

Janneth Lujan

From: Suzanne Sengelmann <suzanne.sengelmann@gmail.com>
Sent: Monday, March 13, 2017 1:03 PM
To: Janneth Lujan
Cc: Planning_Commission; Manager Smilindogs
Subject: Smilin Dogs Hiking Service

Dear Janneth,

I'm writing on behalf of me and my dog, Espresso. Espresso is a 3 year old Pit Bull that I rescued from Rocket Dog Rescue when he was only 8 weeks old. He quickly became a full-fledged family member, and best friend to my teenage boys.

When I went looking for a daycare & hiking service for my newest baby, I was surprised to see how many businesses didn't allow Pit Bulls of any kind. However, I was referred to Smilin Dogs by my neighbor (a long-time Pittie rescuer herself) and was ecstatic to learn that they just needed to meet Espresso and do a temperament check. Of course, Espresso passed with flying colors and has been a member of the Smilin Dogs family ever since!

A huge part of keeping Espresso such a good boy is keeping him a tired boy. It's also incredibly important to keep him socialized on a consistent basis with other dogs. So, Espresso hikes with his Smilin buddies 2-3 days/week; and has consistently since he was a pup. We both look forward to that van pulling up in the am! Espresso gladly jumps in and joins his buddies, and proceeds to chase other dogs for an entire day. He comes home tired & happy - a recipe for success in my house.

I can't tell you how much these hikes mean to me, Espresso, and my 2 boys who love him like a brother. The exercise, socialization, and time to be a "free pup with his friends" is an invaluable part of his lifestyle. It plays a critical role in keeping him happy, healthy and safe.

I was devastated to hear that the hiking program is in potential jeopardy. I believe it is an integral part of our San Mateo community. I hope you will consider Espresso as you make your decision :)

Best,
Suzanne & Espresso Sengelmann

Janneth Lujan

From: William Toms <wltoms@yahoo.com>
Sent: Monday, March 13, 2017 1:56 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs Permit for Hiking Service

Janneth,

Hello, my name is Will Toms, and I reside at 1340 White Oak Way, San Carlos CA. My dog's name is Bailey an almost five year English Chocolate Labrador, and this letter comes to you in support of this permit request.

We have been clients of Smilin Dogs for about ten years now, and they are such a valuable asset to our family. They provide a critical resource for us in a time in which opportunities to have dogs be hiked/walked has been severely restricted throughout the bay area. The benefits for Bailey are too numerous to list, but this provides her the expanded exercise that she so requires, great socialization with other dogs, and candidly gives us at home (I am a remote worker from home) a day of no dog "sitting" for me. They treat her incredibly well, and she wakes up on Fridays, sits patiently waiting for her "other: collar to be out on and sits in the background at the ready for Smilin Dogs to show, never looking back at me at all on her way out - she is just too excited.

Smilin Dogs has always taken such great care of her, and when the are late coming home, we always get a phone call from them giving us assurances that all is alright and they are on their way, the extra care, and concern are excellent.

Not having this service would hurt Bailey quite a bit. She has made many dog friends from her travels with Smilin Dogs, she gets to exercise that I can just not give her with in San Carlos, and she has become a more mature and much more mellow dog as well. She gets to get her "ya- ya's" out of her. I can not give you enough encouragement to approve this permit and allow the Smilin Dogs team to provide the incredible care and exercise that is so valuable to us as dog owners in an urban world.

Regards,

Will Toms

Janneth Lujan

From: Katie Dillon Pfenninger <katie.dillon@gmail.com>
Sent: Monday, March 13, 2017 1:43 PM
To: Janneth Lujan
Cc: M Pfenninger; Planning_Commission; manager@smilindogs.com
Subject: Smilin Dog - Planning Department Permit

To whom it may concern

I would like to support Smilin Dogs' effort in finalizing their Planning Department Permit. We have been using Smilin Dog for the last 5 years, and have been very happy with their hiking service. Our yellow lab rescue dog Butter gets picked up from our house for her weekly off-leash run and loves it. It is a wonderful service, and one that makes our dog, and us very happy.

Both my husband and I work full time, so it is huge help to have Butter have exercise and socialization on a weekly basis. When the van pulls up to pick her up, she physically jumps with joy and runs to the door to meet her walker. We love coming home to a tired and happy dog at the end of the day! As the saying goes, "a tired dog is a good dog".

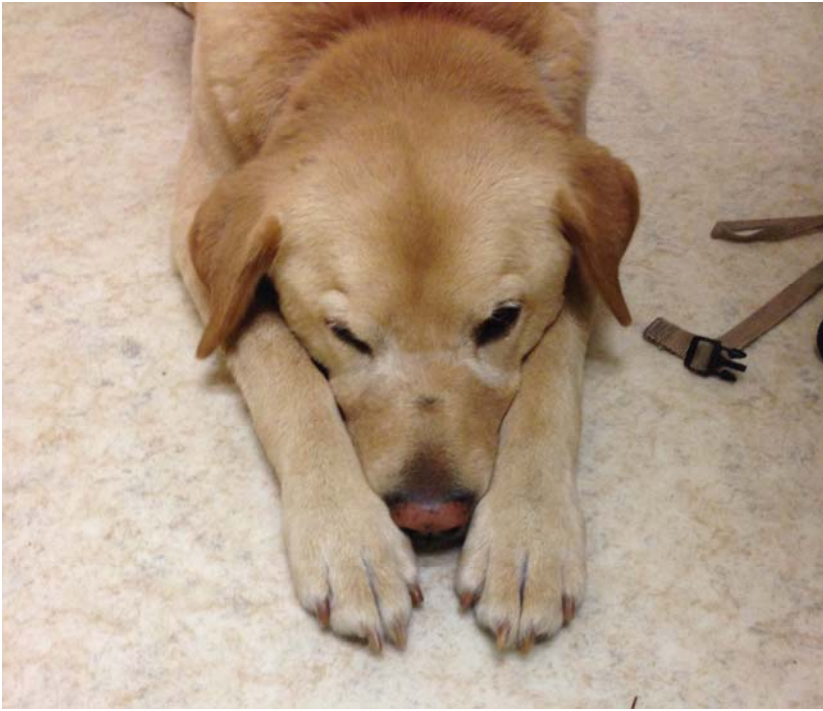
Smilin Dogs has great customer service, and is a joy to work with. All their hikers have a smile on their face when they pick up and drop off the dogs, even on wet and rainy day!

We would be very disappointed if they weren't able to continue to offer their hiking service. We look forward to many more years of Butter being a "smilin dog".

Warmly,

-Katie Pfenninger
149 D Street
Redwood City, CA 94063
650-906-5383
[Katie.dillon@gmail.com](mailto:katie.dillon@gmail.com)

PS. The attached photo was Butter's reaction to the thought of not being able to go hiking with Smilin Dog anymore. :(



Janneth Lujan

From: Carrie Maser <cmaser@karrtuttle.com>
Sent: Monday, March 13, 2017 1:13 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin' Dogs Hiking Permit

Dear Ms. Lujan:

I am writing in support of Smilin' Dogs hiking permit. I have two big dogs who were bred to hunt. For their good health, it is important for them to be able to run off leash. Dogs were not designed to spend their lives walking at a human's pace, tethered to their owners. As we live on a boat (and therefore without a yard), it is particularly important for our dogs to have the experience that Smilin' Dogs provides. We have been using Smilin' dogs several times each month for the past 2 years. I am very impressed by their professionalism and care. They are strict about their rules regarding dog behavior and vaccination status. Their San Carlos facility is clean and well run. I often see the hikers picking up other dogs in the marina where we live. They are careful with the dogs, respectful of pedestrians transiting the narrow docks and gangways, and the vans they use are well maintained.

For the reasons stated above, if Smilin' Dogs loses the ability to provide off-leash hiking, it would be a real blow to us and our animals. I also believe that giving dogs a venue for being off-leash reduces the amount of unlawful off-leash running of dogs by their owners. I think Smilin' Dogs benefits everyone in San Mateo County by offering this opportunity.

Due to working full time, I am unable to attend your meeting next Wednesday to express my thoughts in person. Thank you for taking them into consideration when deciding on Smilin' Dogs' permit application.

Caroline Maser
1529 Seaport Blvd.
Redwood City

Carrie Maser
Chief Financial Officer | cmaser@karrtuttle.com | Office: 206.224.8183 | Fax: 206.682.7100
Karr Tuttle Campbell | 701 Fifth Avenue, Suite 3300 | Seattle, WA 98104 | www.karrtuttle.com

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Janneth Lujan

From: bonnie keller <bonnieloree@yahoo.com>
Sent: Monday, March 13, 2017 1:04 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs.

To whom it may concern,

I am writing to support Smilin Dogs permit to hike. My name is Bonnie Keller and my dog's name is Aslan. We have been clients of Smilindogs for 3 years with Aslan and before that with my dogs Jeanie and Bonniedog. (at least another 7 years or so)

We live at 950 Palomar Drive Redwood City and vote in the San Mateo County.

