

Maricopa County Animal Care & Control

FAST PASS Adoption/Adoption Hold Option

Revised July 13, 2020

I. Purpose

The FAST PASS Adoption/Adoption Hold option is a way to expedite adoptions, reduce length of stay and better serve the adopting public or those New Hope partners acting as a member of the public. This option allows for an adoption hold of stray animals while still on the mandatory hold period.

II. \$50 Non-Refundable Deposit

Effective Monday, July 13, 2020, anyone may FAST PASS an animal on stray hold by remitting a \$50 non-refundable deposit.

If the animal is not claimed during the stray hold, the party who had placed the deposit must pay the balance of the adoption fees and the animal will be scheduled for surgery if appropriate.

If the animal is claimed by the owner, there will be no refund or credit of the \$50 non-refundable deposit. The average return-to-owner rate is 25-28%.

A refund of the adoption fees MINUS the non-refundable deposit may be issued if a serious medical condition is discovered and verified by a MCACC veterinarian within ten (10) calendar days after the adoption. This applies to the public and New Hope partners acting as a member of the public.

III. Selection Process

All FAST PASS adoptions must be made in person. No selections, reservations, or holds will be accepted over the phone or by email.

Adopters may do a Meet & Greet with the pet before making a final decision.

No dog introductions will be allowed for any FAST PASS candidate while under the legal hold period.

Current MCACC employees will be permitted to FAST PASS animals during an employee's regular day off (RDO) or PTO. Disclosure of the intent of the employee or employee's family member to FAST PASS an animal must be sent to the Deputy Director, Director of Operations, or Chief Veterinarian via email before the Fast Pass occurs. All applicable fees apply.

New Hope partners acting as a member of the public may utilize the FAST PASS option. Selection and payment of the non-refundable deposit must be performed during the time the shelter is open to the public.

FAST PASS Current Process – (thru end of day July 12, 2020)

Animals eligible for the FAST PASS option are available at the same adoption fee as Shelter Super Heroes, \$300. Shelter Super Heroes are those highly adoptable animals that are off-stray hold and available for adoption; whereas, FAST PASS eligible animals are still on stray hold.

Currently, payment of the full adoption fee is required to FAST PASS an eligible animal. If an owner is found and claims the animal, a refund is process and may take 4-6 weeks.

Due to the limitations of the current database, tracking and accounting for a credit is difficult. To reduce the processing time and the error rate, while still accomplishing the goal of moving animals through the shelter as quickly as possible, the FAST PASS option has been modified to require a \$50 non-refundable deposit.