

ITEM	7
MANAGER'S REPORT NO.	77
COUNCIL MEETING	85/12/09

RE: ANIMAL CONTROL - SPCA CONTRACT - 1986

MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation of the Director Finance be adopted.

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TO: MUNICIPAL MANAGER
 FROM: DIRECTOR FINANCE
 RE: ANIMAL CONTROL - S.P.C.A. CONTRACT - 1986

1985 December 04
 File: C60 SPCA

RECOMMENDATION:

1. THAT the contract with the S.P.C.A. be renewed for the period 1986 January 01 to 1986 December 31 at an approximate cost of \$241,854 on terms and conditions outlined in the report.

SUMMARY

This report reviews the services to be provided and the costs for the S.P.C.A. to act as the Corporation's poundkeeper for 1986. The services are basically unchanged from the 1985 level except it is proposed that the S.P.C.A. will undertake the door-to-door dog licence sales program on a one year trial basis. Costs to the municipality for S.P.C.A. services in 1986 will increase 4% over 1985, which is within the guidelines established by the municipality.

REPORT

1. INTRODUCTION

The Poundkeeper contract with the S.P.C.A. will expire 1985 December 31. A contract proposal for the calendar year of 1986 in the amount of \$241,854, plus commissions to be paid on the licence fees collected by them, has been received from the S.P.C.A.

2. COST

2.1 COMPARISON

The contract for 1986 shows a proposed increase of \$10,619, or 4%, over 1985 costs. The 4% increase is within the guidelines established by the municipality. The comparison of 1986 to 1985 follows:

	<u>1985</u>	<u>1986</u>	Increase/ (Decrease)
Basic contract	\$216,120	\$229,719	\$13,599
Evening patrols (May-August)	6,335	1,735	(4,600)
Parks and beach patrols (May-August)	<u>8,780</u>	<u>10,400</u>	<u>1,620</u>
Total	\$231,235	\$241,854	\$10,619

Funds for the summer park and beach patrol program are included in the Recreation & Cultural Services departmental budget.

The S.P.C.A. estimate that their total program cost will be \$268,354, or \$26,500 higher than our total contract costs. This additional amount borne by the S.P.C.A. represents humane care and treatment of animals and comes from adoption fees, public donations and commissions on dog licence sales.

2.2 INCREASES

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Although the S.P.C.A. is still in the process of negotiating a 1986 contract with its employees and the details are not available, the S.P.C.A. indicates that some salary increase is likely. This potential increase, along with growing costs in the area of staff benefits, veterinarian supplies, insurance and general inflation, is estimated to produce an overall increase of 6.7% for the S.P.C.A. in 1986. This increase, coupled with a 7.6% increase in 1985, has placed the S.P.C.A. in a position where it is finding it increasingly difficult to operate within the maximum 4% guidelines proposed by Burnaby for 1986.

In an attempt to offset these increases, the S.P.C.A. has requested that two changes be made to the existing contract. These changes deal specifically with dog licence sales commissions and staffing, and with which the Director Finance concurs.

3. PROPOSED LICENCE SALE PROGRAM

3.1 BACKGROUND

For the past eight years the Corporation has, on a biennial basis, carried out a door-to-door dog licence sales campaign by the use of students during the summer months. The students were paid a wage plus commission, and consistently generated net profits to the Corporation, after expenses. In 1984, the net gain to Burnaby was \$14,490.

Many of the residents of Burnaby view the canvass as a service rather than an imposition, and there are few complaints. Overall, it is considered that the program has proven itself and is worthwhile.

3.2 S.P.C.A. PROPOSAL.

In their 1986 contract proposal, the S.P.C.A. has requested that the door-to-door dog licence sales program be turned over to them. They indicate that they are prepared to hire two additional staff members to carry out a six month sales campaign in Burnaby. These S.P.C.A. personnel would report directly to the S.P.C.A., thereby relieving the municipality of the administrative costs currently connected with the program.

The S.P.C.A. proposal also includes an increase in their licence sales commission from 25% to 35%. This increase would have a ceiling of \$8,500 and licence commissions paid beyond that would be at a reduced rate of 17.5%. The Director Finance supports this proposal.

A thorough examination of this proposal indicates that, if the S.P.C.A. can achieve its projected licence sales goals for 1986, this program will be beneficial for both Burnaby and the S.P.C.A. As administrators of the program, the S.P.C.A. will have an additional source of revenue available to them and this revenue would then be used to offset their increased costs. Burnaby, on the other hand, will be relieved of virtually all of the operating costs associated with the program. These operating costs outweigh the additional commission fee that would be paid to the S.P.C.A. As a result, Burnaby's net revenue should also increase.

The success of such a program, of course, hinges on the S.P.C.A.'s ability to sell dog licences. As our poundkeeper, the S.P.C.A. is charged with the responsibility of enforcement of our Dog Tax and Pound By-law which also sets out the requirements for dog licencing in Burnaby.

In cases where students encountered difficulties in dog licence collections, they have had to rely on the S.P.C.A. for enforcement of their licence sales. It is considered that by placement of these canvassers directly under the control of the S.P.C.A., the owners of unlicensed dogs will comply more readily with the canvassers' requests and eliminate that extra step that was sometimes needed when the canvassers worked directly for the Corporation.

4. S.P.C.A. STAFF REDUCTION

Under the terms of the 1974 contract between the Corporation of Burnaby and the Vancouver Regional S.P.C.A., an "Evening Patrol" program was instituted.