Smilin dogs has been such a good service to myself and my dog. It allows me to go to work knowing my dog is having a great day in the care of kind and responsible people. Aslan looks forward to his bi-weekly hikes and is sitting at the door wagging his tail with excitement when the van drives up. The company has been reliable, responsible, flexible, kind and always willing to please the customer and the dogs. They call when they are late and are always on the end of a phone if you have a question. I can not recommend them highly enough.

It would be devastating to me and to Aslan if the permit was denied. It is my piece of mind knowing my dog is well looked after and Aslan's best part of the week where he gets to play with all his buddies.

Please do not hesitate to contact me if you have any other questions.

Yours sincerely,

Bonnie Keller



Janneth Lujan

From: Lynne Ivester <lynneivester@gmail.com>
Sent: Monday, March 13, 2017 11:09 PM
To: Janneth Lujan; Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs Hiking Permit

Hello,

We're writing in support of Smilin Dogs' continuation of their off-leash hiking program. Our dog, Reese, is a six year old Rhodesian Ridgeback. She has been going on hikes once a week for the past three years. We are planning to increase her to twice a week once the rain stops, because it's such a wonderful program and she absolutely loves going! When we tell her it's a hike day, she sits at the window waiting for the Smilin Dogs van to arrive. It's an opportunity for her to get great exercise and socialize with other dogs. We love that she is in a safe environment and has the freedom to run and play with other dogs. Being a large breed, this program allows her to get good quality exercise. When she comes home, she is exhausted from having a full day of fun!

The hikes also help us out a lot. With the busy schedules that we have, we are not always able to get Reese out for exercise as much as we would like. And even when we do, she certainly isn't around other dogs to keep her socialized.

We can't imagine why anyone would want to curtail this program. The hikers at Smilin Dogs are very caring and responsible people. We always feel like Reese is well cared for and safe while in their care. And now with the added GPS collar there's even a second measure of comfort. If Reese comes home with even a scratch on her, we hear from Smilin Dogs as to what happened.

We're asking on behalf of Reese and all the other dogs who hike, to please keep the program going! It helps keep them happy and healthy! We love Smilin Dogs.

Thank you,

Devin & Lynne Ivester

Janneth Lujan

From: Scottie Durrett <durrett.scottie@gmail.com>
Sent: Tuesday, March 14, 2017 10:53 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs

Dear Ms. Lujan,

My name is Scottie Durrett and I am mom to Boone, a lively, loveable 8 year old golden retriever. We moved to the area 4 years ago from Texas and have fallen madly in love with the community, the topography and the weather.

When we moved, Boone was overweight, lethargic and suffering from painful hip dysplasia. The hot humid Texas weather had not been healthy for our boy. We were introduced to Smilin Dogs by some friends who raved about the hiking services. We enrolled Boone immediately and have been sending him on hikes every Friday for the past 2 1/2 years!

Since he began his hiking, he has lost 20 lbs and his hip pain has nearly vanished. He has become more social, more friendly, more loving and better behaved. Each Friday morning, he sits anxiously by the window waiting for the yellow and white van to arrive. He can hardly control his excitement when it finally comes to pick him up!

After a long, beautiful day exploring the most magnificent terrain, Boone comes home happy and exhausted- two things every dog owner wants to see!

I love my dog and I wish I had the time and capability to take him on hikes everyday myself. I am a working mom and really have come to rely and depend on Smilin Dogs. They are the most caring, friendly and helpful group and I trust them completely with my golden. The service they provide is like no other and it has absolutely changed my dog's life, and mine, for the better!

We really hope you will approve the permits so that Smilin Dogs can continue this incredible business!

Sincerely,
Scottie Durrett
650.530.2596

Janneth Lujan

From: Scot Reid <ssreid22@att.net>
Sent: Tuesday, March 14, 2017 11:33 AM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs

Dear Ms. Lujan,

I am writing to you regarding Smilin Dogs and their effort to secure a permit for dog hiking in Pescadero.

My wife Julie and I have been using Smilin Dogs' hiking service for twenty years. Our first Labrador, Buster, started hiking with Smilin Dogs in 1997 and continued until his passing in 2007. In 2008 we welcomed Rocky, a new Labrador puppy to our family and he has enjoyed hiking with Smilin Dogs three times a week ever since. Smilin Dogs provides an invaluable service to us ensuring that our dogs are exercised in a happy and safe environment. The expression "a tired dog is a happy dog" could not be more true. In addition to using Smilin Dogs hiking services, we also use their boarding services while we are away from home. All of Smilin Dogs dog handlers are extremely competent and very kind to all of their four legged clients.

The consequences of dogs kept locked at home while owners are away are many, including incessant barking creating a noise nuisance for neighbors. We strongly urge you and the planning commission to permit Smiling Dogs to continue providing their fantastic service.

Very sincerely,

Scot and Julie Reid
555 Santa Clara Ave.
Redwood City, CA 94061
650/368-9743

Janneth Lujan

From: Kelly M MCGovern <k.mcgovern@sbcglobal.net>
Sent: Tuesday, March 14, 2017 11:06 AM
To: Janneth Lujan
Cc: Planning_Commission; Manager Smilindogs
Subject: RE: Smilin Dog Permit

Dear Janneth,

My name is Kelly McGovern and I am writing on behalf of my boxer, Daisy, and all her hiking buddies at Smilin Dogs. Daisy is a very active 5 and a half year old with a very playful spirit. She has been hiking with Smilin Dogs since she was 9 months old. That's almost 5 years! She hikes regularly on Tuesdays and Fridays with her "pack" while I get cleaning and gardening done around the house, and she ALWAYS comes home happy, hungry, and tired! The benefits of hiking are numerous... She gets a longer, more strenuous, walk than I can provide within the time limits of my day. She gets great social interaction and play with other dogs. She gets the freedom that comes from being off a leash. She can run ahead, sniff a little longer, wrestle with another dog and then run to catch up to the pack. I get the benefit of a happy, tired, dog that is picked up and dropped off in the convenience of my own back yard.

Without Smilin Dogs I know there would be more things chewed up, more holes dug in my yard, and more bad behavior in general. Dogs need a lot of exercise and Smilin Dogs is a convenient service filled with many caring employees from Konrad on down.

I urge you to approve their permits and let them continue taking our dogs on hikes.

Respectfully,

Kelly McGovern
Hillsborough, CA

Janneth Lujan

From: mcclintic@apple.com on behalf of Tom McClintic <mcclintic@apple.com>
Sent: Tuesday, March 14, 2017 9:28 AM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Our Smilin Dogs experience

Dear Janneth Lujan,

Our understanding is that Smilin Dogs is applying for several permits to allow them to continue their business and to provide what I perceive to be an outstanding service to its customers that greatly benefits the dog owners that use their services. We have been a long time customer of theirs and depend on Smilin Dogs heavily, and have high hopes that these permits will be granted and that Smilin Dogs will continue to operate in their current capacity.

I am an Engineer (Tom) working at Apple, my wife (Caroline) is an artist who works from the home. We have 2 adult children that left the nest several years ago. Our 14+ year old Vizsla, Jack, has been going to Smilin Dogs for 12-13 years (I am not sure on the exact length), Jack, I believe was one of Smilin Dogs' first 'customers'.

Originally we used Smilin Dogs as a way to exercise Jack 2 days a week. His breed needs a ton of exercise, and while we knew this when we got Jack, when we heard about Smilin Dogs, it was a great way for Jack to have a blast, socialize with other dogs, and get a great amount of exercise, off leash, legally (as opposed to the many dogs we see off leash at schools, parks and other places that can leave a mess, scare kids, and often cause problems when run off leash illegally).

We also have used Smilin Dogs for their excellent Boarding Services many times each year while we were on vacations and out of town when we could not take Jack.

The times when we were most dependent on Smilin Dogs were when my wife needed to go to Seattle for 18 months to care for her terminally ill sister (who has since passed). As our children were off to college, we had no one to exercise and play with Jack during the days when I needed to work. We were able to increase the number of walks and boarding stays for Jack during this hard time in our lives, and the benefit to us was tremendous. Without Smilin Dogs, we do not know what we would have done to care for Jack during these times.

Lastly, Smilin Dogs runs an unbelievably great operation, they have passionate employees who love the dogs and take care of them well. We are estimating Jack has been with them over 1000 times in his long life, and I attribute Jack's unusual longevity significantly to the health and care benefits he has received from Smilin Dogs. Jack still goes for his off leash walks once a week, and loves it!

Thanks for reading this letter, and please understand how great of a service Smilin Dogs provides, and please insure that they are able to continue to provide these great services.

Thank you,
Tom and Caroline McClintic
1125 Las Flores Ct. Los Altos, Ca.



