

Frequently Asked Questions

1. When will Marana begin providing Animal Services?

This new program will take effect on July 1, 2017.

2. Between now and July 1, who do I contact for Animal Services?

Marana's agreement with Pima Animal Care Center (PACC) remains active until June 30, 2017. Between now and June 30, please continue to request animal services by calling PACC directly at (520) 724-5900, or, for emergencies, by calling 911.

3. After July 1, who do I contact for Animal Services?

Prior to the launch of Marana Animal Services, the Town will publicize the appropriate contact numbers for emergencies and non-emergencies.

4. What is the difference in contracting with PACC and having the Town manage its own Animal Control Services?

In the past, PACC has provided the Town enforcement, shelter, and licensing services. Marana will now manage its own animal services. As part of these efforts, the Town will also partner with the Humane Society of Southern Arizona (HSSA) to provide sheltering services and with private veterinarians to provide emergency medical services.

The Town will also hire two animal control officers who will manage enforcement. Current Town of Marana staff will handle dog licensing.

5. Will HSSA accept all stray Marana animals?

As part of the Town's contract with HSSA, they will accept all Marana animals, both stray and owner-released, and shelter them for the required time period. The animals will then enter HSSA's adoption system. HSSA is dedicated to the health and well-being of every animal which enters their care, resulting in an annual live release rate of 95% or higher.

6. How much will it cost to drop off a stray animal at HSSA?

Nothing. Marana residents will be able to drop off stray or rescued animals at HSSA free-of-charge. If you have captured a stray animal, you will also be able to simply call a Marana Animal Control Officer (ACO), and we will pick it up from you. There are no fees to Marana residents who choose to drop off stray animals found within Marana Town limits. The sheltering service will now be fulfilled by HSSA.

7. Will HSSA get to pick and choose what animals they take from Marana?

No. Through the contract with HSSA, Marana ensures that HSSA must accept all stray and owner-released animals from the Town.

8. How will the Town provide emergency medical services for injured stray animals?

The Town will be soliciting proposals from local veterinary offices and animal hospitals to provide this service in the event that the emergency is critical and requires 24-hour monitoring or is beyond the scope of triage/stabilization at the HSSA. This service will be in place on July 1.

9. How long will an animal be held at HSSA before being put up for adoption?

Animals with no identifying information, like a microchip, tag, or license, must be held for three days. Animals with a microchip, license, tag, or other identification must be held for five days. After that period, the shelter is permitted to begin the process of adopting that animal out to a new, loving home. As a no-kill shelter, HSSA will never euthanize an animal due to space or length of stay. HSSA is dedicated to the health and well-being of every animal which enters their care, resulting in an annual live release rate of 95% or higher.

After an animal's stray hold period is over, and if that animal has not been reclaimed by its owner, HSSA begins the process of working toward adoption or alternate placement options. All animals are medically and behaviorally assessed, vaccinated, microchipped, and spayed or neutered before being placed up for adoption.

10. Where will the HSSA shelter be?

HSSA currently operates their main shelter at 3450 N. Kelvin Blvd in Tucson. They are currently building a new facility, more conveniently located at 635 W. Roger Rd, also in Tucson. This facility is projected to open in January 2018.

11. How will you prevent owners from turning in their pets and saying they are stray to avoid the fee?

It is our belief that the vast majority of people will be honest about their animal situations. We do understand that may not always be the case. However, currently any animal that is turned into PACC for no charge to the owner/Good Samaritan is being billed to the jurisdiction in the monthly invoice. This is a cost we and all other cities and towns have been paying for many years.

12. Will the Pima Animal Care Center continue to accept strays that I drop off? Will they allow me to adopt animals from them?

As Pima County taxpayers, we anticipate that all Marana residents will still be able to use the services of the Pima Animal Care Center.

13. How can I drop off my animal which I can no longer keep?

To schedule an appointment with HSSA, you will be able to call (520) 327-6088 x111. HSSA does charge a surrender fee. However, the Town of Marana is currently considering a need-based program for owners who can't afford this fee. If you need help with spaying or neutering your pet, HSSA may be able to help you at little to no cost.

14. Is Marana going to open its own animal shelter?

No. The Town will be contracting with HSSA for shelter services. The Town will have a temporary kennel to house animals picked up after hours. The animals will then be transferred to HSSA the following morning. Any animal needing immediate medical treatment will be taken to a contracted animal hospital.

15. What if my pet gets out and is taken to HSSA?

HSSA prioritizes returning animals to their homes. If your pet is taken to HSSA, they will do everything they can to help reunite you with your pet. They can charge a sheltering fee for you to pick up your pet. This fee is comparable to those set by the Pima Animal Care Center for the same service.