The provisions of the contract for this program read as follows:

"Patrols to be conducted between 6:00 p.m. and 10:00 p.m. and shall consist of three patrols in one week and two patrols on the alternate week for a total of 33 evening patrols between May 01, 1975 and August 31, 1975 and shall be staffed by two inspectors."

In the 1975 contract the number of patrols was increased from 33 to 44. This program has always been staffed by two regular inspectors paid on a overtime basis.

In the early formative period this program of evening patrols seemed to warrant two inspectors. Many of the dog owners appeared to resent the intrusion of the pound officers into what had traditionally been unregulated or "free" time for their dogs. As a result of this resentment there was a high incidence of verbal abuse, threats, and even physical confrontations.

During these early years there was also no opportunity for evening patrol staff to have radio contact with a base unit. The Animal Shelter closed at 6:00 p.m., leaving the evening patrol team to its own devices.

The situation today is different. The evening patrols are an accepted part of our community's summer routine and incidents of confrontation and abuse are now few. Today, also, the Vancouver Regional Branch of the S.P.C.A. maintains a 24 hour staff at their offices at 1205 East 7th Avenue in Vancouver. Burnaby's evening patrol is in constant two way radio contact with the Vancouver base which, should the need arise, can place them in fast contact with Burnaby's R.C.M.P.

For these reasons, the S.P.C.A. has proposed that for 1986 the evening patrol staff be reduced from two inspectors to one. They calculate such a staff reduction will result in a savings of \$4,600 for 1986. The Director Finance supports this proposal.

5. STAFF AND SERVICES

The terms and conditions of the agreement remain essentially the same, except for the additional licence canvass and fewer staff on evening patrols.

Services to be provided will be:

- Enforcement of the Burnaby Dog Tax and Pound and Animal Regulation By-law
- Investigation of reported biting or savaging of persons or other animals.
- Care and disposition of impounded animals
- Sale of licences
- Administration of the Animal Shelter
- Removal of dead animals from the streets and public areas
- Operation of the animal crematorium
- Door to door dog licence sale canvass

The staff complement will be:

- One supervisor
- Four inspectors
- One kennelman plus one part-time kennelman to cover seven day cleaning and feeding duties
- During the summer months of May, June, July and August a supplementary inspector will be hired to provide park and beach patrols
- During the months of April, May, June, July, August and September two supplementary licence inspectors will be hired to carry out the door to door canvass

Hours that the Animal Shelter will be open to the public are:

Monday to Friday 9:00 a.m. to 6:00 p.m.
Saturday and Sunday 9:00 a.m. to 5:00 p.m.

Hours of patrol will be:

Monday 9:00 a.m. to 6:00 p.m.
Tuesday to Friday 7:00 a.m. to 6:00 p.m.
Saturday 9:00 a.m. to 3:00 p.m.
Summer patrols 6:00 p.m. to 10:00 p.m.
(May to August, three evenings per week,
alternating with two evenings per week)

Hours of canvass:

A total of 70 man hours per week. Hours to be flexible but will include evenings and weekends so as to ensure contact with residents who might otherwise be at work.

Park and beach patrol:

Wednesday to Sunday, May to August (alternating weekly, early morning and late evening patrols)

Twenty-four hour emergency service is provided for injured animals, pickup of dead animals, investigations of bitings or savaging of persons, and assistance to the Burnaby Fire Department and R.C.M.P.

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6. STATISTICS

Results of the enforcement of animal control regulations for the 12 month period December 01 - November 30 for the years 1983, 1984 and 1985 are:

	1985		1984		1983	
	Park/ Beach Patrols Year	Total for Year	Park/ Beach Patrols Year	Total for Year	Park/ Beach Patrols Year	Total for Year
Complaints recorded	57	967	54	1004	16	1148
Dogs and other animals impounded	58	847	95	1116	78	1173
Dog bitings investigated		42		44		42
Violation tickets issued	138	277	244	350	251	851
Impounded dogs and other animals redeemed		498		514		747
Impounded dogs destroyed		193		323		100
Dead animals removed from streets		320		385		335

Additionally, at the request of owners, the S.P.C.A. destroyed:

Dogs	270	253	246
Cats	272	316	324

7. INSURANCE

In view of the rising trend of insurance claim settlements and the municipality's guidelines that all contracts carry a minimum of \$1 million liability coverage, the S.P.C.A. has been requested to increase from \$0.5 million to \$1 million the limit on liability insurance respecting bodily injury, property damage and owned and non-owned automobile liability.

8. CONCLUSIONS

Aside from the aforementioned proposed changes, our program of enforcement of animal control regulation remains basically unchanged for 1986. The summer park patrols have become an intrinsic part of the program, as indicated by a continued level of activity in this area. Our entire program is effective and this is borne out by an approximate 10% decrease in the number of general complaints received by our poundkeepers over the three year period under review. This stabilization of activities indicates that the S.P.C.A. is providing an effective service to the Corporation. The poundkeeping duties are integrated with humane animal care, which results in a comprehensive service that is vital to the needs of the community.

It is recommended that the contract with the S.P.C.A. be renewed for the period 1986 January 01 to 1986 December 31 at an approximate cost of \$241,854 on terms and conditions outlined in this report.

Howard Karias

Howard Karias
DIRECTOR FINANCE

cc: Director Recreation and
 Cultural Services
 S.P.C.A.