Janneth Lujan

From: Diane T <trettons5@gmail.com>
Sent: Monday, March 13, 2017 5:19 PM
To: Janneth Lujan
Cc: Planning_Commission
Subject: Support for Smilin Dogs

Dear Janneth,

I am a San Carlos resident of 20 years and Mom to a wonderful Labrador Retriever named, Duke who is almost 8 years old. He is as much a part of my family as my three kids and husband. We adore and love Duke very much. He is a frequent hiker and overnight guest at Smilin Dogs in San Carlos. The nice thing about Smilin Dogs, is they too have become extended family to Duke.

Since the time Duke was a six month old puppy, whenever we travel, which is often, we board Duke at Smilin Dogs. He loves the hiking with friends that SD offers and can hardly wait to get through the front door whenever we arrive. It's fair to say he is excited to be there every single time and that peace of mind is invaluable to me as his Mom.

I have heard there is a move to permit these hikes with the county. I would STRONGLY advocate for issuing such a permit as losing the hiking aspect of SD would be devastating to my Duke. Raising a dog in a busy suburban area like the Bay Area is challenging! There are far too few options for off leash exercise for my dog. I feel that hiking with Smilin Dogs is not just a nicety but a necessity to keeping Duke both happy and healthy! Please do not take away this vital aspect of my dog's life. He deserves the exceptional care given him by every person at Smilin Dogs just as he deserves the opportunity to run freely on a SD hike with other dogs.

I urge you to issue any county permit needed to allow this amazing business to continue allowing dogs to be dogs in a natural environment as they hike with trained professional dog handlers.

Most sincerely,
Diane Tretton
3236 La Mesa Drive
San Carlos 94070
650-888-4351

Janneth Lujan

From: Irina Beylin <irina.beylin@gmail.com>
Sent: Monday, March 13, 2017 4:12 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Support for Smilin Dogs

Dear Janneth.

My name is Irina Beylin (address: 771 Ames Ave Palo Alto, CA 94303). My dog, seven years old Rhodesian Ridgeback Elma is enjoying Smilin Dogs walks two-three times a week since she was 7-8 months old . This is the best way for my dog to get exercise and stay in shape as I work full time at Genentech (south San Francisco), and I do not have time on the weekdays for extended walks.

As you know, happy dog means happy owner. Smilin Dogs is an exceptional company, with employees who love and understand dogs, the logistics set up is safe, dog and neighbors friendly. The dogs get a ride in individual kennels in clean, air-conditioned vans and walk six plus miles at Pescadero *private* property, getting great exercise. Each group of dogs is separated from other groups by the system of gates.

I have nothing but praise for this small business, which employs young people, and brings happiness to dogs and dog owners. As compared to other dog walking services, the cost is about the half and safety is a way better. The alternative dog walkers put multiple dogs on the car backseat, then leash 8-10 large dogs to take them from the car to the *public* area (like Half Moon bay beach, I observed it many times), and let them off leash there. And people, children, horses and other dogs are in the same area, which is not safe.

If San Mateo County permits to Smilin Dogs are denied, the small business will be harmed, good people will lose their jobs, and a lot of dog owners and their four-legged companions will be turned away from affordable and safe dog walking service to expensive and potentially dangerous one.

I look forward to your understanding of the potential problems and positive outcome for Smilin Dogs.

Sincerely,

Irina Beylin

Tel 650-494-8228

Janneth Lujan

From: Cathie Foster <princesscathie@comcast.net>
Sent: Monday, March 13, 2017 3:28 PM
To: Janneth Lujan
Cc: Planning_Commission; Manager Smilindogs
Subject: Permits for Smilin Dogs located in San Carlos (and hiking in Pescadero)

Dear Ms. Lujan,

My dogs have been hiking with Smilin Dogs since 2010. We started with one dog and now have three participating in the hiking program. My dogs love this activity and wait impatiently every Wednesday morning for the driver/walker to arrive so they can go run off leash - one of their favorite activities. This coincides with the day my gardeners come to my house so it is a win/win situation for our family. It also gives the cat a break...

I have been completely satisfied by how diligent Smilin Dogs has been to follow every letter of the law to keep my dogs safe and healthy. Please vote yes to approve these permits.

If you don't know how happy the dogs are that participate in this activity I suggest you call and ask if you can ride along one day before the 22nd to see exactly what occurs when the dogs hike. My husband and I were lucky enough to be invited to visit the ranch on a week-end with Konrad, our dogs and other families. What a treat for any dog. Fresh air, great hiking and well-tended animals made for an enormously enjoyable day.

Because of the training my dogs have received during hiking with Smilin Dogs we are able to take them on off-leash hikes in Monterey County two or three times a month. This would not have been possible without Smilin Dogs' help.

My Curly Coated Retrievers, Phoebe, Juni and Lightning, will be heartbroken if this weekly treat is withdrawn from their lives. As will mine.

Thank you for your attention to this matter,

Cathie Foster
1401 Greenwood Ave
Palo Alto, CA 94301

Janneth Lujan

From: William Toms <wltoms@yahoo.com>
Sent: Monday, March 13, 2017 1:56 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs Permit for Hiking Service

Janneth,

Hello, my name is Will Toms, and I reside at 1340 White Oak Way, San Carlos CA. My dog's name is Bailey an almost five year English Chocolate Labrador, and this letter comes to you in support of this permit request.

We have been clients of Smilin Dogs for about ten years now, and they are such a valuable asset to our family. They provide a critical resource for us in a time in which opportunities to have dogs be hiked/walked has been severely restricted throughout the bay area. The benefits for Bailey are too numerous to list, but this provides her the expanded exercise that she so requires, great socialization with other dogs, and candidly gives us at home (I am a remote worker from home) a day of no dog "sitting" for me. They treat her incredibly well, and she wakes up on Fridays, sits patiently waiting for her "other: collar to be out on and sits in the background at the ready for Smilin Dogs to show, never looking back at me at all on her way out - she is just too excited.

Smilin Dogs has always taken such great care of her, and when the are late coming home, we always get a phone call from them giving us assurances that all is alright and they are on their way, the extra care, and concern are excellent.

Not having this service would hurt Bailey quite a bit. She has made many dog friends from her travels with Smilin Dogs, she gets to exercise that I can just not give her with in San Carlos, and she has become a more mature and much more mellow dog as well. She gets to get her "ya- ya's" out of her. I can not give you enough encouragement to approve this permit and allow the Smilin Dogs team to provide the incredible care and exercise that is so valuable to us as dog owners in an urban world.

Regards,

Will Toms

Janneth Lujan

From: Michael Heren <M_Heren@msn.com>
Sent: Tuesday, March 14, 2017 8:38 AM
To: Janneth Lujan
Cc: planning-commision@smc.org
Subject: Smilin Dogs hiking service permit.....March 22

Janneth Lujan
Secretary of the San Mateo County Planning Commission

We are writing this letter in support of Smilin Dogs in their quest to obtain a permit for their hiking service. My wife and I have two rescued Golden Retrievers that have been using the hiking service, generally once a week, for several years. The service provided keeps the dogs healthy and happy. Since we both work full time, and since the opportunities to exercise the dogs off leash, are very limited in the local area, we find this service invaluable.

We also utilize Smilin Dogs for boarding services and day care on occasion. We find the staff to be very professional in dealing both with people and their pets. We strongly recommend approval of this permit.

Sincerely,

Michael Heren
Antonie Heren
Jaxson Heren (Golden Retriever 9 years)
Tater Heren (Golden Retriever 7 years)
37 Deodora Dr.
Atherton, Ca. 94027

Janneth Lujan

From: cheryl pohl <cherylgpohl@yahoo.com>
Sent: Wednesday, March 15, 2017 5:01 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Permit approval for Smilin Dogs

Hello,

I'm a resident of San Mateo County and a registered voter. I'm writing concerning an upcoming hearing regarding permits for off-leash hiking operated by Smilin' Dogs.

My family has been extremely satisfied with all of our experiences with Smilin' Dogs. We strongly believe that Smilin' Dogs provides a high quality of service that is, in our experience, unparalleled.

My family brings our Labrador Retriever, Buck, to Smilin' Dogs for off-leash hiking approximately once a week. We have been bringing Buck to Smilin' Dogs for the off-leash hiking for the last 3 years. We also have Buck board with Smilin' Dogs during our summer vacation.

Smilin' Dogs assesses each dog's behavior and socialization prior to accepting a dog into their program. In order for a dog to be able to go off-leash hiking, there is a further assessment to ensure each dog will come when called so that the pack will stay safely together.

Because of this professionalism and care, Buck has never received a wound from an aggressive dog nor has he shown signs of having been exposed to aggression - from other dogs or humans. Instead, he happily jumps out of the car upon arrival to Smilin' Dogs, ready to join in the fun, and returns home happy and tired at the end of the day. It's notable that this has not been our experience at many other doggy day care and boarding facilities which we have tried out with our previous dogs.

