



Proposal: requirements for dog daycares in zoning other than Industrial 1 & 2

- Outdoor areas set back 50' from property lines.
- Locating exterior boarding and exercise areas on those portions of the site where noise impacts on surrounding development will be minimized.
- Limitations on the number of animals permitted in exterior areas at any one time.
- Dogs are to be fenced and attended at all times. There should be at least one attendant per 15 dogs.
- Exterior boarding, training, and exercise facilities shall be screened from adjacent development by a minimum 6-foot solid fence or wall. Site obscuring fencing for outdoor on-site recreation areas.
- Fencing high enough and deep enough to prevent dogs going over or under fencing.
- Limitations on the hours that animals are permitted in exterior areas. Hours of use for the outdoor areas are from 7 am – 9 pm except for training classes which may end at 10pm unless adjoining uses are not impacted. Dogs may be taken to the yard one at a time to potty outside of these hours. Exceptions for special events.
- STC in the building code that reasonably separates the use from neighboring residences and businesses depending on the zoning.
- Parking that reasonable addresses employee needs while recognizing the brief drop-off and pick-up times and length of time clients spend in the building relative to the size of the structure and outdoor area.
- Require implementation of best practices including noise abatement, 1 handler per 15 dogs, and a minimum of 75 sf of play space per large dog (over 20#) and a minimum of 25 sf of play space per small dog (dogs under 20#).
- Appropriate disposal of waste.
- Suspension of variance requirements for fencing and parking.
- Facility should be visually consistent with surrounding uses.

Daniel Bursuck - City Zoning

From: Sit Stay Play <info@sitstayplaytucson.com>
To: "daniel.bursuck@tucsonaz.gov" <daniel.bursuck@tucsonaz.gov>
Date: 10/01/2018 5:24 PM
Subject: City Zoning

City Council Members,

I believe the city council should open the zoning to all areas of Tucson. I believe they should need to file with the city and it must be approved per circumstance. Opening C zones to overnight dogs only helps the big box competitors.

I believe as far as best practices for a dog daycare include

1. staff training
2. interviewed dogs
3. protocols in place for safety
4. dogs are vetted
5. cleanliness
6. disposal and waste removal best practices
7. structured environment
8. Ratios for employees to staff

As far as city regulations for being in the city I believe they should follow set standards written by the city such as

1. perimeter and cleanliness guidelines
2. Block wall requirements
3. Follow local noise ordinances

I don't believe a 200 set back is reasonable in any sort of way and should not be a regulation. It is unreasonable. I don't think the city is very current or up to date on their policies regarding animal services. There is no difference in 5 dogs overnight or 10.

The city should look at places like Denver and see how they are getting all this accomplished and having daycares in different areas of town and update their animal services rules and regulations. They should investigate their rules and regulations for setbacks layouts, construction and requirements, I have very limited knowledge and no personal experience on these items. I will continue to investigate this area as I may have some ideas in the future.

Thank you for your time,

Emily Hilyard

Sit! Stay! Play! LLC

Daycare Manager

2003 E.14th St
Tucson, AZ 85719



2003 E 14th St, Tucson, AZ 85719

www.sitstayplaytucson.com

[520.882.7529](tel:520.882.7529) [520.882.8850](tel:520.882.8850) (fax)



Narrative for Dog Daycare Zoning presentation

Introduction

Good afternoon! My name is Janet Galante. I am the owner of Sit! Stay! Play!, a dog daycare and social learning center located in midtown Tucson. I moved to Tucson in the 1980s to attend the graduate program in Landscape Architecture at the University and then continued in the PhD program in Renewable Natural Resources. Prior to moving to Tucson, I worked for large corporations in the agricultural chemical industry and then was a consultant for Doane and Chase Econometrics. While in grad school I was a consultant and contract employee for the BLM, the USDA, and the Department of Interior.

