

READ AND CONSIDERED
DATE 9/16 BY Ch

Response to Grand Jury Report Form

Report Title: Animal Services in Sonoma County: Separate and Not Equal

Report Date: June 16, 2025

Response by: Rosa Reynoza Title: Mayor

Agency/Department Name: Town of Windsor

FINDINGS: F1, F2, F3, F6, F7, F8, F9, F10, F11

I (we) agree with the findings numbered: **F8, F9, F10, F11**

I (we) disagree wholly or partially with the findings numbered: **F1, F2, F3, F6, F7**

(Attached is a statement specifying any portions of the findings that are disputed with an explanation of the reasons.)

RECOMMENDATIONS: R1, R2, R4, R5, R6

- Recommendations numbered: **R5, R6** have been implemented.
(Attached is a summary describing the implemented actions.)
- Recommendations numbered: **R1, R2, R4** have not yet been implemented, but will be implemented in the future.
(Attached is a timeframe for the implementation.)
- Recommendations numbered: _____ require(s) further analysis.
(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. ***This timeframe shall not exceed six months from the date of publication of the Grand Jury report.***)
- Recommendations numbered: _____ will not be implemented because they are not warranted or are not reasonable.
(Attach an explanation.)

Date: 09/08/2025 Signed: Rosa Reynoza

Number of pages attached: 3

(See attached PC Civil Grand Jury Response Requirements)

SONOMA COUNTY GRAND JURY REPORT 2025

Animal Services in Sonoma County: Separate and Not Equal

Town of Windsor Response to Findings

The Town of Windsor agrees with the findings numbered: F8, F9, F10, and F11.

The Town of Windsor disagrees wholly or partially with the findings numbered: F1, F2, F3, F6, and F7.

F1. Failure by the county and its nine cities to adopt recommendations in the 2012 DHS Animal Services Report has left Sonoma County animal service agencies operating without shared standards, communication channels, data sharing or oversight.

- The Town of Windsor was not aware of the 2012 Department of Health Services Animal Services Report. Therefore, no action was taken.

F2. Services provided to the four Sonoma County cities by North Bay Animal Services are non-compliant either with state laws or industry standards for the care of shelter animals as specified in its contracts.

- The Town of Windsor will work closely with North Bay Animal Services (NBAS) to ensure the animal shelter conditions follow state and industry standards. Therefore, the Town of Windsor has established a quarterly recurring meeting with representatives of NBAS. The recurring quarterly meeting will take place at the Petaluma Animal Shelter located at 840 Hopper Street, Petaluma, to assess and evaluate the shelter's condition and NBAS operations for compliance.

F3. A lack of coordination between SCAS and NBAS is an obstacle to a fully coordinated implementation of the county-wide disaster response plan for animal evacuations.

The Town of Windsor received a copy of the NBAS Disaster Plan and Evacuation Plan, meeting the requirements requested in the Town's Animal Services Request for Proposal. NBAS and other animal service providers are represented by the Department of Health Services and participate in weekly Operational Calls with the Department of Emergency Management (DEM). A representative will represent countywide animal services in the County of Sonoma Emergency Operation Center, therefore coordinating efforts and needs during a county-wide disaster.

F6. Having multiple different fee structures for animal licenses and services is confusing to the public and complicates billing and collection of license fees and fines.

- A fee structure is established based on the operations. There are no regulations established to have fixed fees for animal care services.

F7. Failure to achieve high levels of licensing in all government jurisdictions and provide access to shared information undermines mandated rabies control, makes it more difficult to return lost pets, and results in a loss of revenue.

- The Town of Windsor structured the agreement to allow the vendor to offset expenses by retaining the revenue received by licensing, adoptions, and other services.

Town of Windsor Response to Recommendations

R1. By November 1, 2025, the Board of Supervisors will direct DHS to establish an Animal Services Task Force comprising county, city, and shelter representatives to revisit the 2012 DHS Animal Services Report and recommend a governance structure for animal services that will: 1) provide county-wide oversight to ensure compliance with State Law; 2) standardize fees and engage a common licensing vendor to enhance public health and safety, licensing rates and revenue, and; 3) achieve economic efficiencies through shared resources. (F1, F3, F4-F6 and F9-F10).

- The Town of Windsor is awaiting a response from the County of Sonoma Board of Supervisors regarding the next steps, including a timeframe.

R2. By January 1, 2026, each of Sonoma County's 9 cities will delegate one or more representatives to participate in the county-wide Animal Services Task Force convened by DHS. (F1).

- The Town of Windsor will comply with the request by appointing a primary and secondary member of staff to participate in the proposed county-wide Animal Services Task Force, within the timeframe requested by the County of Sonoma Board of Supervisors.

R4. By January 1, 2026, the director or supervisor of SCAS, HSSC, RPAS, and NBAS will commit to participating in the county-wide Animal Services Task Force. (F1).

- The Town of Windsor is awaiting a response from the County of Sonoma Board of Supervisors regarding the next steps, including a timeframe.

R5. By November 1, 2025, each city contracting with North Bay Animal Services will inspect and evaluate the shelter condition, and evaluate the shelter operation and animal control services, to determine whether NBAS is complying with legal mandates and other terms of its contract. (F2, F11-F12).

- The Town of Windsor has established a quarterly recurring meeting with representatives of NBAS. The recurring quarterly meeting will take place at the Petaluma Animal Shelter located at 840 Hopper Street, Petaluma, to assess and evaluate the shelter's condition and NBAS operations for compliance.

R6. By September 30, 2025, each of the cities that contracts with NBAS will require quarterly reports that include data and performance criteria sufficient to evaluate compliance with its contract and all relevant laws. (F2, F11).

- The Town of Windsor has established a quarterly recurring meeting with representatives of NBAS, and at such time, NBAS will submit to the Town a quarterly report reflecting the prior 3-month period.