On hiking days, the thought of Smilin' Dogs brings smiles to the human members of my family, knowing that our energetic pooch is getting a much appreciated opportunity to spend the day off-leash with other dogs and animal-loving humans. It would be a significant loss to our family if this program were not allowed to continue.

We encourage you to approve the permits needed that will give the go ahead for this special and well-run company within our County to continue to provide their good service.

Sincerely,
Cheryl Pohl and family
3805 Southwood Ave.
San Mateo, CA 94403

Janneth Lujan

From: Laura Deem <laura@lauradeem.com>
Sent: Thursday, March 16, 2017 6:12 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com; Mark Deem
Subject: Smilin' Dogs Permit

Dear Janneth,

I wanted to communicate to you just how important Smilin' Dogs has been to me and my family. My name is Laura Deem. We live at 357 Westridge Dr., Portola Valley, CA 94028 and both my husband, Mark Deem, and I are registered voters.

We adopted Leapa has a puppy from Pound Puppy Rescue four years ago and she is a very high energy lab/shepherd/pit mix. We take her out for walks and exercise each morning but it is not enough to keep her from going stir crazy. Smilin' Dogs offers a totally unique service. They offer a pick up and drop off service and include a long, five-mile walk with a friendly, dog-loving employee and about 8-10 friendly neighborhood dogs and even do tick checks at the end of each session. The socialization with other dogs has been great for Leapa, too. She gets along well with other new dogs she meets because she is so used to meeting a variety of dogs.

Our dog heads out two days a week, leaving around 10am and coming home around 3pm muddy and happy. She sleeps well and is much more mellow the following day. She has grown into a more mellow, exercised, well rested dog. Our vet always comments on what great shape she is in. The days that Leapa is not heading out with Smilin Dogs she lays by the front glass door looking for the bright yellow Smilin' Dog vans. It is truly the highlight of her week.

Smilin' Dogs is a reputable company and has never been anything but responsible, professional and kind to us and our dog. They also provide boarding and bathing services that we have used while we travel.

This door-to-door hiking service was especially invaluable for our family. With busy work and school schedules, and health issues, getting Leapa out for a 5 mile hike twice a week would be very difficult for us to do on our own. Smilin' Dogs literally saved us while I was undergoing treatment for cancer in 2015. I can honestly tell you that I don't know what we would have done if Smilin' Dogs had not been available for us during this difficult time for our family.

Please approve the permit for Smilin' Dogs.
Thank you for your consideration,

Laura, Mark and Maren Deem

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Laura Deem • laura@lauradeem.com • [650-862-5525](tel:650-862-5525)

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SAN CARLOS CA 94070-3085



COMMUNITY DEVELOPMENT
DEPARTMENT
TELEPHONE (650) 802-4263
<http://www.cityofsancarlos.org>

DELIVERED VIA E-MAIL

March 15, 2017

Melissa Ross
Senior Planner
Planning & Building Department
County of San Mateo
455 County Center, Second Floor
Redwood City, CA 94063
mross@smcgov.org

RE: PLN2013-00481 (Thaler and Ungersma)

Dear Ms. Ross:

The above referenced applicants own Smilin Dogs, a doggy daycare (kennel) located at 251 Old County Road in San Carlos. It is our understanding that they have applied for a use permit from the County of San Mateo Planning and Building Department to walk the dogs in their care on property near Pescadero, which they lease.

I am writing to let you know that Smilin Dogs is in good standing with the City of San Carlos. They received the appropriate Planning entitlements to operate at their Old County Road location and have maintained their required Business Registration since opening in 2008.

Please do not hesitate to let me know if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads 'Nell Selander'. The signature is stylized and extends across the width of the page.

Nell Selander
Economic Development Coordinator

Janneth Lujan

From: Stacey Sturken <staceydru@gmail.com>
Sent: Saturday, March 18, 2017 7:11 PM
To: Janneth Lujan
Cc: Planning_Commission; Manager Smilindogs
Subject: Support for Smilin Dogs Hiking Permit

Dear Planning Commission:

I am writing to support of one of the most Top Notch Businesses, Smilin Dogs, and their hiking service. My name is Stacey Sturken and my dog Chandi has had the pleasure of working with this great Dog Boarding, Hiking and Daycare Service for over 2 years now. My dog has the pleasure of off leash hiking two days a week, which she loves, which keeps her happy, healthy and a well mannered canine citizen. Not only does she get to exercise and socialize, she gets a break from being home alone for long hours while I am at work. It puts me at ease knowing that she is cared for by experienced, responsible Smilin Dog hikers.

I use their Daycare facilities occasionally, and feel so fortunate that she has such a safe and caring place to be boarded as well, anytime I go out of town.

Needless to say, I do not know what I would do without Smilin Dogs.....I can't even imagine.

Thank you, Stacey Sturken and Chandi

Janneth Lujan

From: Maureen Clark <maureen@threesixtyhr.com>
Sent: Friday, March 17, 2017 2:56 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs day hiking permit

Ms. Lujan and Members of the Planning Commission:

I am writing in support of Smilin Dogs' application for a permit for dog hiking. Aside from having very few places in the county where dogs are permitted off-leash, the hiking service offered by Smilin Dogs is invaluable to people of all ages.

My husband and I both work. If day hiking had been an option when we rescued our young Irish Setter, we would not have come home from work to notes from the police that neighbors were complaining about her barking. She was in danger of being returned to a shelter. Fortunately, a neighbor across the street recognized that the dog was lonely. She worked the pm shift, so she took our dog to her house for several hours a day. It saved our dog.

Fast forward, and our generous neighbor retired. She had always had large dogs, but by the time she reached her mid-80's she couldn't exercise a big dog adequately. We told her about Smilin Dogs and every week they came and picked up Jeannie (a young husky) and took her hiking. I watched Jeannie bound out to the van and later return, tired and happy. Our elderly neighbor was so appreciative of the hiking service. It kept her and her dog together until Jeannie passed last year.

It is easy to understand how day hiking is invaluable to working owners whose dogs are alone. In fact, I see Smilin Dogs' vans frequently in my area. What isn't so obvious is how day hiking can be critical to seniors, whose well-being is directly linked to their pets. Our neighbor saved our dog and, in turn, we were able to improve her life by recommending Smilin Dogs.

We have used many of Smilin Dogs' services over the 10+ we have been acquainted with them and with Konrad Thaler. They operate with a very high level of professionalism and care for the dogs, owners, and the environment. I strongly support granting their application for a hiking permit.

Maureen Clark



CA PI #: 27972

O: [650.328.1165](tel:650.328.1165)

C: [650.434.2001](tel:650.434.2001)

F: [650.328.1166](tel:650.328.1166)

356 Hedge Road

Menlo Park, CA 94025

www.threesixtyhr.com

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19th March 2017

San Mateo County Planning Commission

c/o Janeth Lujan
Secretary of the Planning Commission
400 County Center
Redwood City, CA 94063
jlujan@smcgov.org

To the San Mateo County Commission,

My name is Corey Shott, I am a resident of San Mateo County and am writing in support of the pending permits for Smilin' Dogs. My dog Ruby has been going to Smilin' Dogs for most of her life. When my partner and I moved here three years ago, she was a rambunctious 6 month old puppy, and we were living in a hotel while securing housing. You can only imagine how happy we were to find a service like Smilin' Dogs to help her burn off some energy and play with other dogs. They were a life-saver then and we've been happily using their service consistently ever since. Ruby has taken 2 obedience classes there and she goes on two hikes a week. She also boards there on occasion.

We are convinced that Smilin' Dogs has contributed significantly to ensuring our dog is a good canine citizen. Ruby is quite energetic, and can be very difficult to manage. The combination of exercise from the hikes plus the training and attention the caregivers give the dogs has made Ruby a better dog.

In addition to the great care Smilin' Dogs provides, they have proved themselves to be an exemplary company. They have always quickly alerted us to any mistakes or potential problems concerning Ruby. Importantly, they take responsibility for problems and work to ensure they do not happen again.

Neither my partner nor myself work in San Mateo county. Smilin' Dogs is a big part of the reason we continue to stay here. Knowing we have access to caring and reliable dog care is important to us and I can't imagine what we would do without Smilin' Dogs. I urge the Planning Commission to approve the pending permits to Smilin' Dogs that will allow them to continue this valuable service.

