

Animal Control and Shelter Services

Burien City Council
May 23, 2016

Purpose for Tonight

- ▶ Information from King County RASKC and Burien CARES
 - Service Levels
 - Service Standards and Details
 - Costs
 - ▶ Council Questions and Answers
 - ▶ Council Direction to Staff
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Background

- ▶ CARES contract expires on August 31, 2016
 - ▶ Council direction to staff to compile information on service levels and standards
 - ▶ Options for service provider and start date
 - CARES extension
 - King County's current ILA (valid through 2017) and discussions on new King Co ILA (2018 and beyond) now underway
 - Option for no service
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Packet Materials

1. Summary of service levels from
 - Current King Co ILA
 - CARES contract
 2. Cost comparison
 3. Responses from RASKC
 4. Responses from CARES
 5. List of cities without animal care services
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Proposed Process

- ▶ Brief overview of each attachment
- ▶ Councilmember questions and responses from provider or staff
- ▶ Identify any additional information needed
- ▶ Council provide direction to staff
 - See three items at bottom of agenda bill

Attachment 1: Service Levels Summary

Sources: KC current ILA and CARES contract

- ▶ Field services and calls
 - ▶ ACO availability
 - ▶ Shelter services and intake
 - ▶ Licensing
 - ▶ Standards
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Attachment 2: Cost Comparison

Sources: KC current ILA and CARES contract

- ▶ Service term options of 4,5, 12 and 16 months
 - ▶ License fee and fines revenues are estimates
 - ▶ For King Co, matrix has estimated gross and net costs
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Attachment 3: Additional Cost Info

Source: Email between King Co and city staff

- ▶ Information on how cost estimates were calculated

Attachment 4: CARES Responses

Source: CARES emailed responses

- ▶ Information on service partners and protocols
- ▶ Information on service response types and ACO follow up

Attachment 5: City Information

Source: Staff research and inquiry

- ▶ Three cities do not provide animal control services

Direction to Staff

- ✓ *Provider choice?*
- ✓ *If provider is King Co, when is start date?*
- ✓ *Direction on service gap if no provider is chosen for rest of 2016*

Benefits of a Local, Community-Based Animal Control Organization & Shelter (C.A.R.E.S.)

Effective, Local, Responsive Animal Control & Sheltering

Animal Control for only Burien—CARES currently employs 1 full-time, fully-trained and certified, Animal Control Officer (ACO) and one part-time ACO, with officers on-call 24/7 for animal-related emergencies and police assistance. Officers respond immediately to calls any time they're on duty and available. Burien is one of the only few such communities in the state of Washington to currently have its own locally-based Animal Control.

- Burien-based (and Burien-only) animal control allows officers to efficiently tailor enforcement, patrol and response to specific and expressed needs of the community; local animal control means that officers are intimately familiar with Burien, its animals, owners, etc.
- Unlike a regional service, CARES' officers respond to *all* animal control-related calls (not just 'emergency' calls), and all potential violations of Burien's Animal Control codes (stray dogs, nuisance animals, feral/stray cat concerns, barking dog complaints, domestic animal welfare checks, neglect/abuse complaints, livestock welfare concerns, etc.).
- Officers work professionally side-by-side with neighboring AC agencies to address cross-jurisdictional animal control issues, transfer out-of-area strays, etc.
- CARES actively networks and works with other local organizations, both public and private (animal rescues, state/federal wildlife agencies, 'barn cat' facilitators, etc.) to provide the Burien community
- CARES offers residents access, transportation and support for low-cost dog and cat spay/neuters

An animal shelter in Burien, for Burien's animals— Local non-profit shelter is staffed 7 days a week for animal care and emergency intakes, and open to the public for intakes, redemptions, and adoptions 6 days a week.

