

## Data Reporting and the Professional Services Agreement

Dear Washoe County Regional Animal Services Advisory Board Members:

For the sake of the community and the animals everyone wants the partnership between WCRAS and NHS to be successful.

**Background:** In 2004 Washoe County voters supported an initiative to increase their own property taxes to build the shelter on Longley Lane for WCRAS and NHS with the intention of saving dogs and cats. NHS also raised money for the facility, funds which came from local donors with the same intention of dramatically improving lifesaving for animals. Clearly, there has been substantial public investment in this partnership.

In 2006, after the new shelter opened, there was public outcry over NHS's failure to achieve the community's expectations for reduced shelter euthanasia. As a result, the NHS board of directors established the goal of creating a no-kill community in 2007. The goal was not about becoming a no-kill shelter, it was to create a genuine safety net for all the animals in the community.

Since 2008, over 15 years, Washoe County has had a live release rate of over 90% for dogs, cats and small animals. To be clear, this was not just the NHS live release rate, it was the live release rate of WCRAS and NHS combined. Through many different directors and board members over the years NHS has sustained this level of lifesaving.

Data from both NHS and WCRAS was released monthly for 2006 through at least 2016 and I believe this was sustained by NHS directors up until the most recent past director. Data reporting is a sheltering best practice and most shelters report monthly to Shelter Animals Count and Best Friends Animal Society (both gather national shelter statistics).

The citizens of Washoe County deserve transparency regarding animal statistics not only from WCRAS, but from NHS as well. The PSA should be amended to require specific monthly reporting by both agencies.

**Data Reporting:** Data for NHS and WCRAS should be detailed for each organization so the community may assess their performance. Details would include the following, at a minimum:

- Animal intake/admission by:
  - Species (dog, cat, other)
  - Source (owner surrenders, stray, transfers)
- Outcomes including:
  - Adoptions, transfers, euthanasia, lost/died in care
- Every animal should be counted regardless of age or condition. Animals who are elderly, neonatal/juvenile or surrendered as "owner requested euthanasia" should not be excluded (they could be detailed within the report if desired). A community is considered no kill when they achieve a live release rate of 90% or better while counting all animals.
- Animals from outside Washoe County should be reported as such whether owner surrenders or transfers from outside the county, including Carson City.
- NHS Carson City shelter data should be reported separately.

**Why is the no-kill community focus important?** A shelter can say that they are no-kill by turning away the neediest animals – geriatric pets, neonatal kittens and puppies, those who are sick or injured or in need of behavioral support. A few shelters even try to convince people surrendering pets with potential challenges to opt for “owner requested euthanasia” and then not include these animals in their euthanasia data to make their numbers look better. For these reasons, the no-kill community focus and transparent reporting is more important and meaningful than no-kill shelter designations.

Not only is this important for the animals, whose lives matter, it is important for staff at WCRAS and NHS. While euthanasia is part of animal sheltering, it is intended to end irredeemable suffering (the same reason we may euthanize our own pets) or when a dog is unsafe to adopt due to dangerous aggression. Staff should not have to end the lives of animals for “time and space” or for population control.

**How has NHS historically sustained a high communitywide live release rate?** The community relies on NHS to provide support when people can no longer keep pets and to function as the primary adoption outlet for pets at WCRAS. NHS was able to meet these needs in the past by increasing demand for pet adoption through creative marketing and recruiting a large team of volunteer foster caregivers to ensure that they can move animals through the shelter at a sufficient rate to prevent overcrowding and euthanasia for time and space at the WCRAS shelter, as well as their own shelter.

Certainly, these are challenging times, but NHS has been able to sustain this for 15 years, under several different leaders and boards, including through the devastating recession and housing market crisis that gripped the nation in 2007/8 and lasted for several years.

**Why is detailed monthly reporting essential?** The public cares deeply about the fate of animals in this community and they have invested in this partnership between NHS and WCRAS. They deserve transparent detailed monthly data reporting from WCRAS and NHS so they can determine the effectiveness of the organizations and the strength of the partnership.

Importantly, it also reinforces for everyone that the success of these two important organizations, NHS and WCRAS, is tied together. This reporting should not be a burden for either entity as it is just formalizing something that was done voluntarily for many years.