Sincerely,

Jennifer Corey Shott

550 Iris St.
Redwood City, CA 94062
406.544.7839
jcshott@gmail.com

Deanna M. Church

550 Iris St.
Redwood City, CA 94062
301.233.2991
deanna.church@gmail.com

19th March 2017

Redwood City Planning Commission

c/o Janeth Lujan
Secretary of the Planning Commission
400 County Center
Redwood City, CA 94063
jlujan@smcgov.org

To the Redwood City Planning Commission,

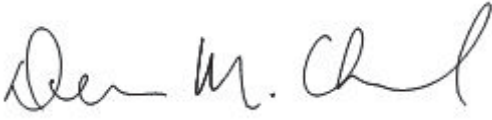
My name is Deanna Church and I am writing to support the renewal of the pending permits for Smilin' Dogs. My dog Ruby has been going to Smilin' Dogs for most of her life. When my partner and I moved here, she was a rambunctious 6 month old puppy. We found Smilin' Dogs shortly after moving here three years ago, while we were still living in a hotel, and have been using them consistently ever since. Ruby has taken 2 obedience classes there, and she goes on two hikes a week. She also boards there on occasion.

We are convinced that Smilin' Dogs has contributed significantly to ensuring our dog is a good canine citizen. Ruby is quite energetic, and can be very difficult to manage, but the combination of exercise from the hikes plus the training and attention the caregivers give the dogs has made Ruby a better dog.

In addition to the great care Smilin' Dogs provides, they are an exemplary company. They have always quickly alerted us to any mistakes they made or potential problems concerning Ruby. Importantly, they take responsibility for problems and work to ensure they do not happen again.

Neither my partner, nor myself, work in San Mateo county. Smilin' Dogs is a big part of the reason we continue to stay here. Knowing we have access to caring and reliable dog care is important to us. We hope the Planning Commission awards the permit to Smilin' Dogs that will allow them to continue this valuable service.

Sincerely,

A handwritten signature in black ink that reads "Deanna M. Church". The signature is written in a cursive style with a large, looped initial "D" and a long, sweeping underline.

Deanna M. Church

Janneth Lujan

From: Gale Henshel <eventsun@aol.com>
Sent: Tuesday, March 21, 2017 4:04 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Wednesday, March 22nd-permit for our hiking service

Dear Janneth Lujan

My name is Gale Henshel and "Harri" is my 4 year old lab, who knows when the Smilin Dog truck is a block away. Wednesday and Friday they pick him up for a fun day of enjoying other dogs and the Smilin Dog crew. I live in Santa Clara County.

I am 77 years old and ever so grateful for their services. Exercise, running and playing with other dogs and knowing he is being well taken care of and loved by the crew. Our experience has been wonderful with Smilin Dogs, could not be any better and am speaking for both of us.

Please do not take this time away from our our wonderful dogs, who need this exercise and joy of the sea air and meeting new friends. Janneth, please call me if you have any questions!

Thanks,
Gale
650-321-2184

Gale Henshel
eventsun@aol.com

Janneth Lujan

From: Judy Johnson <judy@unexpectedtreasures.net>
Sent: Tuesday, March 21, 2017 2:15 PM
To: Janneth Lujan
Cc: Planning_Commission; 'manager@smilindogs.com'
Subject: Smilin Dogs hiking service permit

Dear Ms. Lujan:

I am writing to urge the San Mateo County Planning Commission to **approve a permit for Smilin Dogs' hiking service.**

I have known Konrad Thaler and Smilin Dogs for over ten years and greatly appreciate their dog-walking service. As a dog owner, I am grateful for the invaluable benefit Smilin Dogs provides to busy people with active dogs. Their dog handlers are experienced and highly responsible. The dogs lucky enough to hike with them come home happily exhausted.

We have limited public exercise space for dogs in our area, and dogs love to romp and play freely when they can! Bigger dogs especially need lots of space. With Smilin Dogs' hiking, dogs are happy. Owners are very happy too.

Thank you very much for considering this permit. Please do vote Yes.

Sincerely,

Judy Johnson
1010 Rosewood Ave.
San Carlos, CA 94070

www.unexpectedtreasures.net

650-346-6884

Judy@UnexpectedTreasures.net



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Janneth Lujan

From: Colleen Kaiser <colleenkaiser@gmail.com>
Sent: Tuesday, March 21, 2017 12:30 PM
To: Janneth Lujan
Cc: Planning_Commission; Smilin Dogs
Subject: Smilin Dogs Permit for Off Leash Hiking

Ms. Janneth Lujan,

I'm writing in support of Smilin Dogs and their permit for off leash dog hiking service in Pescadero.

Our 5-year-old rescue dog, Nicklas, has been enjoying these hikes 2 or 3 times a month for almost three years. They provide him the opportunity to run, explore and play with a pack of dogs in a safe environment with experienced handlers. It is important for active dogs like mine to have an opportunity like this to run off leash for overall health, mental stimulation and natural socialization with other dogs. He always comes home exhausted and happy; a tired dog is a good dog. These hikes have also had the added benefit of improving his on leash walking skills and general behavior by desensitizing him to being in close proximity to other dogs running around and playing, previously overexcited by this activity he is now accustomed to it and knows how to behave.

The first few times the Smilin Dogs' van came to pick Nicklas up for his hikes he practically had to be dragged to the van, looking back at me like "where are you sending me?" That behavior quickly turned around once he realized what was in store for him, now he eagerly awaits pick up, often standing in the window on hike day mornings watching for his ride. He recognizes their vans and even gets excited if one passes us while we're out on a walk.

We have also been sending Nicklas to daycare at Smilin Dogs once a week for the last 4 years. He loves everything about Smilin Dogs and their staff, and I have to agree with him. They're a friendly, professional, accommodating and responsible local small business that I am happy to support and recommend to other dog owners. I always rest assured he is in good hands when he's spending the day with them.

It would be a true loss for Smilin Dogs' hiking clients and dogs if their permit is not approved. There simply isn't a comparable opportunity available for dogs in a safe environment like Smilin Dogs provides; for Nicklas and other dogs like him it is the only safe off leash option. Other options for off leash exercise and socialization are limited and not ideal for every dog. The typical enclosed city dog park runs the risk of territorial or pack issues, and public open spaces (e.g. Fort Funston), while great for many dogs, can be overwhelming for others, especially when owners bring under-socialized dogs or unruly dogs they have little control over. Smilin Dogs'

hikes are unique in that they provide access to a large open space with a controlled number of dogs that are vetted for appropriate group play behavior and led by experienced handlers who know their personalities.

I am also concerned about the hit their small local business will take if they are no longer able to offer their popular hiking service. As a dedicated and long time client of Smilin Dogs I sincerely hope the Planning Commission will approve their permit request and allow the off leash hikes to continue.

Thank you for your consideration,

Colleen Kaiser

Resident and voter of San Mateo County (Belmont)

Janneth Lujan

From: Alan and Erin <alanerin2009@icloud.com>
Sent: Tuesday, March 21, 2017 10:35 AM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: In support of Smilin' Dogs getting permit for dog hiking service

Dear Secretary Lujan,

Thank you for taking the time reviewing my request supporting Smilin Dogs in their effort to get permit for their dog hiking service.

My name is Erin Sun, together with my husband Alan Liang, we adopted two golden retrievers Daisy and Coby. We've been using Smilin' Dogs services since April 2016, and have benefited from their professional services significantly.

When we first adopted Daisy, she just turned 1 year old with high energy, which caused her being surrendered by her original family who did not have time to properly exercise and train Daisy.

In addition to enroll Daisy into a series dog training classes, my husband Alan was on a mission to find a reputable dog service center to help exercise and socialize Daisy. Smilin Dogs was one of the top rating dog care centers in this area and we were impressed by their professionalism from day 1, including screening the dog, keeping vaccine records up-to-date, operating business in an extremely organized, professional and friendly manner...etc.

Both my husband and myself have daytime jobs with very limited time taking Daisy to dog parks to run off leash, which was essential to burn off her excess energy. With Smilin' Dogs hiking service, Daisy has been able to run off leash in open space for several consecutive hours, socializing and learning with the pack of dogs, practicing recall with Smilin' Dogs professional handlers, and most importantly, getting rid of excess energy in order to be in a calm / balanced state of mind.

Daisy's behavior improved significantly after a few months with Smilin Dogs - she listens better toward commands and becomes less destructive around the house. This was a critical factor that prevented us from returning Daisy to her rescue center. Also a key factor to reduce stress in our family.

I strongly urge you and your planning committee to continue to issue the permit for Smilin' Dogs dog hiking service. The denial of the permit will affect Daisy's well being which brings stress to our working life. High energy dogs like Daisy, the regular on-leash walks and indoor dog daycare are simply not enough to burn off her energy in order to keep her calm. We deeply appreciate your understanding and approval of the permit for Smilin' Dogs.