I am certain you can see how this prepared me to open a dog daycare 16 years ago. Sit! Stay! Play! was born of necessity and personal experience. I was attending grad school, teaching, and working long hours. My dogs were an important part of my life and I thought “surely there has to be something available to help people in my situation”. I started researching dog daycare and soon opened my facility. Dog daycare was a relatively new industry and even though I was an experienced dog trainer, there just wasn’t a lot of information to inform the process of opening a dog daycare.

I am a dog trainer, knowledge and skills assessed certified by the Certification Council for Professional Dog Trainers, a member of several professional organizations, and many dog clubs. ***As a member of the American Boarding Kennel Association, I was on the original committee that established the current standards for the dog daycare industry.*** Now known as the International Boarding and Pet Services Association, Sit! Stay! Play! maintains professional membership and is taking advantage of the organization’s educational resources to prepare our staff for independent certification through the Professional Animal Certification Council.

As a consultant in the dog daycare industry I have assisted other facilities across the country establish and maintain best practices to insure safe successful environments for dogs and humans.

As a local Tucson business, we support local charities and organizations including having donated over \$35,000 to the Valley Fever Center for Excellence Companion Animal Fund and supporting the Canine Walk for Cops. We are grateful to be a part of the Tucson community.

What's a dog daycare and why do we care?

I am here today because a MILLION dollars has been burning a hole in my pocket. Over the past four years I have been trying to build a new facility and open a second facility in the city of Tucson. I am committed to supporting urban growth in Tucson, but I have continually lost property after property as a result of zoning issues and variance problems. *While zoning regulations have blatantly favored Big Box Stores like PetSmart*, small locally owned dog daycares have been relegated to following a different set of rules.

I need your help to spend my 1.2+ million dollars to benefit the community by adding jobs and revenue while establishing best practices for the dog daycare industry in Tucson.

Today, I am going to define dog daycare, discuss the varied models of dog daycares, and tell you about best practices in the industry, and then discuss zoning options and possible impacts to the community. Finally, I would like to offer a review of why this issue is important to our community as a whole.

What is dog daycare?

DOG DAYCARE REFERS TO SHORT-TERM DAYTIME CARE FOR DOGS.

The term encompasses many different models serving different needs. Dog daycare can be the primary or ancillary source of revenue for a business in the industry.

- Dog daycares are places where social dogs interact with other social dogs in a structured and monitored setting where daycare is the primary source of revenue. Most dog daycares are not financially sustainable without ancillary services, so complementary services are usually offered including:
 - Individual play or day boarding
 - Grooming
 - Training - group, private, day training, board and train
 - Puppy development programs
 - Retail
 - Swimming
 - Dog Sports – dock diving, agility, competition obedience, freestyle, barn hunting, nose work
 - Pet Sitting
 - Transportation
 - Facility rental
- Characteristics
 - All indoors, all outdoors, or a combination of both
 - Independent, franchise, Big Box, corporate, veterinary ownership
 - Located primarily in suburban and urban markets
 - Frequented by a regular client base
 - Facilities may host 5-300+ dogs per day

- Alternative dog daycare settings
 - Big Box retail stores offering daycare, boarding, training, grooming, and veterinary services. These stores offer indoor daycare often as an add-on service. They typically have a more transient clientele and house a large number of dogs in a very small amount of space.
 - Boarding kennels offering group play. Boarding is the primary source of revenue and group play is offered as an ancillary service to an often transient population. Some of these facilities have a regular daycare clientele.
 - Day training and board and train facilities sometimes integrate group play into their programs. The clientele is usually short term.
 - Residential dog daycare. Often represented as a legitimate business with an online presence hosting 2-45 dogs per day, but often not legally zoned.
 - Individual day boarding in tradition kennels.

What does a dog daycare look like?

