

Mesa Dogs 24/7

Operations Plan & Good Neighbor Policy

History:

Gilbert Dogs 24/7, soon to be known as Mesa Dogs 24/7 has been operating along the Mesa/Gilbert border for 12 years. Practicing a safe, clean, and stimulating environment for over 10s of thousands of dogs in a cage-free environment. Since 2009, the company has grown 4 additional locations across the valley with the intent to change the standard of pet care. The company is wholly and locally owned by Stephen Biles, an Arizona native and ASU graduate.

As mentioned, the company currently operates in five different municipalities – City of Phoenix, City of Glendale, City of Chandler, City of Tempe and the City of Gilbert. In our 12-year history, we have not received a single formal complaint from those municipalities by neighbors.

Operational, Structural and Cleanliness practices

- Safety Practices and Requirements
 - All dog are required to be leashed from parking lot to facility lobby and when leaving the facility.
 - Staff is actively present at all times in lobby and facility during all 24 hours of operation.
 - All pets are required to have proof of vaccinations: Bordetella, Parvo, Rabies and must be spay/neutered.
 - Strict behavior assessments with a 4-hour time frame to assess dog's temperament and pass for entry.
 - Dogs 24/7 has a national reputation as one of the top dog behavior based companies.
 - Staff training consist of 2 weeks of Operational hands-on training
 - Required to test and complete 3 (1) hour courses underlining all procedures and behavioral actives of dogs in our care, and taught by highest ranking members of the company with nationally recognized certifications in K9 behavior and group management.
- Waste Clean up
 - Organic waste that is removed daily, shall be placed in sealed bags and placed in exterior refuse containers. Exterior refuse pickup shall be provided 7 days a week, to maintain clean smell and hygiene.
- Facility cleanliness
 - Each Dog run and spaces around it undergo routine cleaning at all parts of the day and night
 - Water disposal drains installed in all dog run areas for cleaning and maintenance purposes
 - Designated pet industry chemicals used, which abide by pet safety guidelines in addition to being septic, environmentally safe and OSHA compliant
- Noise Control Indoor & Outdoor
 - Trained behavioral Staff present with dogs at all times

- Barking dogs kept occupied with enrichment activities to avoid unnecessary noises and community disruption
- No more than 20 dogs on average in outside dog runs, abiding by Company Policy 20-1 ratio
- Any and all continuous disruptions to outside play runs will be removed from outside run to the inside and behavior redirected to enrichment activities indoors allowing the dog to express its energy in a constructive format.
- Mesa Dogs 24/7 will certainly follow and exceed the City of Mesa's noise ordinance window of 10pm to 6am, and typically limit outside access between 8pm and 7am. All normal noise mitigation will continue as mentioned above.
- Structure and Sound Proofing
 - Entire border and dividing walls of the facility are built with noise canceling acoustic ceilings
 - Internal walls bordering internal dog runs are composed of double rocked drywall, green board for moisture and mold control in addition to FRP (Forged Reinforced Plastic)
 - Bordering walls around the outside dog run abide by city regulations for outside patio and awning codes. Composed of brick 8 ft in height with an additional 2 ft. wrought iron fencing between wall and awning covering the outside dog run.
- Point of Contact
 - Any and all complaints arising concerning use of location. The complaining party and Sr. Director of Operations (Joseph Kruse) with the good faith effort, work together for resolution. If resolution is not obtained, and the complaints are verified by a consensus of the complaining party and city attorney's office, the use permit will be reviewed by city staff to determine the need for a public hearing to reevaluate the appropriateness of the Use Permit, which may result in termination of the Use Permit.

Closing:

Mesa Dogs 24/7 has a long, large relationship with residents in Mesa and Gilbert. This new facility will add great service to our dog owning population the way dogs are suppose to be taken care of – cage free! We further expect our staffing and job opportunities will blossom. We made it through the pandemic with no closings and helped many in our medical community needing a safe, clean environment for their furkids, while they did the important work of Covid care.

The City of Mesa currently permits several dog daycare and boarding competitors with outside yards Including:

- Exceptional Pet Care 1928 S. Gilbert Road Mesa (Colorado based)
- Doggie District 3660 E. Inverness Ave Mesa (Nevada based)
- Camp Bow Wow 2647 W. Baseline Road Mesa (Colorado based)

All of these facilities are traditional, caged facilities which naturally leads itself to greater noise. Our cage-free facilities are less noisy because the dogs are not cooped up. We just ask to fairly compete with the same outside area options those competitors currently enjoy.

Between an enriched environment for K9 socialization and expertly trained staff, cleanliness operating procedures and 24/7 client convenience and pet monitoring — Mesa dogs 24/7 will set the expectation and standard for good pet care.

Alongside its sister locations, and the Gilbert location before it, the company has been and will continue to be a valued part of the communities it resides in - from sponsored pet awareness events hosted by local rescues, donation fundraisers with the nationally known therapy dog organization - Pet Partners, conducting safety classes with local daycares for children and safety around animals, to sponsoring local adolescent sport teams. Mesa Dogs 24/7 and its affiliates will take pride in its status in the community as a family owned and operated business with the greatest intents for pets and their families alike. We will be a good neighbor to our surrounding community.