



Our second year of providing animal services to the City of Petaluma was full of challenges and growth. The COVID-19 pandemic and a new round of wildfires made normal operations difficult but also pushed us to adjust and find new ways to connect with our community and improve shelter services. In the end, we have much to celebrate and be grateful for as we look back on Year Two. Primary among our proud accomplishments is that NBAS had a **Live Release Rate of over 99%**, which is well above the No-Kill standard of 90%.



SHELTER OPERATIONS DURING THIS PANDEMIC

As the COVID-19 pandemic hit in early 2020, we joined other organizations in figuring out how to serve the community in new ways while maintaining public safety. All of a sudden, we were forced to close our doors to casual visits from community members and volunteers in order to protect the health of our staff and visitors. But we still had animals needing homes, of course, and people who were working remotely began looking for the comfort and companionship pets can provide.

To meet those needs, we adapted the adoption process to the current realities and began using Zoom meetings to introduce adoptable pets to their potential new families. The actual adoption process then takes place outdoors in our parking area, allowing everyone to socially distance and stay safe. This approach has been very successful, and since the pandemic started, we have adopted out cats and dogs to new homes at a steady pace. Since the stay-at-home orders were first issued in March, we have had 393 adoptions, which matches or exceeds our pre-pandemic adoption rates. Yes, the process looks a little different now, but the outcome is still the same: pets are being placed in forever homes.



The pandemic may have limited the ability of volunteers to physically visit the shelter and interact with the animals, but it has not stopped their support. One aspect of volunteering that has taken off this year is providing foster care to animals. In fact, we had so many new foster families apply to take an animal into their home that we now have more foster volunteers than animals available to foster, which is a very nice “problem” to have. Our animals in foster care still receive health care, as vaccinations are now provided as a drive-through service. Foster parents only need to drive into our parking area, and a tech comes out vaccinate the animals without anyone needing to leave their vehicle.



COMMUNITY SUPPORT HAS INCREASED

Community support is a two-way street. Just as we have received donations and volunteer support from the community, we also found new ways to give back. For example, pet owners who are going through a difficult financial time can come by the shelter to pick up free supplies. We have set up a table outside the shelter where people can come and pick up free food, bowls, leashes, and other items needed to care for their pets. Many of these resources were donated by others in the community, and we are happy to be a conduit for the many Petalumans who want to help their neighbors during these trying times.



In addition to this growing community support, over the last year we have made many new connections with individuals, companies, and other rescue organizations that allow us to improve the care we provide to the animals and people of Petaluma.

DISASTER RELIEF - Regrettably, northern California was again affected by large wildfires this year, which impacted animals as well as humans. In many cases, animals must be left behind during evacuations for a variety of reasons, and we committed to visiting impacted areas to provide animal welfare checks. We entered these areas by invitation to check on and feed animals who were stranded due to evacuations. We were also able to provide boarding services to animals whose owners were fire victims, caring for them in the shelter until the owners were able to return home.

Currently, we are assessing future needs for disaster relief and determining how we can best assist in the future. During this last year, we were able to obtain a horse trailer and disaster trailer that can house and transport animals in emergency situations, as well as a storage structure to store items that will be needed in emergencies (food, crates and other items needed for a disaster event). Looking to the future, we would like to obtain a generator that could provide power for entire shelter during emergencies.



PROGRAMS - We also continued to grow our Humane Education program this past year, partnering with Lesley Zoromski from Kids-n-K9s. Lesley is a former elementary school teacher and a current dog trainer and runs the Kids-n-K9s nonprofit program. Prior to the pandemic, Lesley provided humane education to elementary schools through live classes, showing kids how to safely interact with dogs. This program has been modified for online use, and Lesley is now providing Zoom presentations to classes and other groups. Materials, such as individual activity books, are distributed prior to each class.

BUDGET SUMMARY REPORT (August 1, 2019 - July 31, 2020)

Please note that NBAS has contracts with other municipalities in Sonoma County. To the extent possible, the numbers in this table reflect income and expenses related to our Petaluma work only.