- Rural – facilities may cover many acres and offer a rural or country type of experience often offering outdoor activities. These facilities are often located on routes into cities utilized by people going to work. These facilities are often located on the owner’s property and may offer indoor and outdoor access. They are almost exclusively independently owned.
- Suburban – facilities are usually all indoor or indoor/outdoor. These facilities are typically associated with moderately dense residential neighborhoods and employment centers. These facilities may be located in converted residential structures, strip malls, or in standalone buildings. Many of these facilities incorporate play yards, splash pads, and swimming pools. Facilities can range between less than 1500 sf to 30,000 sf or more. Ownership may be independent, franchise, corporate, or Big Box.
- Urban – facilities are either exclusively indoor or indoor/outdoor. Outdoor space is highly desired in urban markets especially in association with high rise developments. Urban facilities are sometimes smaller due to the cost of urban real estate; however, some facilities are located in and subsidized by urban employers and the owners of high rise residential complexes. Downtown Dog Lounge in Seattle shares space inside of Amazon headquarters! Urban facilities may be multi-storied and can occupy 1000 sf up to the 50,000 sf of Every Dog Has Its Daycare in Oakland, California. Some cities have cluster zoning for dog daycares. Hollywood, California has 3 indoor facilities each over 10,000 sf within one city block. Denver zoning allows daycares throughout the metropolitan area. Almost all Denver facilities have outdoor areas.
- Airport – facilities cater to the boarding needs of travelers and the daycare needs of employees in businesses near the airports. These facilities are extremely expensive to build and are usually selected through a RFP process that is not financially viable for independent daycares. These facilities are corporate or franchise.

It is important for dog daycares to advance the objective of stellar pet care by employing best practices and minimizing adverse impacts to the community. Some states and municipalities require compliance to standards, but most do not regulate the industry. Examples of best practices include:

- Maintaining a ratio of one trained and qualified employee per 15 dogs. Ideally, employees are not alone in playgroups. This ratio refers to employees with the dogs and not support or office staff.
- The acceptance of dogs meeting criteria suitable for the type of facility. Dogs should be evaluated by a qualified staff member.
- Dogs should be appropriately vaccinated with records on premises.
- The separation of dogs by size and or temperament.
- 25-35 sf of play space for each small dog and 75 sf of play space for each large dog.
- Recognize the need for a low stress environment. Promote quiet play. Some daycares include rest periods during the day.

You can see that dog daycares vary greatly in size, services, and locations.

Let's look at a few other cities.

- Austin, Texas has about 50 facilities
- Portland, Oregon has over 55 dog daycares
- Raleigh, North Carolina has about 30 dog daycares
- Denver, Colorado has over 100 dog daycares
- Phoenix and the metro area has about 65 dog daycares

Now let's look at Tucson. The first dog daycare in Tucson, Dogs Just Wanna Have Fun, located on Tanque Verde near the entrance to the Tucson Country Club opened in 2001 and closed six months later.

- Sit! Stay! Play!* opened in 2002
- The Dawg House*
- Paws Up
- Dogma*
- Sol Dog*
- Central Pet* (primarily boarding)
- PetSmart Broadway* (primarily retail)
- PetSmart Oracle* (primarily retail)
- Camp Bow Wow
- Dogtopia

*in the city of Tucson

Why are there so few dog daycare facilities in Tucson?

- There are actually a lot of dog daycares in Tucson! These businesses operate under the radar often in residential neighborhoods in private homes. Many of these operations have an online presence including websites and reservation and reservation systems and host 5 to more than 25 dogs per day.
- ZONING!!! And THAT is why I am here.
 - It is financially untenable for most dog daycares to survive without boarding services. Tucson city zoning restricts dog daycare and boarding to I1 zoning with the unique exception of BIG BOX PET STORES which are permitted to offer dog daycare and boarding in commercial zoning and grandfathered boarding kennels.