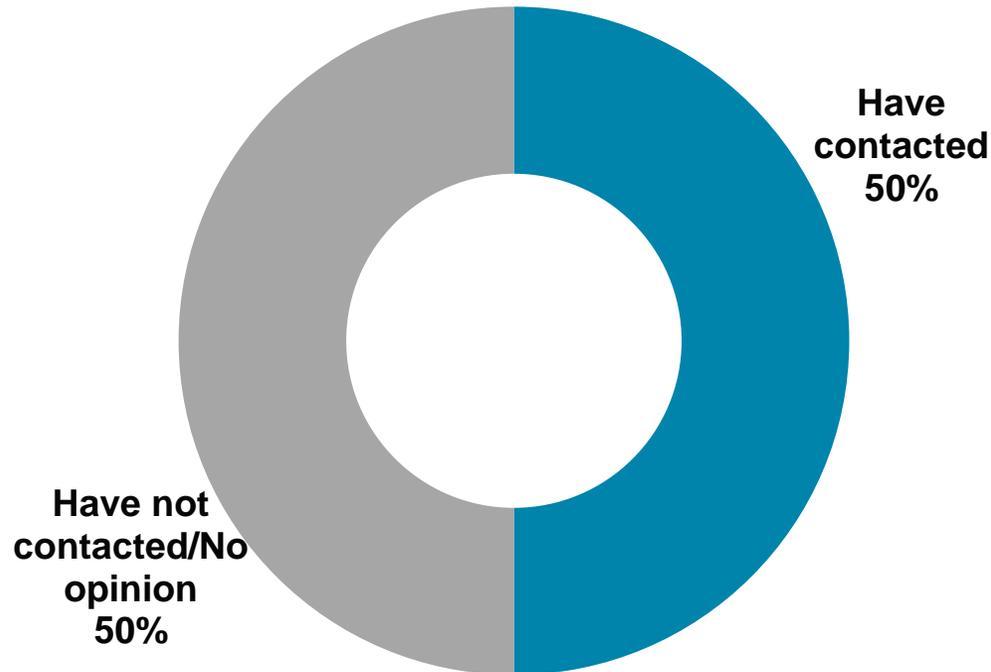
- If your animal goes stray in Burien, you can reclaim it at the shelter in Burien—you don't have to drive to Kent or some other city. Likewise, when you adopt an animal from CARES, you know you are rescuing a local animal in need, and giving back directly to the community.
- The CARES shelter is a no-kill shelter, meaning all unclaimed strays or surrendered animals are given appropriate veterinary treatment and placed for public adoption, never

transferred or euthanized for space, or other similar reasons. The CARES shelter is based upon a modern, compassionate, scientific, holistic and humane attitude toward animals, their owners, and sheltering.

- Around 200 different local residents volunteer annually at the CARES shelter, providing critical community service experience for everyone from high school kids to retirees. CARES is one of the leading local organizations for volunteer/community service opportunities.
- Small, local shelter, with trained and compassionate staff, means all animals receive high level of one-on-one care and socialization during their stay, and prior to return or adoption
- The CARES shelter has a public pet food pantry, to help low-income or in-need pet owners in the Burien area, and also donates thousands of pounds annually to local food banks.
- CARES operates a foster program for shelter animals, does community outreach and education to local schools and groups, provides tours and educational services to local groups and residents
- CARES only euthanizes in cases of extreme medical necessity, never for space, breed, or similar concerns. CARES took in 534 total live animals in 2015, out of which 23 were euthanized (euthanasia rate of 4.24%--significantly lower than most shelters).