Everyone wants NHS’s new leadership to be successful and reporting data in this way can truly help unite the community around saving lives and can benefit NHS.

Thank you for your consideration,

A handwritten signature in black ink that reads "Bonney Brown". The signature is written in a cursive, flowing style.

Bonney Brown

**My background:** I have been involved with animal sheltering since 1990 when I founded a non-profit rescue in Massachusetts. I have been national outreach director and COO for Best Friends Animal Society for 7 years and the Executive Director of NHS from January 2007 to June 2013. I have consulted with shelters across the country through Humane Network for the past 10 years helping them to implement best practices. I also co-created and instruct the award-winning Animal Shelter Management Certificate Program at the University of the Pacific.

Rebuttal to presentation by CEO Jerleen Bryant of NHS given at Monday August 7, 2023 meeting of the WCRAS Advisory Board.

Ms Bryant would like you to believe that she is doing a good job at NHS and saving lives with a wonderful save rate. In fact, she is not.

The data they have put forth to the public in a recent posting is that they adopted 515 cats out in July and 221 dogs during the same time. If that is true, they would have to have adopted out 16 cats per day each of EVERY 31 days in the month and 7 dogs in each of those 31 days also. You know they are not doing that. When you go into the shelter (last time I was there was in May) you could not even see 16 cats. In fact, there was only 1 cat in the largest cat room which should hold about 20 cats. And in July the public was not allowed in the kennel areas but had to look at the dogs in a binder. I think the notorious "nap" time of one hour each afternoon was possibly still in effect at that time. And at this time they do not put out on Longley Lane the sign about adoptions going on. That sign has been put out for years in an attempt to get people to stop into the shelter. But not so any longer.

Also, they are in non-compliance with the WCRAS/NHS Professional Services agreement because they no longer take owner surrendered animals which they are required to do. They do not also offer public spay/neuter services which they are supposed to be doing. It says right on their website they are not doing that due to staff shortages, yet in her presentation she wants you to know there are three vets on staff with another coming soon and 24 medical staff. That does not seem like a staff shortage to me.

I have reported these facts about save rates at NHS to Best Friends Animal Sanctuary who are responsible for giving those facts as reported to them to the public. They apparently are aware of Jerleen's TV appearance recently where she gave her smoke and mirrors presentation about what a good job she is doing.

Yet she is the one who took a litter of kittens to WCRAS as they supposedly had ringworm and when told that they would probably be killed, she did not seem to care. And then she got mad at WCRAS because someone told on her. Always, in the past NHS has treated ringworm kittens as it is very easily treatable. Even under the leadership of Greg Hall who had a very toxic work environment under his leadership, NHS treated ringworm kittens. How is not caring if they were killed saving lives? It most certainly is not. I also understand that NHS under her leadership is not pulling dogs who are old, have medical challenges or ANY behavioral issues from WCRAS to put up for adoption. Just because an animal is elderly does not mean they are not adoptable. It just means that Jerleen does not want to work to do her job. She just wants the easiest job possible. And she certainly does not view WCRAS and NHS as partners in this community in the area of animal welfare!!

If they need staff, why have they not held any hiring fairs to get more qualified staff to truly save lives.

The board of directors who hired Ms. Bryant took the easy way out and hired someone who does not have experience with a large humane society, who truly cares about saving lives and is willing to create a shelter that this community voted for. They apparently posted a wanted ad in a less well known publication, did not interview any others for the position and truly do not care about the welfare of the animals in our community. The voters voted to build this shelter as a resource for the welfare and betterment of animals and saving lives. Not happening now!!

And you should know that the community is getting very angry about the situation at NHS. We want a facility where the animals are cared about and ALL lives are important.

I guess Jerleen taking over part of the shelter for retail space is going to accomplish that? And if it were not for all the rescue groups helping out with this situation, it would be even worse than it is.

So many people in this county work very hard for the betterment of animals, but Ms. Bryant is not one of them.