REVENUE	YEARLY TOTAL 8/1/19 - 7/31/20	MONTHLY AVERAGE 8/1/19 - 7/31/20	ORIGINAL TARGETS
INCOME BREAKDOWN			
Animal Licenses	\$89,570.00	\$7,464.17	\$8,300.00
Humane Services - Adoption Fees	\$35,879.19	\$2,989.93	\$2,500.00
Service Fees	\$28,777.00	\$2,398.08	\$2,333.33
City Contract	\$478,200.00	\$39,850.00	\$39,850.00
Donations/Events	\$210,806.45	\$17,567.20	\$8,000.00
Other	\$22,215.00	\$1,851.25	\$750.00
EXPENSE BREAKDOWN			
Salaries/Employee Benefits	\$482,263.00	\$40,188.58	\$34,172.67
Employer Payroll Tax	\$40,315.02	\$3,359.59	\$2,800.00
Workers' Compensation	\$13,206.17	\$1,100.51	\$2,300.00
Human Resources Consultant	\$5,500.00	\$458.33	\$900.00
Fundraising/Printing/Promo Costs	\$16,562.72	\$1,380.23	\$825.00
Insurance	\$40,394.52	\$3,366.21	\$2,085.00
Utilities	\$29,823.62	\$2,485.30	\$1,074.00
Telephone/Internet/Cell	\$17,892.75	\$1,491.06	\$720.00
Vehicle Repairs/License Tags	\$6,773.88	\$564.49	\$900.00
Vehicle Fuel Costs	\$11,152.00	\$929.33	\$1,600.00
Postage	\$8,501.17	\$708.43	\$668.00
Facility Repairs/Misc/Equipment	\$20,218.11	\$1,684.84	\$1,500.00
Accounting Fees	\$11,380.00	\$948.33	\$1,200.00
Rent-Lease Option	\$1.00	\$0.08	\$0.08
City Fee - Dog License (repayment)	\$45,996.00	\$3,833.00	\$3,833.00
Vet Medical Services	\$82,964.33	\$6,913.69	\$6,250.00
Expendables (pet food, litter, office supplies)	\$20,270.81	\$1,689.23	\$750.00
Humane Education	\$2,699.49	\$224.96	N/A
Clinic and Program Expenses	\$4,193.60	\$349.47	N/A
BALANCE SHEET SUMMARY			
Income	\$865,447.64	\$72,120.64	\$61,733.33
Expenses	\$860,108.19	\$71,675.68	\$61,577.75
Budget Difference	\$5,339.45	\$444.95	\$155.58

SERVICES PROVIDED (August 1, 2019 - July 31, 2020)

INTAKES

	SEIZED/ STRAY	OWNER SURRENDER	TRANSFER	WILDLIFE	CLINIC/SERVICES/ MICROCHIP
Cats	274	64	174	0	37
Dogs	298	63	155	0	31
Other	23	16	0	346	0
TOTAL	595	143	329	346	68

GRAND TOTAL INTAKES = 1,481

OUTCOMES

	ADOPTION	RETURN TO OWNER	TRANSFER	EUTHANASIAS	DOA/DIED	CLINIC/ SERV/MC
Cats	304	54	95	8	46	61
Dogs	181	220	70	3	4	30
Other	16	4	92	2	185	2
TOTAL	501	278	257	13	235	93

GRAND TOTAL OUTCOMES = 1,377

MEDICAL

	EXAM	SURGERY
Cats	324	310
Dogs	183	170
Other	18	18
TOTAL	525	498

GRAND TOTAL MEDICAL = 1,023

OTHER

Social Media:	5,052 followers
Volunteers:	2,828 total hours (predominately foster/offsite volunteers)
Licenses:	Shelter/Mail - 3,650 Online - 290

CALLS FOR SERVICE

Cruelty/Neglect	13	Police Assist	27
Animal Bite/Dangerous	122	At-Large/Stray	478
Bark Complaint/Enforcement	218	Transport	27
Owner Assist	28	Welfare Check	76
Patrol	3,337	Wildlife	478
Disaster Response	35		

GRAND TOTAL CALLS FOR SERVICE = 4,839

Respectfully submitted by
Mark Scott, Executive Director

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