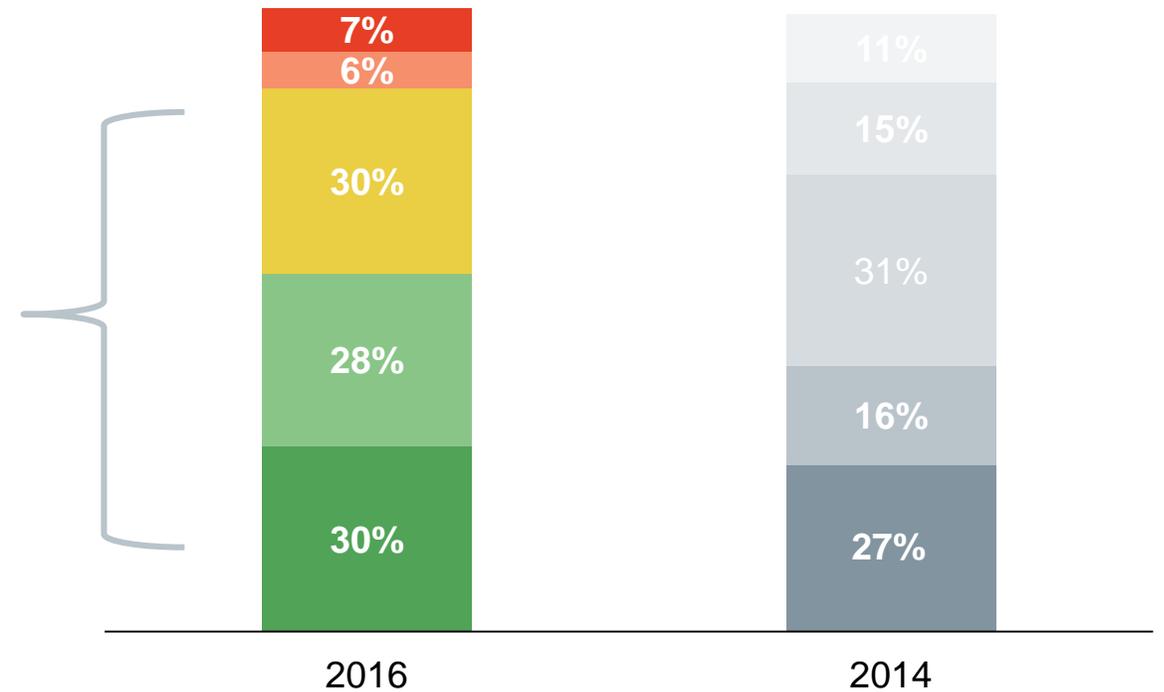
Half of all residents have interacted with Burien CARES, and satisfaction with the program is up 15 points from last year.

Have Contacted Burien CARES



Satisfaction with Burien CARES

N=170



■ Very satisfied ■ Somewhat satisfied ■ Neutral ■ Somewhat dissatisfied ■ Very dissatisfied

Benefits of a Regional Animal Services System

Effective and Efficient Service

- Provide **equity of service to all residents**, consistent level of service, common regulatory approach, and support humane animal care across the region.
- **Centralization efficiency and effectiveness** in:
 - Serving as a **single access point for residents** for animal related issues
 - Providing a **centralized database** of historical and current information, regarding residents, offenses, location and animal data related to pet licensing and animal control activities
 - An economy of scale to provide a full range of services and the ability to respond to large scale issues, efficiency in operations, database administration, staff training, etc.
- **Reducing demands on individual jurisdictions:**
 - **Communications** from the media, advocacy groups and other interested parties on animal issues (e.g. public disclosure requests, animal advocacy issues)
 - **Local police agencies to focus on traditional law enforcement** instead of civil animal nuisances and offenses. Local police are supported by RASKC ACOs at arrests and crime scenes by taking custody of animals 24x7.
 - **Municipal court systems do not deal with animal related civil appeal processes, these cases are adjudicated through the County's Hearing Examiner.**
 - **Local jurisdictions are generally not involved in quasi-judicial proceedings**, including more serious cases when opposing counsel is involved, **avoiding use of local prosecutorial resources**. County prosecutor (PAO) administrative hearing support is built into RASKC model.
- Builds **economies of scale** to provide a full range of services, making it less expensive to develop operations, training, licensing and care programs than it would be for cities to duplicate similar levels of services at the local level.
- Supports **low-cost spay and neuter programs, including donation support of NGO groups providing discounted s/n services to the public and feral cat s/n at the Kent shelter clinic)** which are key to reducing the population of homeless animals and thus reducing the costs of the system over time.
- Use of **volunteers and partnerships** with private animal welfare groups increases humane animal treatment with minimal public cost and provides transparency in RASKC shelter operations. In 2015, volunteers contributed over 90,000 hours of support to the County animal services system as foster parents or providing direct adoptable animal care, equivalent to 45 FTEs. The Kent shelter and offsite adoption locations provides an outlet for resident volunteerism concerning animals.