Recently, the city council was poised to change the zoning for dog daycare to commercial zoning. It is my concern that in doing so, the City of Tucson would be implementing zoning with ***a prejudice against independent local daycares in favor of big box corporate pet businesses and large national franchises.***

BUT HERE'S THE GOOD NEWS! THERE IS A FIX!

SmartAsset identified Tucson as the most dog-friendly community in the US. And as I will discuss later, this is no small factor for people choosing places to live and work. As Tucson continues to grow and businesses like Amazon and Caterpillar gravitate to our community, new and existing residents will want convenient access to quality LEGAL dog daycare services. This is a ***quality of life issue.***

ONE ZONING SIZE DOES NOT FIT ALL!

- Clearly a small indoor dog daycare can easily co-exist with an adjacent residential use. Almost any commercial zoning will work including C1.
- Some C1 zoning would also be compatible with an adjacent 12,000 sf facility with an outdoor play yard and swimming pool IF there was enough separation from residences and appropriate physical barriers.
- Remember the dog daycare inside of Amazon? In Tucson, that would equate to OCR1 an OCR2 zoning. That would also apply to daycares located in high rise condominium and apartments.
- What about Tech Parks? Daycares in other communities are often associated with high-density areas of employment such as the South Denver Tech Center.
- Other high-density employment centers such as Williams Center might be appropriate locations for dog daycares. Most of these centers are zoned O3.
- Maybe a dog daycare would be appropriate on the U of A campus for students and employees. Commercial zoning would preclude this use.

Does this mean dog daycare facilities should be located everywhere?

No, not at all. Many municipalities do not assign dog daycare to specific zoning, but instead employ USE PERMITS. “A use permit or conditional use permit would allow the city to consider uses which may be essential or desirable, but which are not allowed as a matter of right within a zoning district” provided it will not cause an adverse impact on adjacent properties. Conditional use permits can provide the flexibility to allow dog daycares to locate where they are needed – in association with Tucsonan’s residential neighborhoods and their places of employment. We don’t want restrictive zoning to limit the accessibility of dog daycares making morning commutes even more difficult than they already are and inhibit convenience.

If you aren’t convinced that dog daycares are a big business and an important part of urban culture, give me a moment to discuss our relationship to our canine companions.

THINK ABOUT THIS....

Americans love dogs! We love dogs so much that pet spending has risen every year since 1994 – even during the recession. In the past few years there has been a shift toward the humanization of pets and with that change in perception a trend towards premiumization in the pet industry.

- 60.2 M households own 89.7M dogs
- 96% of dog owners consider their dogs to be members of their family
- 80% of dog owners report they treat their dogs like children
 - Baby boomers have empty nest syndrome and their dogs are replacement kids
- Millennials are waiting longer to marry and consider their pets to be practice children. They are 50% more likely to spend money on their pets than themselves.
- 28% of Americans live in single households and single pet ownership is increasing
- Home ownership rates are at the lowest levels in 5 decades
- 12% of people take their dogs to work
- More and more corporations are providing pet-related benefits to their employees including
 - Pet insurance
 - Paw-ternity leave for new pet parents
 - Canine concierge services
 - Dog walking
 - Boarding
 - Daycare
- SHRM – the Society for Human Resource Management published an article in 2017 on “How to be a pet friendly employer”.
<https://www.shrm.org/hr-today/news/hr-magazine/0317/pages/how-to-be-a-pet-friendly-employer.aspx>
- More than half of workers say they would be more likely to stay at their organization if it were to offer pet-related perks.

Together, these statistics and trends point to a population that has the money and emotional inclination to do as much as possible to provide the best life possible for their pets. Life is hectic. People are busy. Dog daycare allows employees the peace of mind that their dogs are being taken care of while they are at work. It makes dog owners happy.

In most areas of the country dog daycare is a part of the dog ownership culture. The days of “what is a dog daycare” and “why do I need a dog daycare are gone”. Dog daycare is not new. Yuppy Puppy opened in 1987 in NYC and the New York Times published an article on dog daycare!