Gloria Derby

As a long-time supporter of Nevada Humane Society, I've been following the last few Advisory Board Meetings. At the last meeting the board president assured everyone that there would be a national recruitment to obtain the best possible CEO. Then we heard that Ms. Bryant was hired. What did the board do to recruit qualified candidates? Was an executive search firm hired? What process was used to determine that Ms. Bryant was the best candidate?

I looked up her background online and I hope for the sake of the animals that Ms. Bryant will be more successful here.

The data below comes from documents on the Maui Humane Society website for Ms. Bryant's time there (2015 to 2019 as found online). In contrast to the Nevada Humane Society reported live release rate of 95% and handling over 16,000 animals per year (according to the NHS website), the volume and live release rate at her prior shelter was low. Even the past CEO who was relieved of his duties had better live release rates.

While data shows that Ms. Bryant improved the live release rate for animals, over time, the live release rate for cats was below 50% - meaning that half the cats died at the shelter - for three years! And even in the subsequent years, she never achieved even a 90% live release rate for cats. It took her two years to get the dog live release rate up to 90%.

I fervently hope that Ms. Bryant plans to do better here in Washoe County since it would be a shame to break the successful record that has been sustained in this community for over a decade!

Below is a summary of the data. The reports from the Maui Humane website are attached.

#### **Cat live release rate**

2015 26% - 1,180 cats saved; 3,329 cats killed  
2016 33.5% - 1,324 cats saved; 2,597 cats killed  
2017 45% - 1,582 cats saved; 1,938 cats killed  
2018 69.5% - 2,120 cats saved; 861 cats killed  
2019 82% - 2,575 cats saved; 480 cats killed

#### **Dog live release rate**

2015 81% - 1,766 dogs saved; 400 dogs killed  
2016 84% - 1,835 dogs saved; 327 dogs killed  
2017 92% - 1,565 dogs saved; 124 dogs killed  
2018 95% - 1,767 dogs saved; 74 dogs killed  
2019 96% - 1,610 dogs saved; 36 dogs killed

The small animals fared a little worse than the cats most years of her tenure.

# Maui Humane Society

## FY15 Animal Statistics



INTAKE SUMMARY	Cats	Dogs	Others	Wildlife	TOTAL
Surrender	940	784	302	0	2026
<i>Over the counter</i>	931	777	300	0	2008
<i>Returned</i>	9	7	2	0	18
Stray	3582	1385	502	83	5552
<i>Public drop off</i>	2366	469	392	68	3295
<i>Overnight kennels</i>	669	457	95	13	1234
<i>HEO stray</i>	547	459	15	2	1023
HEO Seized	15	19	1	0	35
<i>Seized</i>	15	19	1	0	35
Other Live Intake	0	10	9	0	19
<i>Born in Care</i>	0	6	9	0	15
<i>Transfer</i>	0	4	0	0	4
Non Sheltering Intake	580	247	8	3	838
Request Euthanasia	90	142	6	0	238
DOA	490	105	2	3	600
<b>TOTAL INTAKE</b>	<b>5117</b>	<b>2445</b>	<b>822</b>	<b>86</b>	<b>8470</b>
<b>TOTAL LIVE INTAKE</b>	<b>4537</b>	<b>2198</b>	<b>814</b>	<b>83</b>	<b>7632</b>

OUTCOME SUMMARY	Cats	Dogs	Others	Wildlife	TOTAL
<b>Live Release Rate</b>	<b>25.9%</b>	<b>81.1%</b>	<b>28.9%</b>	20.5%	42.0%
<b>Non-feral LRR</b>	<b>44.4%</b>	-	-	-	-
Live Release Outcomes	1180	1766	232	17	3195
Adoption	876	814	204	0	1894
Transfer	33	410	11	17	471
Reclaim	271	542	17	0	830
Euthanasia	3329	400	553	65	4347
Healthy	5	0	31	0	36
Treatable Rehabilitatable	388	122	16	0	526
Treatable Manageable	370	103	49	0	522
Unhealthy/Untreatable	674	175	457	65	1371
Feral	1892	-	-	-	1892
Other Outcomes	41	11	17	1	70
Missing	18	8	14	0	40
Died	23	3	3	1	30

