

Workgroup Proposal

Speech

Good morning everyone, my name is Eddy. I've been looking into how Miami-Dade Animal Services handles its documentation regarding steps on how to adopt a pet and how to sign up to volunteer. What I'm seeing is that depending on where you look: the website, a flyer, or what you're told at an event, the steps don't always match. This causes people to redo forms, show up with a wrong ID, or get surprised by hidden fees or differing hours of operation. The lack of consistent information slows down staff, frustrates visitors, doesn't help animals get adopted any faster, and can sometimes lead to residents giving up in the process. Some examples of this include online forms not matching what's requested in person, or volunteer orientation details differing across the different mediums. Clear and consistent instructions would help first-time visitors prepare accordingly, reduce basic questions, and let staff focus on helping residents in a more efficient manner. This is an important problem because when instructions conflict, people give up, staff time gets wasted, and most importantly: adoptions slow down. The overcrowding that comes from adoptions slowing down affects not only the pets themselves, but also the staff working at the shelters, and the volunteers who are cooperating with them. The goal would be to have consistency across web, print, and event documentation. I'd like to formalize this issue and work together to do research on the current set of instructions provided by the county and confirm where the conflicts lie. Afterwards we would reach out to Miami-Dade Animal Services and work together to address the inconsistencies and set up a universal set of instructions that matches across the website, printed materials, and event-day scripts, in English and Spanish.