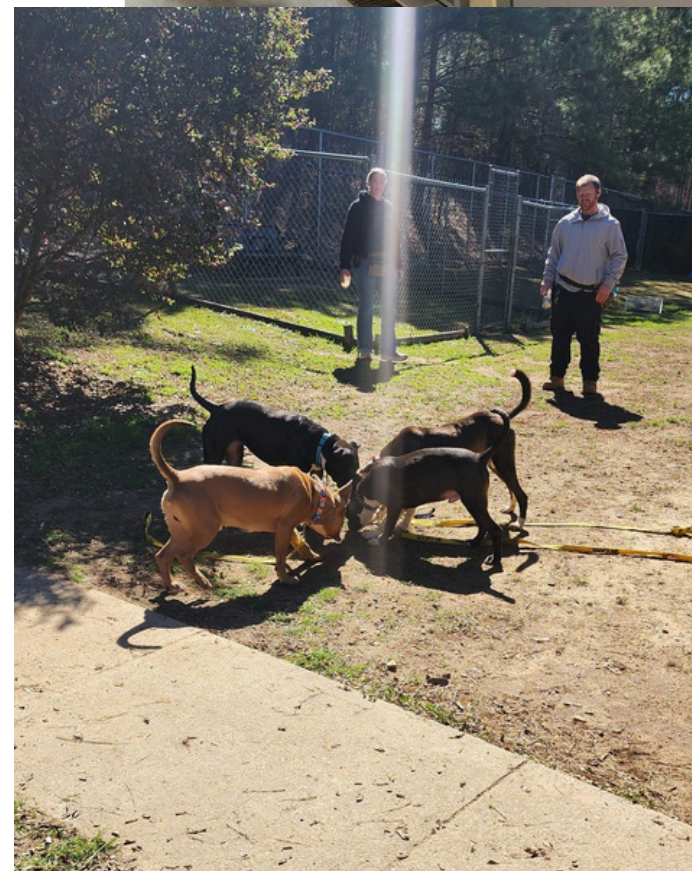
**1,178**  
FOSTER FAMILIES



**2,399**  
ANIMALS PLACED IN FOSTER HOMES

# Improvements We Have Made

- Operational improvements: more structure, consistency, and accountability
- Community-facing improvements: better education, visibility, and communication
- Shelter improvements: new kennel doors, more welcoming lobby, HVAC planning, sound baffling goal





