

* FWC is responsible for managing the Florida black bear * Management of black bears * Maintain a sustainable statewide bear population * Maintain sufficient habitat to support the bear population * Management of human-bear conflicts * Improve Florida citizens' understanding of bears * Increase public support for bear conservation * Persuade the public to adopt measures to reduce conflicts

* People do not understand or accept their role in creating and managing human-bear conflicts * Outreach programs use persuasive messaging to alter people's behavior * Only affects human behavior indirectly (4 step process) 1. Understand and accept outreach information 2. Alter beliefs and attitudes 3. Alter intended behavior 4. Change actual behavior

* Bear-related calls: doubled from 3,337 to 6,728 * Increase in the population of people (> 19.5 million) and black bears (> 3,000) * Increase in high-density human populations next to high-density bear populations * Increased awareness that human-bear conflicts should be reported to the FWC * Pageviews for the FWC's Florida black bear webpage (Dec 2012 - May 2014) = 37,730 (2,096/month)

Survey

- * Callers surveyed 3 to 12 months after first contacted FWC

- * Assistance provided: verbal assistance, literature, property visit
- * Suggested conflict management measures
- * Did the respondent implement these measures?

 - * Reasons for not implementing measures
- * Was the FWC was helpful?

Results

- * Increased probability followed FWC advice:
- Higher number of bear interactions prior to contacting FWC
 FWC had been 'helpful' to them
- - Did not like suggested measures
 - Measures were too expensive or time consuming
 Problem was larger than the individual could manage alone
- * Trash service did not permit proper trash handling No relationship between type of outreach and probability that individuals followed advice

Results (Continued)

- * Positive relationship between type of conflict reported and adoption of the appropriate conflict management measure
 - * Suggests that people reported conflicts accurately
 - * Suggests that people understood FWC advice
- * Positive relationship between suggested conflict management measures and adoption of those measures
 - * Subset of individuals changed their behavior based on outreach
 - * Why did some individuals alter their behavior and others did not?

Management Recommendations for Wildlife Agencies

- * Continue advice on removing or securing attractants
 - * 56.2% of respondents engaged in proper trash handling
- * Survey the public to determine whether
 - * read and understand outreach materials
- * outreach materials address beliefs and attitudes that contradict agency communications
- * Assess how people are modifying their behavior
 - * Which conflict management measures are people adopting?
 - * Why do people adopt or reject suggested measures?
 - * Are changes to human behavior permanent?