



HASS Lost Pet Reclaim Survey

About

This survey aims to understand the experience of pet owners who have reclaimed a lost pet from the shelter. Key goals and benefits include:

- **Understanding the factors associated with losing and finding a pet in your community.**
 - Where do most lost pets come from in the community?
 - How do owners know to come to the shelter to reclaim their pet?
 - Which social media platforms are used the most to communicate about lost and found pets?
 - Do lost pets have current identification tags and microchips in your community?
- **Identifying the primary barriers families face in reclaiming their pets.**
 - What forms of identification (e.g., tags, microchips) help pets find their way home?
 - How long are pets lost before they are found?
 - What methods do pet owners use to find their pets?
 - What could have made reunification easier?
- **Providing actionable recommendations to strengthen the support system for people and pets to increase reunification. Examples may include:**
 - Providing education and resources to increase pet identification tags and current microchips
 - Hosting free and low-cost microchip clinics in areas with high stray intake
 - Promoting and/or maintaining an online presence on the most commonly used lost and found pet platforms to better connect finders with owners
 - Streamlining processes to contact identified owners as soon as possible

How to Use the Survey

1. **Identify software:** It is recommended that the survey questions be programmed into survey software for distribution.
 - **Option 1:** [Click here to download](#) an editable version of the HASS Lost Pet Reclaim Survey in Google Forms.
 - **Option 2:** To build your own form in an alternate software, see "[Survey Content](#)" for all survey copy.
2. **Audience:** This survey is designed for shelter visitors who have reclaimed a lost pet. Recipients can be identified at the time of pet reclaim or at a later time through reporting based on stray intake types with return-to-home outcome types from your shelter software. Alternatively, responses can be collected at the time of pet reclaim.
3. **Distribute:** Consider these mediums to distribute the survey:
 - SMS messaging
 - Email

- [QR code sign or flyer](#)
 - Tablet stationed at shelter
 - Staff or volunteer-led surveying at shelter
 - Add content to an existing survey (e.g., guest satisfaction survey), where the questions are only shown to those who indicate they have reclaimed a lost pet.
4. **Apply the data:** Collecting data on the experiences of pet owners who have found their lost pets at the shelter can shed light on this critical driver of intake, increasing reunification rates and access to services for families.

Survey Content

Thank you for participating in this survey! We are interested in the experience of pet owners in our community, and your responses will help us better support people and pets in the future. Every response is valuable and contributes to our understanding.

1. What is your e-mail address?
 - Free text

2. What is your home zipcode?
Please enter a number, such as 12345.
 - Free text

3. How many pets did you reclaim during your recent visit to the shelter?
A reclaimed pet is a lost pet that was found, taken into the shelter's care, and then returned to their owner.

| | 1 | 2 | 3 | 4 | 5 | 6+ |
|-----------------|---|---|---|---|---|----|
| Dog(s) | | | | | | |
| Cat(s) | | | | | | |
| Other(s) | | | | | | |

4. How did you know to come to the shelter to reclaim your pet?
Select all that apply.
 - Another shelter/rescue notified me
 - An animal services officer found me
 - I called local shelters to look for my pet
 - Finder notified me they took my pet to shelter
 - Friends or family told me
 - Microchip company notified me
 - Neighbor/someone in neighborhood told me
 - Noticed a found flyer or poster
 - Received a call or email from the shelter
 - Shelter's website had my pet's picture/description posted
 - Shelter's website encouraged owners of lost pets to come in
 - I saw a social media post or message

- Veterinary office notified me
- Other: _____

5. If you saw a post or message about your pet being found on social media, which platform(s) did you see them on?

Select all that apply.

- Craigslist
- Facebook – groups
- Facebook – professional page
- Instagram
- Nextdoor
- Pawboost
- Petco Love Lost
- Ring
- Did not see information about my pet being found on social media
- Other: _____

6. What would have made reuniting with your pet easier?

- Free text

7. How long was your pet gone before you were reunited with them?

If more than one pet was recently reclaimed, select all that apply.

- Less than 8 hours
- Between 8 and 24 hours
- 1-3 days
- 4-7 days
- Longer than a week

8. Select all identification the pet had when lost:

If more than one pet was recently reclaimed, select all that apply.

- Collar and/or harness - WITH ID tags
- Collar and/or harness - NO ID tags
- Microchip WITH current contact information
- Microchip WITHOUT current contact information
- No identification

9. Select all methods that were used to look for your lost pet:

- Actively looked in surrounding area where pet was lost
- Called shelter to look for my pet
- Knocked on nearby doors or asked neighbors if they had seen my pet
- Notified microchip company
- Posted flyer of pet in my neighborhood
- Posted pet on social media (e.g. lost and found pet groups)
- Viewed shelter's website to look for my pet
- Visited shelter to look for my pet

Other: ____

10. If you posted that your pet was lost on social media, which platform(s) did you use?

Select all that apply.

- Craigslist
- Facebook – groups
- Facebook – professional page
- Instagram
- Nextdoor
- Pawboost
- Petco Love Lost
- Ring
- Did not post information about my pet being lost on social media
- Other: ____

[Submit survey]

Confirmation Message

Thank you for your participation in this survey to help people and pets! Your response has been recorded.