Thank you,
Erin

Janneth Lujan

From: Chloe Koeffler <ckoeffler@paloalto.edu>
Sent: Tuesday, March 21, 2017 9:49 AM
To: Janneth Lujan; Planning_Commission; Manager Smilindogs
Subject: Smilin Dogs' permit

Dear Members of the Planning Commission,

My name is Chloe Koeffler and currently live in Mountainview. I have a 3 year old golden-doodle, Tobias, who is about to take her test to become a therapy dog. I am writing in regards to the upcoming permitting hearing for Smilin Dogs'. Unfortunately, I am out of town and will not be able to make the hearing in person. When I learned that Smilin' Dogs may lose their permits, my heart sank and I said, "what am I going to do??" and even tried to rearrange a trip to come to the meeting in person. I have been using Smilin' Dogs hiking service 3-4 times a week for two and a half years now and don't know what I would do without it.

I am a full-time, 5th year doctoral student studying clinical psychology at PGSP-Stanford PsyD Consortium. I am a dog lover (have had dogs growing up) and have been waiting until a time when I could get my own. During my first clinical rotation at the Menlo Park Division of the Palo Alto VA, I saw many patients who had therapy dogs and was blown away by the impact that these dogs had on the lives of my patients and, as an extension, their families. Many of the veterans I saw spoke about the way in which getting their service dogs constituted a significant turning point in their lives because their service dogs provided a sense of relief, companionship, and safety that opened up new possibilities. I also watched the ways in which my patients were better able to engage in sessions when they had their dogs- the calming presence was profoundly impactful. I knew that I wanted to get a dog, not only for myself, but also to bring to hospitals and eventually into my own practice.

Because a dog owner is responsible for the wellbeing and happiness of the dog, I viewed the decision to get my own while in grad school to be, in part, an ethical decision. I worked hard to figure out the best time to get my dog (between clinical rotations), researched therapy dog training programs and behaviorists, and figured out what I was going to do to make sure that my dog had a good life on the days when I was in class and seeing patients (sometimes I am gone 1-12 hours). Smilin' Dogs is one of the reasons I got Tobias when I did- it was the last piece of the puzzle. I spoke with a well-known behaviorist, Julie Bond, who heads up Furry Friends (a therapy dog program) who told me about Smilin' Dogs. She said that not only would Tobias have exercise and socialization with other dogs, but she would also be working with trained dog handlers who would help provide her with the structure to be the best therapy dog- and member of my family- possible. I do not think I would have gotten Tobias when I did without knowing Smilin' Dogs was there and I truly cannot imagine my life without Tobias. As a student who is gone, some days, from 7am-7pm, I needed a service that would pick up and drop off Tobias because my schedule falls outside of the time that other services require you to drop off and pick up your dogs. There is nothing like coming home after a hard, emotionally grueling day, to see your happy dog and know that she has had a great day! Just thinking about it warms my heart. Since she is an energetic dog, who also works extremely hard when she is on-the-job, I felt uncomfortable taking her somewhere where she would be put in a small room to play. Smilin' Dogs gives Tobias the opportunity to run around and have a full, life.

Smilin' Dogs was also there for me last year in a time of need. Very suddenly I needed to have surgery which required lengthy physical rehabilitation. I was distraught over what to do with Tobias- I felt horrible and wanted her to be healthy and happy! Smilin' Dogs came to the rescue. Tobias stayed with them and they took her on

hikes several days a week. I am so grateful that they could be there for us during an already very difficult time. They interfaced with my family when I wasn't able to be the point person of communication which brought ease to my family as well. I wasn't able to be the person to exercise my dog the way she needed during this period- they saved the day.

I don't know what I would do without Smilin' Dogs. They provide a service that is invaluable to me and my family. They are so great to work with- they are beyond responsive to their clients and amazing with the dogs. They respond to phone calls and emails immediately and bend over backwards to help provide services, sometimes very last minute. They provide such a vital services for people in the community who work and also want to be ale to have a furry family member. I hope you will take my story and those of other lovers of Smilin' Dogs into consideration as you make your decision about their permits.

Best regards,

Chloe Koeffler
[REDACTED]







Chloe Koeffler

Doctoral Candidate
PGSP-Stanford Psy.D. Consortium

Janneth Lujan

From: Susan Scott <susanscott859@gmail.com>
Sent: Monday, March 20, 2017 9:14 PM
To: Janneth Lujan
Subject: Smilin Dogs

My name is Susan Scott I live in Redwood City, In San Mateo County. I have my own business in Menlo Park Ca, And am a voter in San Mateo County.

I have known Conrad Thaler with Smilin Dogs for 14 years. We are colleagues in the Peninsula Executives Association.

I have watched how he ran his business and helped it grow and have always been impressed with how he has always put his heart and soul into it. I have recommended them so many times because they have such a great service in that they provide high energy Dogs a fantastic place to romp around in a safe location. There really are not many public areas that people can take their dogs. So Smilin Dogs provides a great place to do so.

Thank You for your consideration

Janneth Lujan

From: Richard Phillips <rp261@aol.com>
Sent: Monday, March 20, 2017 7:35 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com

My name is Richard Phillips. I reside at 155 Laurel Avenue in Menlo Park. I am writing in support of Konrad Thaler and his business Smilin Dogs application for a use permit for the off-leash dog facility he operates in Pescadero.

I have known Konrad for 13 years as a fellow member of the Peninsula Executives Association. Konrad served in a leadership position in the association and was honored with its Executive of the Year award.

I support this application because there is a critical need for dedicated areas where dogs can be safely off-leash. My wife and I frequently walk in parks and open spaces where off-leash activity is prohibited. Unfortunately, many people ignore this rule and allow their dogs to run freely. I believe it is in the public interest to permit Smilin Dogs to continue to operate the facility in Pescadero as an viable option for people who want to give their dogs the enjoyment and health benefits of being off leash. To close it means that more people will seek alternatives on public lands where such use is not permitted. Therefore, I urge that a permit be issued to allow this valuable service to continue.

Sincerely,
Richard Phillips

Janneth Lujan

From: Diane Jacobson <dianejj@comcast.net>
Sent: Monday, March 20, 2017 7:02 PM
To: Janneth Lujan
Cc: lanning-commission@smcgov.org; manager@smilindogs.com
Subject: Smilin' Dogs Permits - off leash dog hiking is much needed and loved

Dear Members of the San Mateo County Planning Commission,

I am writing in regard to the status of the permits Smilin' Dogs needs to continue their much-loved off leash dog hiking service. My dog Pablo (photos attached) has been hiking with Smilin' Dogs for six years. Whenever our family schedule does not allow for walking and playing with Pablo, we rely on Smilin' Dogs. This happens for week long stretches at holidays or in the summer when we are on vacation. It also happens once a month or so when my son is home sick from school or another full day commitment comes up. Pablo is a very sweet and very active English Setter who is happiest when he has the chance to run in a safe place with other good dogs. So, we rely on Smilin' Dogs regularly to provide a much needed service for our family and a much loved outing for our dog. The Smilin' Dogs team and enterprise have proven to us to be responsible and caring over the years. For example, once Pablo was scratched by a branch on a hike while we were traveling. Smilin Dogs got him to the vet for treatment and, when Pablo wouldn't leave his stitches alone, the owners brought him home to their house where he spent Christmas and New Years with the family. This is just one example of how conscientious Smilin' Dogs is. A denial of any permit that would limit Smilin' Dogs from hiking would be difficult for me and my dog. There are no other solutions that afford Pablo a chance to exercise and enjoy the way a Smilin' Dogs hike does.

Thank you in advance for granting Smilin' Dogs its permit.

My best,
Diane Jacobson
255 Park Ave
San Carlos, CA 94070
650-83-7833



Your and your dog's name

- Your address/city, if you are a voter in San Mateo County
- How often and since when do you use our service
- Why do you use Smilin Dogs - what are the benefits both for yourself and your dog(s)
- What has been your experience with us as a company
- How would denial of the permit affect both you and your dog

Diane J.

Janneth Lujan

From: Gail A. Klein <gklein1@stanford.edu>
Sent: Monday, March 20, 2017 4:06 PM
To: Janneth Lujan
Cc: manager@smilindogs.com
Subject: Support for Smilin Dogs Application for Permit Renewal March 2017

Dear Ms. Lujan,

My husband and I write to you in support of the request of Smilin' Dogs, of San Carlos, San Mateo County, to continue to operate a dog hiking business in the hills above Pescadero.

Our experience with Smilin Dogs over the last 5 years has been outstanding.

Our husky Laila goes hiking 3 times a week. She gets a thorough bout of exercise and socialization (human walker and other dogs), plus a bath and tick checking every single time. The Results? Rigorous exercise, critical for huskies, has made her a calmer, healthier and happier animal. Hiking off leash with the pack has transformed her into a responsive and responsible in dog parks and other (rare now) off leash situations.

Smilin Dogs' concern for the well being of the dogs under its care is obvious: It reconfigured and strengthened its fences some years ago to ensure the dogs would be contained in the hiking field. It lowers the risk of disease transmission among dogs, no easy feat, by e.g. requiring up to date bordatella shots. It calls owners on the rare chance of delays in dog delivery e.g. a recent road wash outs. It tests dogs for social skills.

