Staff Report CAO 2019–102

Title of Report: Canine Control Officer Services Recommendation

Department: Administration

Council Date: September 18, 2019

Council Recommendation:
Be it resolved that Council receive staff report CAO2019-102 as information; and
That Council consider staff report CAO2015-047 that reported at the July 8th, 2015 Council meeting the decision to award the Canine Control Contract to Mrs. Karyn Foster; and
That based on this information and the track record of the present Canine Control Officer’s service during the last contract period, Council direct staff to negotiate a renewal agreement with the current Southgate Canine Control Officer for a period of 3 years.

Background:
The Township requires the services of a Canine Control Officer (CCO) to enforce the municipalities Canine Control By-law and to manage dog issues in Southgate on a 24/7 basis and to be on-call to deal with complaints as they are received. The CCO also is required to have facilities or access to a dog pound/kennel to accommodate stray dogs until they are reclaimed by their owner or a new home is found.

Previously Southgate had a competitive bid process for the Canine Control Officer (CCO) services through a Request for Proposals completed in June of 2015. The process selected Karyn Foster as the successful proposal that was the incumbent CCO at that time. As staff report CAO2015-047 (Attachment #1) reported at the July 8, 2019 Council meeting, proposals were evaluated and scored based on CCO experience, past customer service delivery experience, onsite evaluation of the kennel facilities, references, staff training that would be beneficial, kennel location, kennel fees and bid pricing.

The main factors of why Southgate should continue with Karyn Foster as the service provider for the Township’s CCO responsibilities is the combination of the following:

- Previous experience being 16 years as a Canine Control Officer;
- 20 years as a Veterinarian Technician in the care of animals;
- The Foster kennel is located in the Township for convenience for Southgate residents;
- The lower kennel fee charge per day quoted in this bid and one other proposal;
• Ms. Foster’s previous track record in finding new homes for unclaimed dogs, to minimize Township kennel costs; and
• Ms. Foster’s previous track record and experience in the care of the animals she receives that minimizes the need for veterinarian services and associated costs to the Township.

At the September 4, 2019 Council meeting staff presented staff report CAO2019-096 to start the process to extend and renew a CCO agreement, with the following resolution being approved:

Moved By Councillor Rice; Seconded By Councillor Shipston;

Be it resolved that Council receive staff report CAO2019-096 as information.
Carried. No. 2019-557

Staff Comments:
As a result of the September 4, 2019 Council meeting and discussion by members some questions were received by staff related to our Purchasing Policy and the ability to extended procurement agreements, comparable costs from other communities for Canine services, concerns about the selection process in the 2015 Request for Proposals (RFP) process and the extra financial costs paid during this contract period.

Purchasing Policy Support for this Proposal

4.3.7 Selecting or Renewing Vendors of Record as Service Providers

These types of suppliers are Professional Consultative Services, categorized by fields of expertise, required credentials for the service and certifications that are maintained as a requirement by the municipality for engineering, financial, human resources, information technology (IT) and legal types of services. These types of services would be selected through a process or retained as a result of historic performance that would be recommended by staff and adopted by Township Council.

A Vendor of Record is selected to provide a specific scope of services, based on their profession field and experience to the Township. To select a new Vendor of Record, a Request for Proposal process would be used to determine the successful consultant service provider for a period of up to 3 to 5 years. Staff may with a staff report recommendation to Council request and extension of Service of a Vendor of Record for up to 3 to 5 years with updated pricing rates quotation for services. The selection criteria would be based on the proposal pricing, organizational expertise, staff complement to deliver the services required, specializations related the specific services required, sub-contracted services, references and past experience of the Township of Southgate if applicable.

• History of technical files and records maintained;
• Knowledge base they could provide to the Township;
• Consistency of the support provided in an advisory role; and
• Confidence in the services provided to the Township based on past experience.

A Vendor of Record shall annually provide 60 days prior to the start of a calendar year a quotation of their hourly rates for each service or specialized service provider partner working for them, to the Township. When requested, each Vendor of Record shall provide a quotation for each new project or open file, to include an itemized description of the scope of work, project requirements, with milestone and project completion timelines for projects or files with a budgeted cost of over $10,000.00. If the project or scoped work quotation cost is over $10,000.00 and less than $50,000.00 annually, it may be approved through the annual Township capital and operating budget approval process. If the cost is greater than $50,000.00 a formal proposal from the service provider would need Council approval.

**Comparable Municipal CCO Costs**

Staff completed research on other municipal canine service agreements and when it comes to numbers it is hard, if not impossible to compare financially. Some municipalities pay an hourly rate for service and assume the volume call risk, some take complaints and dispatch, while others allow the CCO officer to manage on a 24/7 basis. Other variables are requiring CCO community patrol and annual kennel inspections.

Southgate has the CCO manage all calls on a 24/7 basis, respond to police, fire and By-law calls as required, complete monthly community patrols in Dundalk and Holstein, manage & transport animals needing veterinarian care, find homes for unclaimed dogs, complete annual kennel inspections to ensure quality of services in our community and attend meetings as required, as well as support Canine Control By-law review as part of the agreement.

**2015 CCO RFP & Selection Process**

The CCO RFP and evaluation process was a public document, that was approved by Council at the July 8, 2015 Council meeting:

| Moved by Councillor Pallister, seconded by Deputy Mayor Jack; |
| **Be it resolved that** Council receive Staff Report CAO 2015-047 as information; and |
| **That** Council approve awarding the Southgate Canine Control Officer contract to Karyn Foster. |

| **Yea** | **Nay** |
| Councillor Dobreen | Mayor Fosbrooke |
| Deputy Mayor Jack | Councillor Frew |
| Councillor Pallister | |
| Councillor Woodbury | |

By a vote of 4-2, the motion was **Carried**. No. 469-15

The proposals and site visit evaluations were completed by CBO Doug Kopp and CAO Dave Milliner, with RFP submission and facility scoring used to complete the selection process as reported in the 2015 staff report.
**Extra Financial Costs During the Contract Period**
A member suggested that significant extra costs ($119K) were expended over the life of the CCO agreement. What was quoted was the value of the entire agreement over the life of the contracted, with the inclusion of the HST component cost we believe to get to this number. (Note: Most of the HST is rebated to the Township)

The Foster proposal was $3,500 higher than the lowest bid or $14,000 plus HST for the 4 years of the CCO agreement. The extra cost was justified in the evaluation scoring based on overall experience related to canine service, customer service, animal care and references.

**Financial Impact or Long Term Implications**
The financial impact of the Canine Control Officer contract is included in the annual Canine operating budget and is funded from the collection of dog tag revenues.

Another financial consideration for 2020 will be to complete another door to door visit to inventory the number of dogs in Southgate, that was previously completed by the Canine Control Officer in 2014. For information our 2014 canine revenue was $32,574.00 and 2019 it has fallen to $24,340.00, when we have seen a resident population growth in the Township over the past 5 years. The plan will be in 2020 to take another aggressive approach to complete a door to door inventory of Southgate’s canine population to increase dog tag revenues.

**Communications & Community Action Plan Impact:**
This report has been written and presented to Council to communicate accurate information to the public.

**Concluding Comments**
1. That Council receive this report as information.
2. That Council start negotiation for a new 3 year Canine Control Officer Services contract with Karyn Foster.

Respectfully Submitted,

**CAO approval:** Original Signed By
Dave Milliner – CAO
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- Attachment #1 – SR CAO2015-047 Canine Control Officer Services RFP Recommendation
- Attachment #2 - Southgate 2015 Canine Control Officer Contract