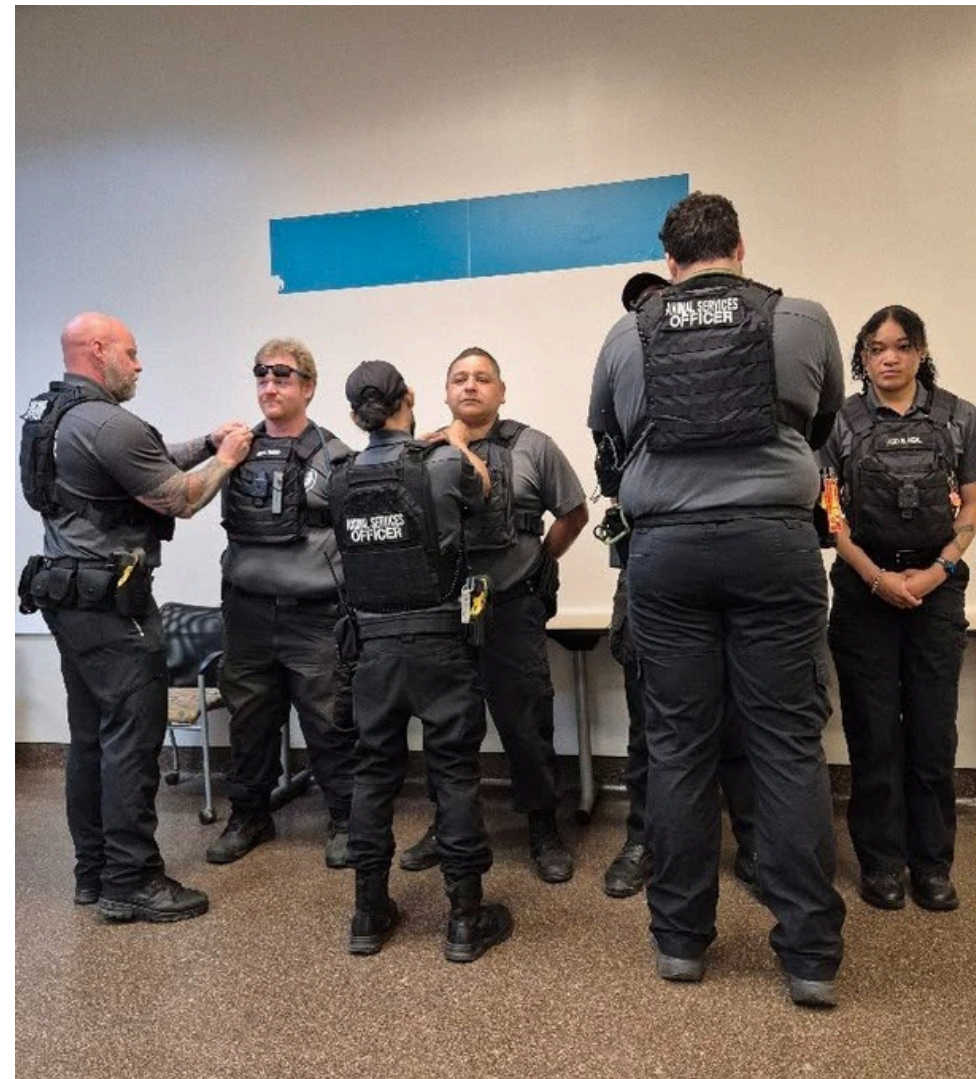
# Contract Administrator Perspective

- Year one from the City's perspective
- Communication and responsiveness
- Partnership and collaboration
- Progress observed
- Ongoing realities



# Contract Administrator - Progress Observed

- Transition under contract
- Responsiveness and communication
- Operational progress
- Seriousness around public safety
- Transparency and reporting



# Contract Administrator - Ongoing Realities

- Inherited community-wide challenges
- Capacity pressure
- Stray population concerns
- Long-term systems work
- Continued partnership needed