Customer Service

- Provides a **single access point for residents** seeking animal control help. This is available online with general information, lost and found pets, adoptable pets, and complaint information.
- A regional, **uniform pet licensing program** that is easier for the public to access and understand, with a broad range of accompanying services to encourage licensing; marketing, direct mail, opt-in canvassing, partnering with third parties to encourage license sales, and database management.
- **Online licensing sales increase the ease of compliance** for pet owners.
- **Pet Adoption Center is open and provides lost pet and adoption services 7 days a week.**

Benefits of a Regional Animal Services System

Public Health and Safety

- Enhances the ability to identify and **respond to public health issues related to animals**, such as rabies and canine influenza, on a regional basis and **coordinate activities with Seattle King County Public Health**
- **Reduces animal health and public health threats** through routine vaccination of animals before release (e.g. Rabies).
- **Scale provides capacity to handle unusual and multi-jurisdictional events** involving animals that often require specialized staff, such as: cruelty investigations, animal hoarding, loose livestock, dog-fighting, veterinary animal necropsies and quarantine, holding of animals seized in criminal cases and retrieval of deceased animals from the communities.
- **Provides consistent and knowledgeable call center and field services to over 5,300 callers per year.** Field calls are dispatched on a prioritized basis. Emergency response field services, including police/fire operations support, are available 24 hours per day.

Animal Welfare

- Positive shelter outcomes are a priority. Lost pets are returned home, unwanted animals find new homes and are not euthanized for capacity. **Euthanasia** rates have been reduced down to **12% in 2015**, an amazing accomplishment for a public shelter.
- Engages hundreds of animal loving residents through **the foster home program and other volunteer programs** (on-site and adoption events).
- **Provides regional response to animal cruelty cases** working closely with jurisdictional law enforcement, veterinary experts and the County prosecutors.
- Provides **regional preparedness planning** and coordination (animal rescue, emergency co-located animal sheltering) with the King County Office of Emergency Management for emergency and disaster response.
- **Provides regional shelter capacity for seasonal events** (annual new born kitten season from free-roaming cats).
- The RASKC Benefit donation fund allows county employees and **private donors to contribute to the extraordinary care** of animals—these services, such as veterinary specialists, orthopedic surgery, subsidizing low cost spay-neuter services, are typically not publicly funded and are not usually available in publicly funded animal service programs.

**Regional Animal Services of King County
Final 2016 Payment Calculation (Annualized)**

Allocation Method: Population = 20%, Usage = 80%, Three (3) Control Districts: 200, 220, and 500; costs to districts 25%, 25%, 50%. Usage based on 2014 Final Actual, Population based on 2015 OFM¹⁰.

	Control	Shelter	Licensing	Total Allocated Costs (1)	Est. Licensing Revenue (2015)	Estimated Net Cost
Budgeted Total Allocable Costs	\$1,922,518	\$3,024,414	\$742,019	\$5,688,952		
Budgeted Non-Licensing Revenue	\$140,750	\$123,400	\$80,000	\$344,150		
Budgeted New Regional Revenue (50%)	\$0	\$0	\$0	\$0		
Budgeted Net Allocable Costs	\$1,781,768	\$2,901,014	\$662,019	\$5,344,802	\$2,871,462	-\$2,473,340