# Maui Humane Society

## FY16 Animal Statistics

July 1, 2015 - June 30, 2016



	Cats			Dogs			Other	Wildlife	TOTAL
	Adult	Juvenile	TOTAL	Adult	Juvenile	TOTAL			
Beginning Shelter Count (date: July 1, 2015)	57	62	119	81	14	95	7	1	222
<b>INTAKE SUMMARY</b>									
<b>Surrender</b>	<b>378</b>	<b>370</b>	<b>748</b>	<b>502</b>	<b>188</b>	<b>690</b>	<b>226</b>	<b>0</b>	<b>1664</b>
Over the counter	326	342		374	129		216	0	1387
Overnight kennels	31	17		54	30		3	0	135
Returned	19	10		20	6		7	0	62
HEO	2	1		54	23		0	0	80
<b>Stray</b>	<b>1618</b>	<b>1622</b>	<b>3240</b>	<b>1185</b>	<b>228</b>	<b>1413</b>	<b>904</b>	<b>76</b>	<b>5633</b>
Public drop off	1216	1237		367	94		682	63	3659
Found at MHS	29	8		3	0		21	0	61
Overnight kennels	297	315		387	63		176	13	1251
HEO stray	74	61		379	69		13	0	596
HEO impound	1	0		32	1		12	0	46
HEO protective custody	1	1		17	1		0	0	20
<b>HEO Seized</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>16</b>
Seized	1	0		8	6		1	0	16
<b>Other Live Intake</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>18</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>31</b>
Born in Care	0	12		0	18		1	0	31
Transfer	0	0		0	0		0	0	0
<b>Non Sheltering Intake</b>	<b>320</b>	<b>55</b>	<b>375</b>	<b>203</b>	<b>5</b>	<b>208</b>	<b>28</b>	<b>4</b>	<b>615</b>
Request Euthanasia	82	2		166	4		12	0	266
DOA	238	53		37	1		16	4	349
<b>TOTAL INTAKE</b>	<b>2317</b>	<b>2059</b>	<b>4376</b>	<b>1898</b>	<b>445</b>	<b>2343</b>	<b>1160</b>	<b>80</b>	<b>7959</b>
<b>TOTAL LIVE INTAKE</b>			<b>4001</b>			<b>2135</b>	<b>1132</b>	<b>76</b>	<b>7344</b>
<b>OUTCOME SUMMARY</b>									
<b>Live Release Rate (LRR)</b>			<b>33.5%</b>			<b>84.4%</b>	<b>21.9%</b>	12.0%	45.0%
<b>Non-feral LRR</b>			<b>56.6%</b>			<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Live Release Outcomes</b>			<b>1324</b>			<b>1835</b>	<b>245</b>	<b>9</b>	<b>3413</b>
Adoption	362	559	921	467	252	719	207	0	1847
Transfer	5	61	66	378	105	483	19	5	573
Reclaim	270	67	337	596	37	633	19	4	993
<b>Euthanasia</b>			<b>2597</b>			<b>327</b>	<b>869</b>	<b>62</b>	<b>3855</b>
Healthy	5	0	5	0	0	0	21	0	26
Treatable Rehabilitatable	77	239	316	57	11	68	6	0	390
Treatable Manageable	127	38	165	39	5	44	29	0	238
Unhealthy/Untreatable	112	381	493	193	22	215	813	62	1583
Feral	1020	598	1618	-	-	-	-	-	1618
<b>Other Outcomes</b>			<b>119</b>			<b>181</b>	<b>19</b>	<b>4</b>	<b>323</b>
Missing	4	12	16	1	0	1	0	0	17
Died	7	12	19	4	6	10	7	4	40
Request Euthanasia	82	2	84	166	4	170	12	0	266
<b>TOTAL OUTCOME</b>	<b>2071</b>	<b>1969</b>	<b>4040</b>	<b>1901</b>	<b>442</b>	<b>2343</b>	<b>1133</b>	<b>75</b>	<b>TOTAL</b>
Ending Shelter Count (date: June 30, 2016)	65	99	164	41	16	57	18	2	241

\*Juvenile = Up to 5 months of age

\*\*Live Release Rate = Live release outcomes / All outcomes, excluding request euthanasia