As Chief Operating Officer Brandy Burke of HSSA stated at the March 14 Town Council Study Session, HSSA employs a flexible policy toward the sheltering fee. "We're always willing to work with owners to get an animal back into a home. If it's a one-time instance and that animal is licensed and altered, we're going to waive the fees and get that animal back to its owner. It's the repeat offenders where we're trying to send a message that you do need to alter your animal, you do need to license your animal, and you do need to be responsible for your animal."

16. Will the costs to Marana pet owners increase as a result of this decision?

The only fee charged to Marana pet owners by the Town of Marana is the dog licensing fee, and there are no plans to increase this fee due to this new program. However, per Town Ordinance 2015.014, all dog licensing fees will increase \$1 per year through July 1, 2019. This ordinance was passed at the request of Pima County to align with the regional fee structure for dog licensing.

Other costs incurred through animal services provided by HSSA could include adoption fees, return-to-owner fees, end-of-life services, vaccination fees, and emergency veterinary fees. HSSA applies a flexible policy toward assessing these fees, as explained by Chief Operating Officer Brandy Burke, at the March 14 Study Session: "We're always willing to work with owners to get an animal back into a home. If it's a one-time instance and that animal is licensed and altered, we're going to waive the fees and get that animal back to its owner. It's the repeat offenders where we're trying to send a message that you do need to alter your animal, you do need to license your animal, and you do need to be responsible for your animal."

Marana taxes also will not increase due to this new program. Marana's primary taxation revenue is through our 2.5% sales tax; the Town has no primary property tax. The Town does not anticipate any increase to that rate.

17. What are the costs to the Town of Marana?

At the Town Council Study Session on March 14, Town staff presented the following cost estimates:

Expense Description	Startup Cost Current Fiscal Year	On-Going Cost Each Fiscal Year
Personnel (Two ACO)	\$14,000	\$113,000
Vehicle and Equipment	\$76,000	\$22,000
Shelter and Vet Services	\$20,000	\$55,000
ACO Personal Safety	\$9,000	\$3,000
Animal Capture Equipment	\$5,000	\$4,000
ACO Training	\$7,000	\$3,000
Licensing Software	\$25,000	\$12,000
Total	\$156,000	\$212,000

While these costs may vary somewhat during the actual implementation process, the Town does not anticipate any significant changes from these numbers.

18. Was the Town’s decision to leave PACC made because of costs?

No. Marana’s driving intention to manage its own animal services was to improve customer responsiveness from the enforcement perspective. By providing this service in-house, the Town aims to improve the overall quality of customer service.

19. How will this decision affect PACC?

While the Town of Marana cannot predict how PACC will set its budget for the upcoming fiscal year, County Administrator Chuck Huckleberry has stated, "Marana's exit from the regional animal care partnership will not adversely impact the level of service we provide to our other partners, as Marana's contribution of \$225,825 last year amounted to just 2.6 percent of our overall animal care budget of \$8,624,113.

20. I’m not sure if I’m a Marana resident. Will this change affect me? How can I find out whether I live in the Marana Town Limits?

To determine if your residence is in the Town of Marana, please contact (520) 382-1999. It can sometimes be confusing to determine your jurisdiction based on your mailing address—some Marana residents have Tucson addresses and some unincorporated Pima County residents have Marana mailing addresses.

21. Does the Town of Marana know what it's doing?

The Town has decided to form its own Animal Services division after nearly a year of research, including site visits to nearby jurisdictions, interviews with support agencies, and budget analyses. As we implement and operate this new division, we will always be looking for new ways to innovate and improve our service. As with any new venture, we anticipate learning new things along the way, but we are confident that our new approach will provide immediate benefits for Marana residents.

The Town of Marana has appointed a staff member responsible for supervising the two new ACOs. This individual has gone through animal control officer training through Animal Control Training Services (ACTS) and is a former law enforcement officer.

22. What training will the Marana Animal Control Officers have?

Marana is currently hiring for [two animal control officers \(ACOs\)](#). These new employees will be certified animal control officers and will receive on-going, annual training.

23. What community programs or services will be offered by the Town and HSSA?

The Town is planning to offer community outreach and education events. These will include licensing, vaccination, microchip, and spay/neuter clinics, as well as general information forums. In partnership with HSSA, we will have access to their educational programs which will be made available to Marana residents.

The Town is also developing a mobile app through which pet owners can get notifications about found animals, find out how to renew licenses, and more.

Still have questions? Let us know and we'll do our best to get you an answer as soon as possible.