Animal Control District Number	Jurisdiction	Estimated Animal Control Cost Allocation (2)	Estimated Sheltering Cost Allocation (3)	Estimated Licensing Cost Allocation (4)	Estimated Total Animal Services Cost Allocation	Program Load Factor (8)	2016 Licensing Revenue (11)	Estimated Net Cost Allocation	2013-2016 Transition Funding (Annual) (5)	2013 - 2016 Shelter Credits (Annual) (6)	Estimated Net Costs with Transition Funding and Credits	Estimated Revenue from Licensing Support (7)	Estimated Net Final Cost (8)	
200	Camation	\$3,416	\$4,097	\$1,535	\$9,051	0.1693%	\$6,932	-\$2,119	\$552	\$0	-\$1,567	\$0	-\$1,567	
	Duvall	\$11,971	\$18,951	\$5,528	\$38,450	0.6820%	\$24,497	-\$11,953		\$0	-\$11,953	\$0	-\$11,953	
	Est. Uninc. King County	\$86,030	(see total below)	(see total below)	(see total below)		(see total below)	(see total below)	NA	NA	NA	NA	NA	
	Kemmore	\$32,295	\$12,352	\$14,273	\$58,920	1.1024%	\$72,279	\$13,359	\$0	\$0	\$13,359	\$0	\$13,359	
	Kirkland	\$83,913	\$110,558	\$61,424	\$265,895	4.9746%	\$266,107	\$20,212	\$0	\$0	\$20,212	\$0	\$20,212	
	Lake Forest Park	\$19,505	\$7,380	\$10,308	\$37,171	0.6956%	\$43,980	\$6,789	\$0	\$0	\$6,789	\$0	\$6,789	
	Redmond	\$46,992	\$59,097	\$30,811	\$133,900	2.5052%	\$121,486	-\$12,414	\$0	\$0	-\$12,414	\$0	-\$12,414	
	Sammamish ¹²	\$48,403	\$57,096	\$36,219	\$141,718	2.6616%	\$152,390	\$10,672	\$0	\$0	\$10,672	\$0	\$10,672	
	Shoreline	\$91,763	\$31,311	\$34,459	\$157,533	2.9474%	\$137,770	-\$19,763	\$0	\$0	-\$19,763	\$0	-\$19,763	
	Woodinville	\$11,152	\$6,458	\$7,007	\$24,617	0.4606%	\$30,428	\$5,811	\$0	\$0	\$5,811	\$0	\$5,811	
SUBTOTAL FOR CITIES IN 200 (excludes unincorporated)		\$359,412	\$304,280	\$201,562	\$865,255		\$875,849	\$10,594	\$552	\$0	\$11,146	\$0	\$11,146	
220	Beaux Arts	\$698	\$172	\$244	\$1,115	0.0209%	\$1,005	-\$110	\$0	\$0	-\$110	\$0	-\$110	
	Bellevue	\$134,005	\$180,880	\$83,122	\$397,807	7.4429%	\$362,493	-\$45,314		\$0	-\$45,314	\$0	-\$45,314	
	Chile Hill	\$3,024	\$1,735	\$1,857	\$6,616	0.1236%	\$7,688	\$1,070	\$0	\$0	\$1,070	\$0	\$1,070	
	Est. Uninc. King County	\$178,401	(see total below)	(see total below)	(see total below)		(see total below)	(see total below)	NA	NA	NA	NA	NA	
	Issaquah	\$65,919	\$38,177	\$16,698	\$120,794	2.2900%	\$68,117	-\$52,677	\$0	\$0	-\$52,677	\$0	-\$52,677	
	Mercer Island	\$18,508	\$19,014	\$13,326	\$50,848	0.9514%	\$54,473	\$3,625	\$0	\$0	\$3,625	\$0	\$3,625	
	Newcastle	\$16,944	\$13,851	\$6,138	\$36,732	0.6873%	\$29,778	-\$6,954	\$0	\$0	-\$6,954	\$2,599	-\$4,355	
	North Bend	\$13,184	\$14,146	\$6,259	\$33,589	0.6284%	\$28,397	-\$5,192	\$1,378	\$586	-\$3,230	\$0	-\$3,230	
	Snoqualmie	\$14,154	\$17,817	\$7,467	\$39,438	0.7379%	\$31,309	-\$8,129	\$0	\$0	-\$8,129	\$0	-\$8,129	
	Yarrow Point	\$806	\$688	\$665	\$1,857	0.0347%	\$2,903	\$1,046	\$0	\$0	\$1,046	\$0	\$1,046	
SUBTOTAL FOR CITIES IN 220 (excludes unincorporated)		\$267,041	\$285,978	\$135,778	\$688,796		\$578,181	-\$112,635	\$1,378	\$688	-\$110,673	\$2,599	-\$108,074	
500	Kent	\$289,978	\$862,422	\$64,218	\$1,216,613	22.7628%	\$249,096	-\$967,517	\$110,495	\$495,670	-\$361,152	\$150,000	-\$211,152	
	SeaTac	\$88,299	\$197,573	\$12,202	\$298,074	5.5395%	\$44,986	-\$251,088	\$7,442	\$116,811	-\$127,035	\$0	-\$127,035	
	Tukwila	\$59,086	\$143,671	\$8,767	\$210,524	3.9389%	\$32,679	-\$177,645	\$5,255	\$61,987	-\$110,403	\$0	-\$110,403	
	Black Diamond	\$8,453	\$12,234	\$3,743	\$24,430	0.4571%	\$16,997	-\$7,433	\$1,209	\$3,263	-\$2,961	\$0	-\$2,961	
	Covington	\$52,812	\$120,512	\$12,283	\$185,607	3.4727%	\$79,714	-\$105,893	\$5,070	\$36,409	-\$64,414	\$10,000	-\$54,414	
	Enumclaw	\$33,213	\$43,229	\$8,300	\$84,742	1.5855%	\$39,931	-\$44,811	\$11,188	\$28,407	-\$5,216	\$0	-\$5,216	
	Est. Uninc. King County	\$304,579	(see total below)	(see total below)	(see total below)		(see total below)	(see total below)	NA	NA	NA	NA	NA	
	Maple Valley	\$67,468	\$86,820	\$17,763	\$161,838	3.0280%	\$87,482	-\$74,356	\$6,027	\$6,987	-\$61,462	\$5,000	-\$56,462	
	SUBTOTAL FOR CITIES IN 500 (excludes unincorporated)		\$588,305	\$1,486,296	\$127,283	\$2,179,829		\$591,095	-\$1,628,744	\$146,888	\$749,414	-\$732,644	\$165,000	-\$567,644
	TOTAL FOR CITIES		\$1,212,758	\$2,056,518	\$464,802	\$3,733,879		\$2,003,095	-\$1,730,784	\$148,614	\$750,000	-\$832,170	\$167,599	-\$664,571
Total KC Unincorp. Area Allocation¹²		\$569,010	\$844,496	\$197,417	\$1,610,923	30.1400%	\$868,387	-\$742,558					-\$742,558	
		\$1,781,768	\$2,901,014	\$662,019	\$5,344,802	100.00%	\$2,871,462	-\$2,473,340					-\$1,407,127	