Zoning restrictions have put Tucson behind the dog daycare curve, but with a few changes we can build new businesses, create additional jobs, and reinforce our reputation as not just a dog friendly community, but THE dog friendly community.



Hi, I'm Janet and I need your help to spend 1.2 M dollars!

Janet Galante, CPDT-ksa



A Social Learning Center for Dogs

Today's Goals

- Define dog daycare
- Dog daycare models
- Best practices
- Zoning options
- Why this matters?



Many Models for Dog Daycare

- Dog Daycares are places social dogs interact with other social dogs in a structured and monitored setting.



Ancillary Services

- Individual play or day boarding
- Grooming
- Training – group, private, day/board training
- Puppy development programs
- Retail
- Swimming
- Dog Sports – agility, competition obedience, freestyle, barn hunting, nose work, dock diving
- Pet sitting
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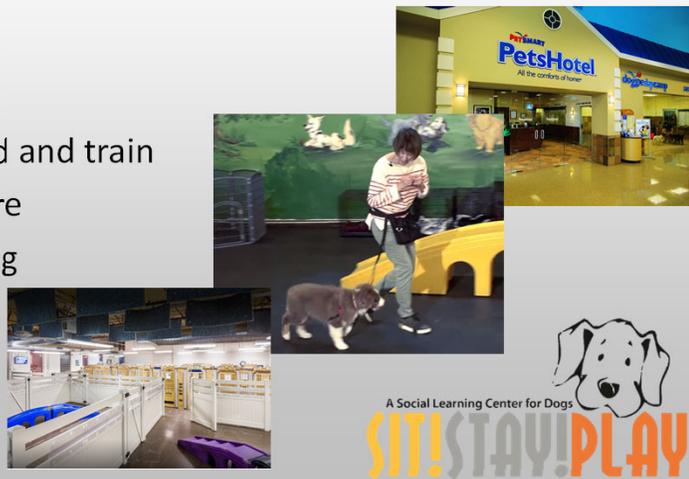
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Alternative Dog Daycare Settings

- Big Box stores
- Boarding kennels
- Day training and board and train
- Residential dog daycare
- Individual day boarding



What Does Dog Daycare Look Like? - Rural

- Lucky Puppy (Maybe, MI)



A Social Learning Center for Dogs
SIT!STAY!PLAY!

What Does Dog Daycare Look Like? - Rural

- The Farm at Natchez Trace (Franklin, TN)



A Social Learning Center for Dogs
SIT!STAY!PLAY!

What Does Dog Daycare Look Like? - Rural

- Romp N' Run Ranch (Austin, TX)



What Does Dog Daycare Look Like? - Suburban

- Hobnob Pet Resort and Daycare (Lakewood, CO)



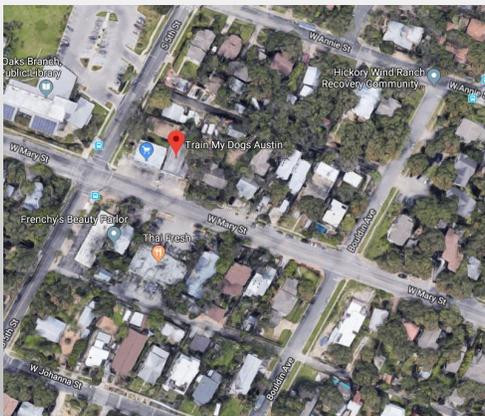
What Does Dog Daycare Look Like? - Suburban

- The Barking Dog Ltd. (Scottsdale, AZ)



What Does Dog Daycare Look Like? - Suburban

- Train My Dogs (Austin, TX)



