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Animal Control Services Partnership – Memorandum of Understanding Information Report

Report Number: 2018-18

Department(s): Legislative Services

Author(s): Lisa Lyons, Director of Legislative Services/Town Clerk

Date: September 21, 2018

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming agenda for discussion.

Purpose

This report is to advise Council of staff's intention to execute a Memorandum of Understanding with the Towns of Aurora, and Georgina for the provision of Animal Control Services through a Joint Animal Control Partnership commencing January 1, 2019.

Background

In 2013, the Towns of Georgina, Newmarket and Whitchurch-Stouffville jointly procured and entered into a 5 year contract with K9 Pest Management Group for the provision of Animal Control Services. The current contract is due to expire December 31, 2018.

Animal Shelter Services (N4) Partnership

In 2015, a Northern Six (N6) Animal Shelter Services Working Group was established at the direction of the N6 Chief Administrative Officers to undertake a study of potential options for Animal Shelter collaboration among the N6 municipalities of York Region.

The N6 CAOs and the Animal Shelter Working Group agreed that a five-year term contract (with an optional one year extension) between the Towns of Aurora, East Gwillimbury, Georgina and Newmarket was a partnership that would continue to provide efficiencies, service improvements and a level of cost certainty to all of the respective communities.

The agreement established a Board of senior staff to oversee the agreement and identify additional opportunities for alignment of fees, by-laws, education and enforcement, and other potential municipal partners and/or facilities.

The Board was also tasked with exploring further opportunities to improve and enhance animal services overall for the participating communities by aligning animal control services, wildlife services and education and pet licensing programs.

Discussion

Animal Control Services Review

During 2018, the Board commenced a review and the current N6 Animal Control Contracts with a lens on aligning contract timelines and joint opportunities to improve service levels, wildlife response, community outreach/education, and standardized training of staff. The Board also reviewed whether a municipal partnership in Animal Control could provide stabilization of costs related to the delivery of Animal Control services.

The Town of Aurora has been delivering Animal Control Services internally since January 2018, and during 2018, the Board attended several N6 CAO meetings to present and discuss a Joint Animal Control Services partnership model. The CAO's agreed that a two-year contract with an option to extend would be a suitable and beneficial approach. The Towns of Aurora, Georgina and Newmarket agreed to proceed with a Memorandum of Understanding, which provides the ability for other municipalities to join the partnership as contracts and service level needs align.

Animal Control Services Partnership (N3) - Memorandum of Understanding

Highlights of the partnership include the following:

- The Town of Aurora will be the lead for the partnership who is considered the employer and responsible for the delivery of the service.
- The financial model has been reviewed by Financial Services and costs are within the animal control budgets.
- Enhanced services and coverage to the participating communities.
- Joint procurement of wildlife services.
- An Animal Control Working Group will be established to review services provided and recommend further efficiencies and revenue opportunities.
- The Working Group will report to the Joint Shelter Services Management Board which consists of senior staff who report annually to the N6 CAO's.

Benefits and Objectives of the Partnership include:

- Increased coverage and flexibility to manage animal control issues in our community as staff resources will be more readily available across municipal borders.
- Joint procurement of Wildlife Services is cost effective and provides a service that will meet increasing community expectations.
- Enhanced education programs and special events to actively engage with our pet community.
- Standardized training and qualifications for all Animal Control Officers will improve the quality and consistency of services.
- Strengthened relationships between the Animal Shelter, Municipalities and Animal Control Officers.
- Opportunities to improve pet licensing sales through collaboration with our third party licensing provider Docupet.
- Supports innovation and continuous improvement through the creation of new programs, best practices, harmonization, partnerships with other agencies and stakeholders.

Partnership's Vision, Mission, Values

The partnering municipalities share a passion for Animal Services and have developed Vision, Mission and Values statements that will serve as the foundation of this newly created partnership.

Vision - Provincial Leaders in Animal Services

Mission – Exceptional Standards and Services for our Communities through Municipal and Private Partnerships

Values - Excellence in Collaboration, Community Service and Engagement while maintaining fiscal responsibility and accountability

Conclusion

Council is currently in “lame duck” and delegated authority has been provided to the Chief Administrative Officer during the restricted period. Staff propose that the Memorandum of Understanding be executed by the Chief Administrative Officer to enable staff to prepare for the delivery of Animal Control Services through the partnership effective January 1, 2019.

Business Plan and Strategic Plan Linkages

This report related to the Well-equipped and Managed link of the Town's Community vision – implementing policy and processes that reflect sound and accountable governance and fiscal responsibility in achieving service excellence.

Consultation

Consultation has taken place with the N6 CAOs, the N6 Animal Shelter Working Group, and staff from Finance, Legal, By-law and Legislative Services of the partnering municipalities.

Human Resource Considerations

The Town of Aurora will be the lead for the partnership and will be considered the employer and responsible for the delivery of the service and recruitment of staff.

Budget Impact

The costs for this partnership are maintained within the current budgets of the Legislative Services Department.

Attachments

None.

Contact

For more information on this report, contact: Lisa Lyons, Director, Legislative Services/Town Clerk, llyons@newmarket.ca or ext. 2211.

Approval



Lisa Lyons, Director, Legislative Services/Town Clerk



Esther Armchuk, Commissioner, Corporate Services