

Questions from Council members:

- 1. What percent of budget is used for outreach and education?**
 - The FY 15-16 SCAS budget includes \$345,000 for community outreach and education, or 6.2 % of the overall \$5.5M budget.

- 2. What is the communication plan for the rate increases?**
 - SCAS will post the information on the County’s and the City’s websites and Facebook pages, in all public areas of the shelter, and other public sites as determined.

- 3. Livestock and dogs have the same boarding fees, but why is the impound fee for dogs higher than livestock?**
 - Costs of impoundment may include, but are not limited to, intake administration, veterinary examination and treatment. Although the characteristics of the animal and reasons for impound vary, the cost of providing the one-time impound service does not.

- 4. Does the city license kennels and pet shops?**
 - The City licenses pet shops or kennels within the city limits. Santa Rosa City Code Enforcement handles these operations as well as enforcement of pet limit ordinances.

- 5. What is the difference between pet fancier kennel and hobby kennel?**
 - A "pet fancier facility" is any premises at least one (1) acre in size on which up to ten (10) dogs and/or ten (10) cats are owned and kept by the owner for personal, noncommercial purposes. The term “hobby kennel” was phased out in 1994 and will be deleted in the future.

- 6. Does increasing redemption fees reduce the likelihood that owners will claim their pets?**
 - The \$2 board per day increase would result in an increase of \$8 in boarding fee for the term of the animal’s stay at the shelter. The impound fee, will increase the reclamation fee by \$2 to \$6. The total average increase of \$10 to \$14 and is not expected to reduce the likelihood that an owner will claim their pet.

- 7. Of dogs euthanized what percent have outstanding fees that the dog owners cannot pay?**
 - No animal is ever euthanized because their owner cannot afford to pay fees associated with impound.

- 8. What is the number of operating personnel for the past five years? Financial impacts?**

	<u># of Staff</u>	<u>Staff Salary/benefits</u>	<u>SR Net Cost</u>
• FY10/11	28.25	\$2.73M	\$1.45M
• FY11/12	28.00	\$2.58M	\$1.36M
• FY12/13	28.75	\$2.68M	\$1.74M
• FY13/14	34.00	\$3.06M	\$1.64M
• FY14/15	36.00	\$3.44M	\$1.69M

- 9. How will raising impound and boarding fees effect the rate at which owners are able to redeem their animals?**
 - The total increase in the amount needed to reclaim a pet will be \$10 to \$14 and is not expected to reduce the rate of owners claiming their pets.

10. What percentage of SCAS animals originate in the Roseland area? Will these fee increases affect those owners' ability to redeem their pets?

- In FY 14-15, 6% of animals impounded by SCAS originated in the Roseland area. SCAS assists all pet owners in redeeming their pets regardless of fees owed or geographic location.

11. What is the current redemption rate for Santa Rosa animals? How will the fee increases impact owner redemptions?

- The redemption rate for Santa Rosa animals impounded at the shelter is 45%. The return of animals to owners without leaving their neighborhoods increases the redemption rate to 50%. SCAS assists all pet owners in redeeming their pets regardless of fees owed

12. What communication plan is in place to ensure the new fee structure is easily understood by the public and their awareness of available financial assistance?

- The fee structure itself is unchanged, so is not expected to cause difficulty in understanding. Fee amounts are changing by percentages ranging from 3.4 to 11.1%, a fee increase of \$2 in the majority of cases.

13. What percentage of animals who are euthanized have outstanding SCAS fees versus the overall reported euthanasia rate?

- No animal is ever euthanized because their owner cannot afford to pay fees of any kind, whether related to impound and boarding or other fees. An owner's financial situation regarding fees due is never a consideration when euthanasia of an animal must be considered.

14. SCAS is reporting a 12% decrease in intake this year versus last year. Considering this drop, what steps have been taken to gain efficiencies in addition to proposing increased fees?

- Efficiencies gained are from increased positive outcomes for animals consistent with community expectations. SCAS live release rate from 76.3% in FY 12-13 to 85.5% in FY 14-15. Managed intake provides a customer service opportunity for staff to offer assistance to pet owners.