We see Smilin Dogs as a responsible, well run business, used their hiking trails, seen the dogs in the vans, visited with both management and their capable, cheerful hike leaders.

We can't imagine what we would have done without Smilin Dogs hiking during my husband's recovery from hip replacement surgery and our annual research trips to the field.

Basically, we find that Smilin Dogs fills a true need, especially for working owners, and does it brilliantly and responsibly; its good 'corporate citizenship' must carry over into its relationship with the County. San Mateo should be proud one of its companies offers such a valuable, scarce service.

Profs. Richard and Gail Klein
775 Esplanada Way
Stanford CA 94305

Janneth Lujan

From: Alison Hainline <alison_hainline@me.com>
Sent: Monday, March 20, 2017 2:56 PM
To: Janneth Lujan
Cc: planningcommission@smcgov.org; Manager Smilindogs
Subject: Smilin Dogs Hiking Program

Hello,

My name is Alison Hainline. I am a San Mateo resident and registered voter. I am writing in support of the Smilin Dogs hiking program, and all Smilin Dog services. My Black Lab, Lucky is a huge fan, as am I. I am a San Mateo native, and live in San Mateo now, but I was gone for about 20 years! We recently moved back last year from the east coast, and the adjustment has been the hardest on Lucky. When we were living in Washington DC, we were members of a magical place where Lucky had 36 acres of off-leash roaming each and every day...right down the street, right in the heart of the city! (Please check out the website: <http://cemeterydogs.org/>)

From the K9-Corps, we made so many friends, and I always had someone willing to take Lucky when he couldn't join us on a particular trip. He had such a good life! When we moved back, it was very stressful to me that he no longer had a place to run, and I no longer had a group of friends to count on for dog-sitting. In addition to working full time, I have a toddler and a baby, so without his old stomping ground to run around in, Lucky became very depressed, and I felt horrible. Our twice-daily on-leash walks just don't compare to what he had. This area really doesn't offer anything adequate for dogs to get the exercise they need—off leash. Without that exercise, dogs (mine in particular) become aggressive, over weight, and anxious. Not a good combination!

I started to do research to find out where I could possibly send him to boost his spirits and make him feel like his old self again. In my search, I came across Smilin Dog's hiking program. I couldn't believe it! Immediately upon discovery, I signed him up for a trial hike. He passed the test, and was able to join the group. If money weren't a factor, he would go a couple times a week! But I am thankful he can go once or twice a month. What a difference those days make! We also began using Smilin Dogs boarding services, since we don't have the friends to call on here like we did on the east coast. When he stays there, I make sure to sign him up for a hike every day. We go out of town knowing he is having so much fun, and it really puts us at ease. Smilin Dogs in general has been a life-saver for our family, and the hiking program specifically has made such a significant positive impact on Lucky. I honestly don't know what we would do without it. To think the permit might be denied is truly devastating! There is nothing else like it for dogs, and it is so important to their overall mental and physical health.

I have been so impressed with Smilin Dogs as a company, and feel Lucky is in such wonderful hands. He is my first baby, and I want the best for him! I am so grateful to the love everyone there shows Lucky.

I'm not sure I am properly expressing my gratitude for the hiking program and Smilin Dogs in general, so I am more than happy to speak to anyone in further depth on behalf of this particular service. I wish I could speak up in person on Wednesday, but those above mentioned children make it hard to get out at night! Please know what an enormous difference these hikes make in the lives of so many dogs, and in turn, so many families. We all love our dogs as family, and we are very aware of their needs and the importance of meeting those needs. Please allow the program to stay alive!

Thank you so much for your time,

Janneth Lujan

From: Ann Rea <amrea@alum.rpi.edu>
Sent: Monday, March 20, 2017 1:57 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: In Support of Smilin Dogs Hiking Service

Dear Janneth Lujan,

My understanding is that you are the secretary of the planning commission in San Mateo county and will be holding a hearing on March 22 to discuss Smilin Dogs' hiking service permits.

I am a resident of Foster City and a voter in San Mateo county elections. My dog, Pax, has gone on hikes with Smilin Dog's two/three times per week for the last several years. The service is invaluable to me as my work often begins at 6 or 7 AM and I am unable to return home mid-day to take Pax out. I am unable to drop him at a conventional day care as they typically do not begin their service until after I must be at work. Also, a typical dog walker would only walk Pax for an hour and this is simply not enough exercise for my active dog. I honestly do not know what I would do if you do not approve their permit.

I realize you may say that I should not have adopted a dog that requires so much exercise or care, but I simply fell in love with him. I have no significant other or children and he is as close as I will get to a child. They have been very responsible caretakers of Pax. For that matter - I would not even allow anyone irresponsible to look after my dog.

I respectfully request that you approve the permit for Smilin dogs to continue their hikes. I would be in attendance at the hearing personally to speak on their behalf if I did not work during that time.

Please feel free to contact me.

Sincerely,
Ann Rea
415-710-9871
64 Rock Harbor Ln
Foster City, CA 94404

Janneth Lujan

From: Karen Jacobson <jacobson.karen.a@gmail.com>
Sent: Monday, March 20, 2017 12:49 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Please Support Smilin Dog's Permit Application

Dear Members of the San Mateo County Planning Commission,

Thank you for all your hard work and service to our community. I write to urge you to grant Smilin Dogs the permits to continue their dog hiking business in San Mateo County. We have used their service for many of our dogs over the past eight years and hope to for many more. This really helps us when we are too busy to walk them—at least once a week. My dogs love to run around and play with other dogs and get exercise and fresh air. They are better behaved as a result of the socialization and exercise. If we didn't have access to this service, we would have to take them to the few off-leash dogs areas available which are already very overwhelmed and overused. Dogs need space to run around off leash and there simply are not enough of them. Smilin Dogs provides an invaluable service to our community in this regard. In addition, they are one of the best-run small businesses I have ever encountered; they are always prompt, polite and clean. They provide safe transport to a safe, fenced space for hiking.

Please grant Smilin Dogs the permits to continue to provide this valuable service to me, my dogs, and so many others in our community.

Best Regards,

Karen Jacobson

Janneth Lujan

From: Lisa Diaz Nash <lisadnash@yahoo.com>
Sent: Monday, March 20, 2017 9:45 AM
To: Janneth Lujan
Cc: Michael Nash; Planning_Commission; Manager Smilindogs
Subject: We support Smilin Dogs application to renew their license

Michael and I live at 450 Parrott Drive in San Mateo. We previously lived at 25 Seki Court in Emerald Hills. We have been customers of Smilin Dogs since Sept. 2008. During that time, we have had three dogs (two at any one time). They go out hiking twice weekly with Smilin Dogs and we often board them with Smilin Dogs when we go away.

Michael and I both worked full-time during this period (Michael retired at the end of 2016) and we travel frequently. We love our dogs and want to ensure that they are well taken care of and receive ample exercise so they can be healthy and happy. Since we were unable to do this by ourselves, a neighbor referred us to Smilin Dogs.

It has been one of the best recommendations we ever have received. Smilin Dog walkers show up on time and with obvious love for all the dogs they take out. One of our dogs, Dolce, is very shy and was initially very unsure. They worked with her and she now is so happy to get into the Smilin Dogs van to have her day running and playing. Another of our dogs, Gunner, was extremely active and needed tremendous exercise. Running on the ranch with the other dogs gave him exactly what he needed to stay fit and happy. Our third dog, Bailey, was always the first one to jump in the van and never wanted to leave when he returned home.

Smilin Dogs walkers always have been very careful to respect all the regulations governing their operation and been very careful to take care of the land they use. Our dogs (and we) would be devastated if they could not go out on their twice weekly hikes. I suspect we speak for all other Smilin Dogs customers as all the dogs we see in the Smilin Dogs vans look very happy to be going on their weekly adventures.

We respectfully ask that you grant Smilin Dogs a renewal of all their appropriate licenses so that they can continue offering their invaluable service. If any of you have dogs, we also recommend that you check them out yourselves...you'll be happy you did!

We look forward to reiterating our support at the upcoming Planning Commission. Thank you for giving us the opportunity to voice our unwavering support for Smilin Dogs.

Sincerely,
Lisa and Michael Nash

Lisa Diaz Nash
Director, [Atma Connect](#)
Director, [We Players](#)
650-224-4498

Janneth Lujan

From: Amy Henley <akhenley@gmail.com>
Sent: Monday, March 20, 2017 6:43 AM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Support for Smilin Dogs use permit

We have been using Smilin Dogs' hiking service for six years. My dog, Zeke, is a rescue dog. He was neglected and tied up in someone's backyard for almost five years. When we adopted him he had some serious socialization issues and regularly escaped and ran away from our house. We did training classes, lots of walks, and gave him lots of love, but he was still anxious. A trainer suggested Smilin Dogs hikes to help Zeke get out his nervous energy and spend time with other dogs.