Source: Regional Animal Services of King County
Date: December 15, 2015 - Final 2016 Estimated Payment Calculation

Notes:

1. Costs have been estimated based on the Preliminary Budget Inflation Cap for 2015. The estimated Budget Inflation Cap assumes a .9441% population growth factor (OFM - April 2015) and 1.80% CPI-U (Seattle-Tacoma-Bremerton for September 2015)
2. One quarter of control services costs are allocated to control districts 200 and 220, and one half of control costs are allocated to district 500, costs are further allocated 80% by total call volume (2014 Calls) and 20% by population (OFM, 2015).
3. This excludes the cost to northern cities of sheltering their animals at PAWS under separate contracts. Shelter costs are allocated 80% based on King County shelter volume Intake (2014) and 20% by population (OFM, 2015).
4. Licensing costs are allocated 20% by population (2015) and 80% by total number of Pet Licenses issued (2014) excluding \$0.00 Sr. Lifetime Licenses, Buddy and temporary Licenses.
5. Transition funding is allocated per capita in a two tier formula to cities with certain per capita net cost allocations. For additional detail, see 2010 Interlocal Agreement Exhibit C-4 (2013 column). Transition Funding did not change for years 2013 - 2015, and was included in the 2016 - 2017 contract extension without change.
6. Shelter Credits are allocated to those jurisdictions whose shelter intakes per capita exceeded the system average (.0043) and are intended to help minimize the impact of changing the cost allocation methodology from 50% population/50 usage to the new 20% population/80% usage model. See Interlocal Agreement Exhibit C-4 for more detail. Shelter credits were included in the 2016-2017 contract extension without changes.
7. Licensing Support Funding has been included for those jurisdictions that executed agreements for 2016 Licensing Support Services.
8. Net Final Costs greater than \$0 will be reallocated to remaining jurisdictions with a negative net final cost during Reconciliation. Net Final Costs for northern cities will be inclusive of their PAWS Sheltering costs. The Estimated Payment (Refer to ILA Exhibit C, Part 4), due on June 15 and December 15, is determined by taking the Estimated Net Final Cost (annualized) and dividing it in half for each payment.
9. Program Load Factor (LF), per ILA Exhibit C, Part 4, Estimated Payment Calculation Formula, is the City's share of Budgeted Total Net Allocable Costs: it is the City's 2016 Service Year Total Animal Services Cost Allocation expressed as a percentage of the Budgeted Total Net Allocable Costs for 2016. Refer to the ILA for additional details.
10. Population adjustments were made for both King County (-10,939) and the City of Sammamish (+10,939) for the Klallam annexation effective January 1, 2016.
11. Estimated Pet Licensing Revenue for King County and the City of Sammamish was adjusted due to the Klallam Annexation.