

From: Highland Pet Resort Inc.  
To: Marlboro Planning Board

VINNY

Subject: In Response to the Operational Narrative of the Highland Pet Resort.

Highland Pet Resort Inc. provides the following services:

- 1) Boarding of dogs, cats, and small animals
- 2) Doggie Daycare
- 3) Grooming
- 4) Training Classes

We're a cage-free facility, which means that every dog and cat get their own individual rooms at the resort. We currently have a total of 31 rooms of various sizes and 7 "kitty condo" enclosures. Dog boarding is our most popular service. During our "peak season" (over the summer and holidays) all of our rooms are booked up about 2-3 months in advance. Having only been open for one and a half years, this is incredible; it shows how great of a demand there is for high quality boarding facilities in this area that are affordable. During our "off-peak season" there is a greater demand for our doggie daycare services. People drop their dogs off for the day while they're at work to play and socialize. We've actually already reached our capacity for "regular" daycare dogs (dogs that come the same days every week) which is about 15-20 dogs.

Even though our customer hours are 8am - 8pm Mon - Sat, we allow our daycare dogs to be dropped off as early as 7am. All other customers can drop off or pick up any time between 8am - 8pm. Our busiest times of the day are 7:30 - 8:30am & 4:30 - 5:30pm because of daycare. Even during these busy times the most customers we have parked outside at the same time is only about 3 people. This is because our customers spend about 5-10 minutes max dropping off or picking up their dogs, sometimes less than 5 minutes. Our staff has a very efficient system for taking in and giving back people's pets as quickly as possible.

Highland Pet Resort Inc. has a total of 9 staff members; one of which was hired only for the summer. Typically during the summer there are between 4-5 employees working at the resort at the same time. The rest of the year there are between 3-4 working at once. This means that the average amount of cars occupying the upper parking lot is 6-7 cars (customers and employees), when the lot can hold approximately 15 cars total. The lower parking lot is reserved for our groomer, Stephanie, who rents space from us. The most cars she has parked down below at any given moment is 4 cars, but usually it's only 2.

The addition we're proposing is 14 more indoor/outdoor rooms for dogs. The indoor/outdoor rooms are our most popular rooms because dogs can go in and outside as they please during the day through a doggie door. We generally keep the doggie doors open from about 8:30am - 7:00pm to limit the amount of noise outside. However, if we notice that a particular dog is making an excessive amount of noise, we close up their doggie door for a little while and then re-open it again after they've calmed down. Due to the quality of our care, our dogs are much calmer than most boarding facilities