\*\*\*HEO = Animals brought in by Humane Enforcement Officers

# Maui Humane Society

## FY17 Animal Statistics

July 1, 2016 - June 30, 2017



	Cats			Dogs			Other	Wildlife	TOTAL
	Adult	Juvenile	TOTAL	Adult	Juvenile	TOTAL			
Beginning Shelter Count (date: July 1, 2016)	164			57			18	2	20
<b>INTAKE SUMMARY</b>									
<b>Surrender</b>	<b>380</b>	<b>320</b>	<b>700</b>	<b>440</b>	<b>141</b>	<b>581</b>	<b>395</b>	<b>0</b>	<b>1676</b>
Over the counter	326	308		325	97		389	0	1445
Overnight kennels	44	4		40	10		2	0	100
Returned	8	8		25	8		4	0	53
HEO	2	0		50	26		0	0	78
<b>Stray</b>	<b>1295</b>	<b>1578</b>	<b>2873</b>	<b>951</b>	<b>151</b>	<b>1102</b>	<b>610</b>	<b>91</b>	<b>4676</b>
Public drop off	998	1293		321	54		490	79	3235
Found at MHS	20	17		0	1		18	0	56
Overnight kennels	206	177		227	60		83	12	765
HEO stray	70	91		355	30		15	0	561
HEO impound	1	0		32	5		4	0	42
HEO protective custody	0	0		16	1		0	0	17
<b>HEO Seized</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>
Seized	0	0		4	1		0	0	5
<b>Other Live Intake</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>23</b>
Born in Care	0	12		0	7		0	0	19
Transfer	0	0		4	0		0	0	4
<b>Non Sheltering Intake</b>	<b>197</b>	<b>29</b>	<b>226</b>	<b>163</b>	<b>2</b>	<b>165</b>	<b>14</b>	<b>1</b>	<b>406</b>
Request Euthanasia	77	2		132	0		4	0	215
DOA	120	27		31	2		10	1	191
<b>TOTAL INTAKE</b>	<b>1872</b>	<b>1939</b>	<b>3811</b>	<b>1562</b>	<b>302</b>	<b>1864</b>	<b>1019</b>	<b>92</b>	<b>6786</b>
<b>TOTAL LIVE INTAKE</b>			<b>3585</b>			<b>1699</b>	<b>1005</b>	<b>91</b>	<b>6380</b>
<b>OUTCOME SUMMARY</b>									
<b>Live Release Rate (LRR)</b>			<b>44.6%</b>			<b>92.0%</b>	<b>31.8%</b>	<b>16.3%</b>	<b>53.1%</b>
<b>Non-feral LRR</b>			<b>67.3%</b>			-	-	-	-
<b>Live Release Outcomes</b>			<b>1582</b>			<b>1565</b>	<b>316</b>	<b>15</b>	<b>3478</b>
Adoption	355	587	942	475	178	653	263	0	1858
Transfer	63	221	284	330	28	358	7	3	652
Reclaim	304	52	356	536	18	554	46	12	968
<b>Euthanasia</b>			<b>1938</b>			<b>124</b>	<b>666</b>	<b>72</b>	<b>2800</b>
Healthy	0	0	0	0	0	0	7	0	7
Treatable Rehabilitatable	32	224	256	13	0	13	82	0	351
Treatable Manageable	101	23	124	6	0	6	8	0	138
Unhealthy/Untreatable	123	234	357	100	5	105	569	72	1103
Feral	735	466	1201	-	-	-	-	-	1201
<b>Other Outcomes</b>			<b>110</b>			<b>145</b>	<b>16</b>	<b>5</b>	<b>276</b>
Missing	5	1	6	1	0	1	7	0	14
Died	10	15	25	6	6	12	5	5	47
Request Euthanasia	77	2	79	132	0	132	4	0	215
<b>TOTAL OUTCOME</b>	<b>1805</b>	<b>1825</b>	<b>3630</b>	<b>1599</b>	<b>235</b>	<b>1834</b>	<b>998</b>	<b>92</b>	<b>TOTAL</b>
Ending Shelter Count (date: June 30, 2017)	53	136	189	41	10	51	29	1	270

\*Juvenile = Up to 5 months of age

\*\*Live Release Rate = Live release outcomes / All outcomes, excluding request euthanasia