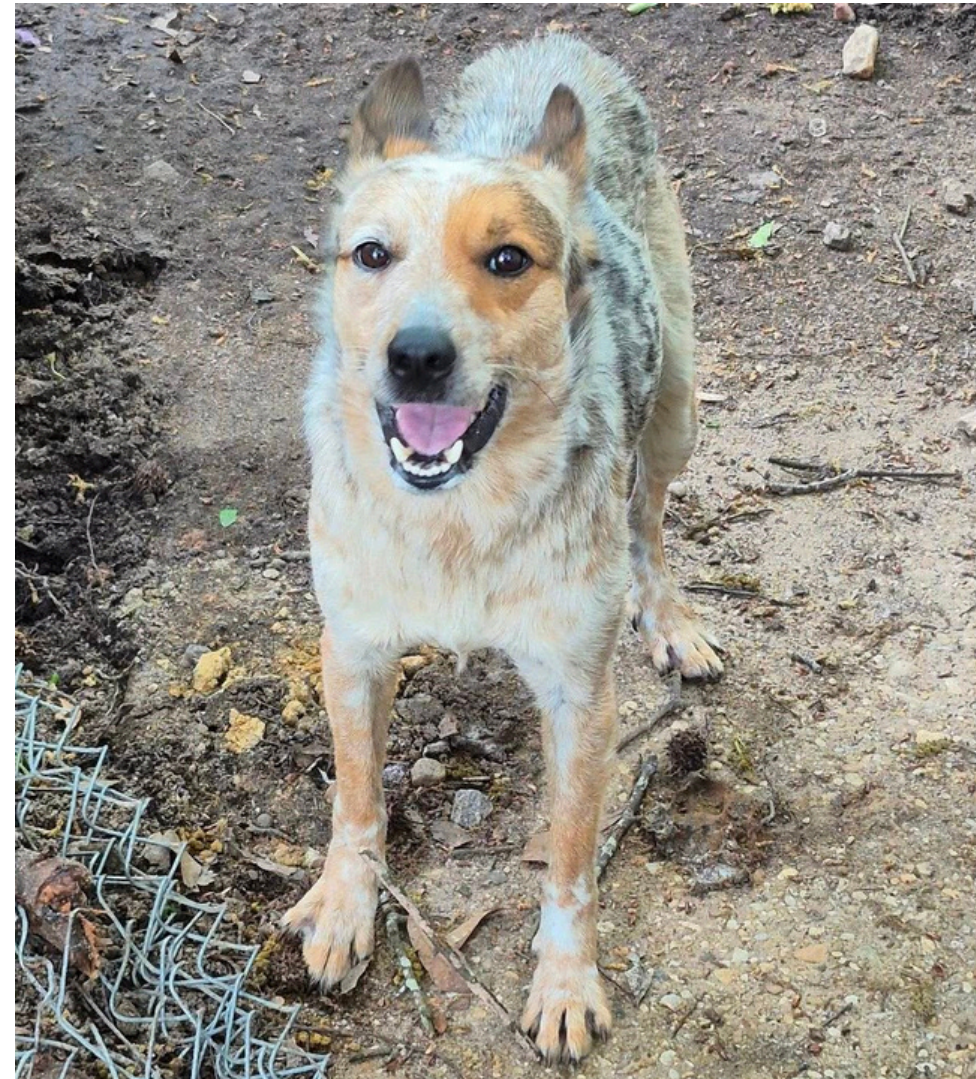
# Challenges We Have Faced

- More than kennel space: length of stay, medical/behavior complexity, staffing, disease risk, access-to-care barriers
- Passed every Department of Ag visit
- Pressure is real, but standards remain strong



# The Stray Issue

- We are not avoiding this issue
- It did not begin with us
- It will not be solved overnight
- Long-term causes require long-term solutions
- The answer is reducing intake upstream





# Why We Were Successful Before

- Columbus sustained no-kill for 3.5 years
- That success was community-wide
- Paws' spay/neuter and access-to-care efforts mattered
- Prevention is the foundation of long-term progress



# National Context/ COVID Setback

- National animal welfare systems saw major disruption
- University of Florida research estimated 2.7M+ fewer spay/neuter surgeries
- Loss of services increased population pressure
- Communities are rebuilding from that setback



# Impactful Story/ Stories

- Reunification story
- Capacity/decision-making story
- Transparency means telling hopeful and hard stories



After several days missing, 9-year-old Maddie was found by a kind citizen and brought to Paws Humane, where her worried family spotted her on the Reunite & Rescue page and rushed to bring her home. Reunited at last, they held her with tears of joy, and Maddie was vaccinated and microchipped to help keep her safe for good.

Capacity Crisis - Waived Fees All April!

We were over capacity in both buildings, and needed animal out! For the entire month of April, adoption fees for all adult animals were waived during our Kennel to Couch Adoption Event. 93 animals were adopted during this event.



# Partnerships We Have Built

- Columbus Fire & EMS: Homeward Bound Project
- Microchip scanning at every fire station
- Joint trainings with CPD
- Parks & Rec: pilot microchip kiosks
- School system CBI program support



**Paws Humane Society MICROCHIP SCAN STATION**

**STEP 1: SEARCH FOR TAGS**  
Check the pet's collar for any tags indicating ownership or vaccinations, they may include the owner's contact information or a veterinary clinic number.