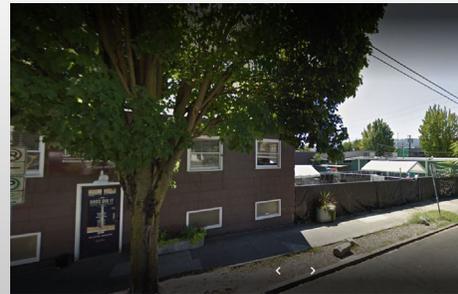
What Does Dog Daycare Look Like? - Suburban

- Dinky Dogs Daycare (University Place, WA)



What Does Dog Daycare Look Like? - Suburban

- Dogs Dig It (Portland, OR)



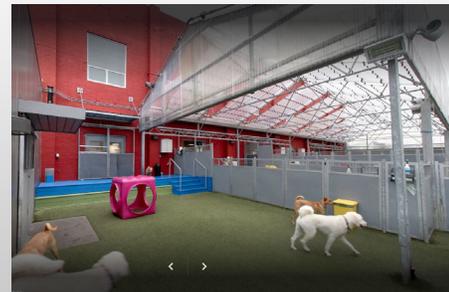
What Does Dog Daycare Look Like? - Urban

- Downtown Dog Lounge (Seattle, WA)



What Does Dog Daycare Look Like? - Urban

- Every Dog has its Daycare (Oakland, CA)



What Does Dog Daycare Look Like? - Urban

- Woofhaus (Denver, CO)



A Social Learning Center for Dogs
SIT!STAY!PLAY!

What Does Dog Daycare Look Like? - Urban

- City Bark Lodo (Denver, CO)



A Social Learning Center for Dogs
SIT!STAY!PLAY!

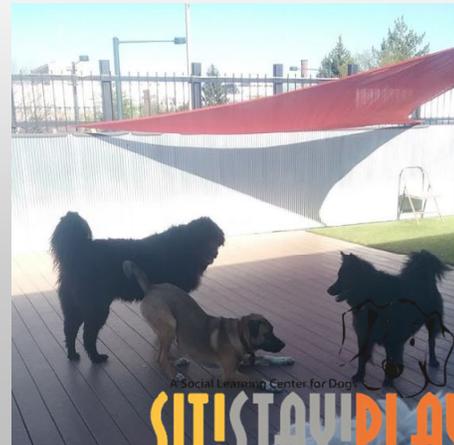
What Does Dog Daycare Look Like? - Urban

- Wag Hotel (San Francisco, CA)



What Does Dog Daycare Look Like? - Urban

- Woof in Boots (Denver, CO)



What Does Dog Daycare Look Like? - Airport

- Paradise 4 Paws (Denver, CO)



A Stellar Dog Daycare Requires Best Practices

- Maintaining a ratio of one trained and qualified employee per 15 dogs. Ideally, employees are not alone in playgroups. This refers to people with dogs and not support or office staff.



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Fun doesn't have to be loud





SmartAsset set out to find the most dog-friendly cities in America....

Tucson is the most dog-friendly city in the U.S.

Arizona Daily Star July 25, 2018



Why are there so few Dog Daycares in Tucson?



Zoning is the Issue!

- City zoning restricts dog daycare and boarding to I1 zoning with the unique exception of BIG BOX PET STORES.
- A change to commercial zoning may be ***prejudicial against local daycares*** in favor of big box corporate pet businesses and large national franchises.



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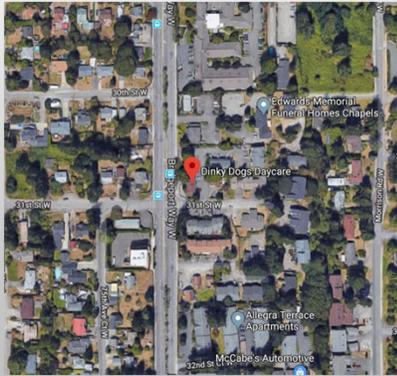


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City Bark Lodo (Denver, CO)

Dinky Dogs Daycare (University Place, WA)



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Woofhaus (Denver, CO)

Second Home Pet Resort (Phoenix)



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