\*\*\*HEO = Animals brought in by Humane Enforcement Officers



MAUI HUMANE SOCIETY  
 FY18 Animal Statistics  
 July 1, 2017 - June 30, 2018



INTAKE SUMMARY	Cats	Dogs	Critters	Wildlife	TOTAL
Surrender	763	607	349	0	1719
Stray	2353	1219	822	101	4495
Seized	0	6	0	0	6
Other Live Intake (includes transfer & born in care)	14	9	16	0	39
Non Sheltering Intake (includes request euthanasia & DOA)	275	179	244	1	699
<b>TOTAL INTAKE</b>	<b>3405</b>	<b>2020</b>	<b>1431</b>	<b>102</b>	<b>6958</b>
<b>TOTAL LIVE INTAKE*</b>	<b>3130</b>	<b>1841</b>	<b>1187</b>	<b>101</b>	<b>6259</b>
<b>OUTCOME SUMMARY</b>					
Live Release Rate (LRR)**	69.50%	95.40%	31.70%	8.90%	
Live Release Outcomes	<b>2120</b>	<b>1767</b>	<b>374</b>	<b>9</b>	<b>4270</b>
Adoption	1114	669	335	0	
Transfer	439	366	21	5	
Reclaim/Release	567	732	18	4	
Euthanasia	<b>861</b>	<b>74</b>	<b>778</b>	<b>85</b>	<b>1798</b>
Healthy	0	0	0	0	
Treatable Rehabilitatable	143	0	0	0	
Treatable Manageable	9	1	2	0	
Unhealthy/Untreatable	709	73	776	85	
Other Outcomes	<b>68</b>	<b>12</b>	<b>26</b>	<b>7</b>	<b>113</b>
Missing	18	1	3	0	
Died in Care	50	11	23	7	
<b>TOTAL OUTCOMES</b>	<b>3049</b>	<b>1853</b>	<b>1178</b>	<b>101</b>	<b>6181</b>

\* Excludes DOAs and Owner Requested Euthanasia

\*\* Live Release Rate = Live Release Outcomes / Total Outcomes excluding request euthanasia

MAUI HUMANE SOCIETY  
 FY19 Animal Statistics  
 July 1, 2018 - June 30, 2019



INTAKE SUMMARY	Cats	Dogs	Critters	Wildlife	TOTAL
Surrender	705	574	224	0	1503
Stray	2444	1068	500	69	4081
Seized	0	11	0	0	11
Other Live Intake (includes transfer & born in care)	11	4	21	0	36
Non Sheltering Intake (includes request euthanasia & DOA)	407	128	173	2	710
<b>TOTAL INTAKE</b>	<b>3567</b>	<b>1785</b>	<b>918</b>	<b>71</b>	<b>6341</b>
<b>TOTAL LIVE INTAKE*</b>	<b>3160</b>	<b>1657</b>	<b>745</b>	<b>69</b>	<b>5631</b>
<b>OUTCOME SUMMARY</b>					
Live Release Rate (LRR)**	82.1%	96.8%	47.1%	12.9%	
Live Release Outcomes	<b>2575</b>	<b>1610</b>	<b>344</b>	<b>9</b>	<b>4538</b>
Adoption	1309	666	307	0	
Transfer	583	292	13	4	
Reclaim/Release	683	652	24	5	
Euthanasia	<b>480</b>	<b>36</b>	<b>369</b>	<b>57</b>	<b>942</b>
Healthy	0	0	0	0	
Treatable Rehabilitatable	123	0	3	0	
Treatable Manageable	17	0	0	0	
Unhealthy/Untreatable	340	36	366	57	
Other Outcomes	<b>80</b>	<b>17</b>	<b>18</b>	<b>4</b>	<b>119</b>
Missing	4	3	1	1	
Died in Care	76	14	17	3	
<b>TOTAL OUTCOMES</b>	<b>3135</b>	<b>1663</b>	<b>731</b>	<b>70</b>	<b>5599</b>

\* Excludes DOAs and Owner Requested Euthanasia

\*\* Live Release Rate = Live Release Outcomes / Total Outcomes excluding request euthanasia