**STEP 2: SCAN FOR A MICROCHIP**  
Take the scanner out of the box and press the center button to power on the microchip scanner.

Slowly run the scanner along the pet's back in a zig-zag motion, starting at the neck/shoulder area, then along the back and down the front of the chest/legs.

If the scanner finds a chip, a 9-, 10- or 15- digit code will appear on the screen.

**FOUND A MICROCHIP**  
With a smartphone camera, scan the QR code or visit [aaha.com](http://aaha.com)



Enter the 9-, 10- or 15- digit code from the scanner exactly as it appears.

Please note that this website will not provide owner information directly. It will provide the microchip company with the most up-to-date information on the pet.

Owner information is confidential. The company will reach out to the owners directly to alert them that the pet has been found. You can leave YOUR contact information with the company so that owners can reach out to you to be reunited.

If no owner information is found, unavailable or outdated, follow the steps for **NO MICROCHIP FOUND**.

**NO MICROCHIP FOUND**  
If the owners can not be contacted immediately, please attempt to locate the owners. Alert your neighbors, knock on doors in the immediate area, someone might recognize the pet.

Walk the immediate neighborhood with the pet, the owner may be searching nearby.

Take photos of the pet, capture clear images from a safe distance for posting online.

Check Petco Love Lost, PawBoost, and local Facebook groups. Post the pet on the [Muscookee County Lost/Found Pets Facebook Page](#).

If holding the pet in your home, keep the animal separate from your personal pets.

If you've followed the above steps and no owner was found, call **Paws Animal Services Division (706-225-4512)** during business hours to report the pet and get guidance.

for more information please visit [pawshumane.org](http://pawshumane.org)





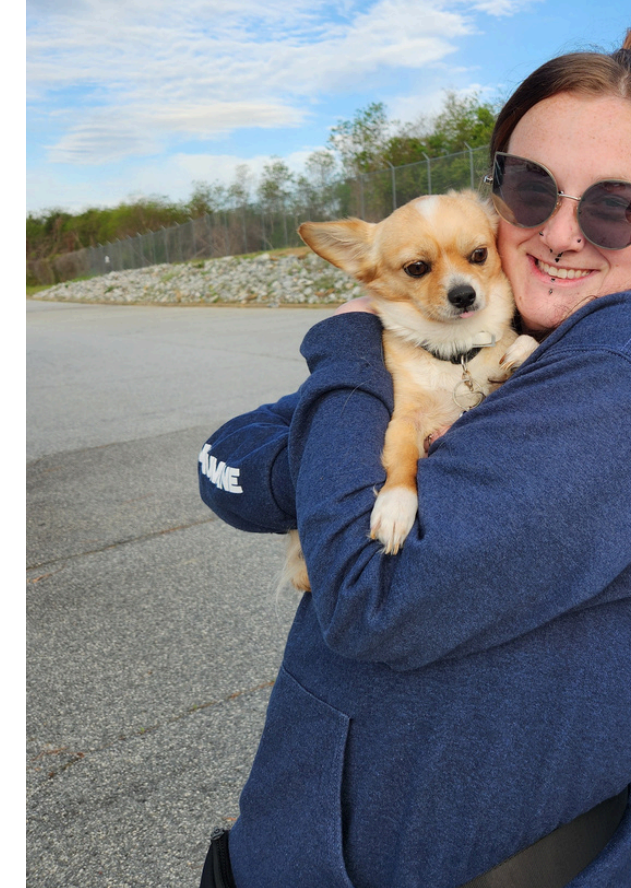
# Future Plans

- Continue shelter environment improvements
- Expand transparency and education
- Strengthen reunification tools
- Improve field/shelter coordination
- Build community-centered solutions
- Work toward no-kill again



# Closing

- Balance
- Transparency
- Progress
- Partnership
- Commitment to the community





**Animal Services  
Division**

**Open Q & A**

**Thank you.**

**Courtney Pierce**



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