

Frequently Asked Questions

When did Marana begin providing Animal Services?

The new program took effect on July 1, 2017.

What is the difference in contracting with PACC and having the Town manage its own Animal Control Services?

In the past, PACC has provided the Town enforcement, shelter, and licensing services. Marana now manages its own animal services. As part of these efforts, the Town has partnered with the Humane Society of Southern Arizona (HSSA) to provide sheltering services.

The Town has hired four animal control officers who manage enforcement and has contracted with Pet Data for licensing services.

Does HSSA accept all stray Marana animals?

As part of the Town's contract with HSSA, they accept all Marana animals, both stray and owner-released,

How much does it cost to drop off a stray animal at HSSA?

There are no fees charged to Marana residents who choose to drop off stray animals found within Marana Town limits. Alternately, you can call Marana Animal Services and an animal control officer (ACO) will pick it up from you.

Can HSSA refuse animals from Marana?

No. Through the contract with HSSA, Marana ensures that HSSA must accept all stray and owner-released animals from the Town.

How does the Town provide emergency medical services for injured stray animals?

Marana will use any veterinarian available who is able to provide emergency services. HSSA also is able to provide an emergency vet for all injured stray animals which are brought to them.

How long does HSSA hold an animal before putting it up for adoption?

Animals with no identifying information, such as a microchip, tag, or license, must be held for three days. Animals with a microchip, license, tag, or other identification must be held for five days. After an animal's stray hold period is over, and if that animal has not been reclaimed by its owner, HSSA begins the process of working toward adoption or alternate placement options. All animals are medically and behaviorally assessed, vaccinated, microchipped, and spayed or neutered before being placed up for adoption. As a no-kill shelter, HSSA will never euthanize an animal due to space or length of stay. HSSA is dedicated to the health and well-being of every animal which enters their care.

Where is the HSSA shelter?

HSSA currently operates their main shelter at 635 W Roger Rd. in Tucson.

How can I drop off my animal which I can no longer keep?

To schedule an owner-release appointment with HSSA, call (520) 327-6088. HSSA does charge a surrender fee.

Does Marana operate its own animal shelter?

No. The Town contracts with HSSA for shelter services. The Town does have a kennel room to temporarily house animals picked up after hours. The animals are then transferred to HSSA the following morning. Any animal needing immediate medical treatment is taken to the appropriate veterinary facility.

What if my pet gets out and is taken to HSSA?

HSSA prioritizes returning animals to their homes. If your pet is taken to HSSA, they will do everything they can to help reunite you with your pet. If you lose a pet, we recommend completing a lost pet report with Marana Animal Services, as well as HSSA. Also make sure to check the HSSA found animal page. The Humane Society can charge a sheltering fee to the owners when picking up their animal.

I'm not sure if I'm a Marana resident. How can I find out whether I live in the Marana Town Limits?

It can sometimes be confusing to determine your jurisdiction based on your mailing address—some Marana residents have Tucson addresses and some unincorporated Pima County residents have Marana mailing addresses. To

determine if your residence is in the Town of Marana, please contact (520) 382-8020.

What community programs or services are offered by the Town and HSSA?

The Town offers community outreach and education events. These include licensing, vaccination, microchip, and spay/neuter clinics, as well as general information forums. In partnership with HSSA, we have access to their educational programs which are available to Marana residents. The Town also offers the Marana Pets app through which pet owners can assist residents with lost and found animals.

Still have questions? Please call 520-382-8020.