Since hiking every week with Smilin Dogs, Zeke has stopped escaping and running away. He loves his hikes. The folks who handle Zeke are always professional and very kind to all of the dogs. The service provided is very unique...off leash hiking in a pack of dogs is the most natural thing for a dog, yet almost all walking services are on leash.

I work full time and I am a single mother to two kids. We regularly walk Zeke, but don't have the time to give him a weekly off leash, multi mile hike. If the permit is denied, Zeke would miss his weekly hikes and I would be scrambling to find another service that would provide Zeke enough activity during the work day to keep him healthy.

Please approve the use permit for Smilin Dogs. They provide a service that help many of the dogs who live in San Mateo County stay healthy and become better behaved dogs. Smilin Dogs helps our family balance everything we need to do in life and still take great care of Zeke.

Many Thanks-
Amy Henley
2230 Carmelita Dr
San Carlos, CA 94070

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Janneth Lujan

From: Judith Fink <judithfink45@gmail.com>
Sent: Sunday, March 19, 2017 11:24 PM
To: Janneth Lujan
Cc: Planning_Commission; Manager Smilindogs
Subject: Support for Smilin' Dogs Permit Approval

Dear Ms. Lujan:

I am writing in support of Smilin' Dogs permit approval that is set to be reviewed this Wednesday. Unfortunately I work during the day, and won't be able to attend the hearing in person, but I would like to tell you how invaluable this service has been. We adopted our dog Anna from the Norcal family dog rescue in January 2015. We had experience with dogs, but we did not realize how much activity she needed. At the beginning, she was nippy and full of anxious, excitable energy. Our daughter would hide in her room when she was home. Despite twice daily walks, and then mid-lunch jogs, she wasn't getting enough exercise. We weren't sure what to do.

Desperate, we pulled in a personal trainer, who recognized her husky temperament and suggested routine hikes from Smilin' Dogs-she needs serious running! Coupled with some serious training work, the hikes from Smilin' Dogs changed everything. She got the running/exercise she needed, which got her in a good state for us to work on training, and everything improved. Now, we try to set her up with hikes twice weekly, and when we go on vacation, we do the hiking overnights. It's truly the hiking that has made all the difference. We depend on this service during the week, it helps us as we are both working parents. When she comes home from a hike, she is happy, contented member of the family. We have been using Smilin' Dogs since about March 2015. We hate to go on vacations and have to leave Anna behind-knowing that she's out going on hikes is all we have to ease our mind that she's well taken care of. No other boarding service has the hikes, we would be very sad if she didn't have this!

The staff (office & hikers) are professional, love dogs, and excellent. Our dog was a stray for her formative years and can have her quirks. They are friendly, loving and show daily that they are committed to a good experience for the dogs and their owners.

In closing, please support the approval of their permit. It is such an excellent service for dogs and the families they are a part of!

Thank you,

Judith Fink

(For reference, I am a registered voter in San Mateo County, Address: 1616 Monte Corvino Way, Burlingame)

Janneth Lujan

From: Stacey Sturken <staceydru@gmail.com>
Sent: Saturday, March 18, 2017 7:11 PM
To: Janneth Lujan
Cc: Planning_Commission; Manager Smilindogs
Subject: Support for Smilin Dogs Hiking Permit

Dear Planning Commission:

I am writing to support of one of the most Top Notch Businesses, Smilin Dogs, and their hiking service. My name is Stacey Sturken and my dog Chandi has had the pleasure of working with this great Dog Boarding, Hiking and Daycare Service for over 2 years now. My dog has the pleasure of off leash hiking two days a week, which she loves, which keeps her happy, healthy and a well mannered canine citizen. Not only does she get to exercise and socialize, she gets a break from being home alone for long hours while I am at work. It puts me at ease knowing that she is cared for by experienced, responsible Smilin Dog hikers.

I use their Daycare facilities occasionally, and feel so fortunate that she has such a safe and caring place to be boarded as well, anytime I go out of town.

Needless to say, I do not know what I would do without Smilin Dogs.....I can't even imagine.

Thank you, Stacey Sturken and Chandi

Janneth Lujan

From: Maureen Clark <maureen@threesixtyhr.com>
Sent: Friday, March 17, 2017 2:56 PM
To: Janneth Lujan
Cc: Planning_Commission; manager@smilindogs.com
Subject: Smilin Dogs day hiking permit

Ms. Lujan and Members of the Planning Commission:

I am writing in support of Smilin Dogs' application for a permit for dog hiking. Aside from having very few places in the county where dogs are permitted off-leash, the hiking service offered by Smilin Dogs is invaluable to people of all ages.

My husband and I both work. If day hiking had been an option when we rescued our young Irish Setter, we would not have come home from work to notes from the police that neighbors were complaining about her barking. She was in danger of being returned to a shelter. Fortunately, a neighbor across the street recognized that the dog was lonely. She worked the pm shift, so she took our dog to her house for several hours a day. It saved our dog.

Fast forward, and our generous neighbor retired. She had always had large dogs, but by the time she reached her mid-80's she couldn't exercise a big dog adequately. We told her about Smilin Dogs and every week they came and picked up Jeannie (a young husky) and took her hiking. I watched Jeannie bound out to the van and later return, tired and happy. Our elderly neighbor was so appreciative of the hiking service. It kept her and her dog together until Jeannie passed last year.

It is easy to understand how day hiking is invaluable to working owners whose dogs are alone. In fact, I see Smilin Dogs' vans frequently in my area. What isn't so obvious is how day hiking can be critical to seniors, whose well-being is directly linked to their pets. Our neighbor saved our dog and, in turn, we were able to improve her life by recommending Smilin Dogs.

We have used many of Smilin Dogs' services over the 10+ we have been acquainted with them and with Konrad Thaler. They operate with a very high level of professionalism and care for the dogs, owners, and the environment. I strongly support granting their application for a hiking permit.

Maureen Clark



CA PI #: 27972

O: [650.328.1165](tel:650.328.1165)

C: [650.434.2001](tel:650.434.2001)

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356 Hedge Road

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www.threesixtyhr.com

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3/21/2017

Ms. Janneth Lujan
Planning Commission Secretary
San Mateo County Office Building
455 County Center
Redwood City, California 94063

Dear Ms Lujan,

I am writing on behalf of Smilin Dogs to support the renewal of their CDP, PAD, and Kennel permits at tomorrow's San Mateo County Planning Commission meeting.

We have been with Smilin Dogs for the past two years since we moved from Chicago in the summer of 2015. While their San Carlos facility offers excellent daycare and boarding, we especially love their off-leash hiking program. Our Great Dane, Luna, goes on Smilin Dogs hikes year-round, every Monday and Friday. On those mornings, she waits at our front door, looking out the window, waiting for the white and yellow Smilin Dogs van to arrive to pick her up. We also board her several times a year, and during those stays she hikes every day.

We have the utmost trust and confidence in Smilin Dogs. They run a stellar operation that includes a trial daycare period for dogs before they're allowed to participate in the hiking program at their private ranch in Half Moon Bay. This gives the dogs time to become well-socialized, comfortable and acclimated with the staff and other dogs. When Smilin Dogs told me that Luna was ready for a hike, I knew I could trust them.

The hiking program at Smilin Dogs is a wonderful gift to dogs (and their owners). There is no other program like it in the Bay Area. Please allow it to continue by approving these permits tomorrow (Wednesday, 3/22/2017).

Respectfully,

Robin Lewis (registered voter of San Mateo County)
175 Ravenswood Ave
Atherton, CA 94027
(773) 841-8551
robin@familydennis.com

Janneth Lujan

From: Tracy Marcelli <tracymarcelli@hotmail.com>
Sent: Tuesday, March 21, 2017 7:48 PM
To: Janneth Lujan
Cc: planning-commission@smc.gov; ManagerSmilindogs
Subject: Our Experience with Smilin Dogs

Hello,

I am writing to you today as a resident and voter in San Carlos. I would also like to reach out and request that Smilin Dog's receive a renewal for the necessary permits to continue with the good work that they do. My yellow lab has loved Smilin Dog's services since August 2011. As a pet mom, it is so reassuring to know that he is in such good care, whether he is on a hike, in daycare, or is having an overnight because I am out of town. I appreciate the willingness of the Smilin Dog's team to treat Buddy like he is to me, a loved family member. I receive update calls, he gets special treats to celebrate holidays, and occasionally he gets a Facebook post, which my family & friends love.

Buddy is now considered a "senior". as he will be turning 12 in April. Occasionally I am able to work from home and see the hiker pick him up. He is still so excited and leaps into the van with his other doggie pals. Even on rainy and muddy days, he comes home clean, happy, and tired. He truly loves his hikes with Smilin Dogs!

Thank you so much for your consideration,

Tracy

Tracy Marcelli
tracymarcelli@hotmail.com
(925) 989-0768 - cell