



Agenda No: 5.1

Mtg. Date: Oct 22/12

Regional Board Report

TO: Regional Board
FROM: Rhoda Mueller
Chief Bylaw Enforcement Officer
DATE: October 5, 2012
SUBJECT: Dog Control Service Review

RECOMMENDATION:

THAT the Regional Board receive for information the Dog Control Service Review report presented by Neilson-Welch Consulting Inc.;

AND FURTHER THAT staff be directed to review the proposed recommendations and Board input and provide an implementation plan to the Board at a future date, for consideration.

Purpose:

The Regional Board approved the Terms of Reference for a full independent review of the Dog Control function on October 24, 2011. The review began in March 2012.

Implications of Recommendation:

Strategic Plan:

Internal Goals for providing dog control services begin with customer/taxpayer perspectives of maintaining competitive tax rates, providing safe and healthy services while delivering the best value, managing infrastructure to service growing population, retaining and improving quality of life, and engaging our citizens, while improving our image and public awareness of services.

Financial Accountability Perspectives include ensuring services are effective and efficient, to maximize benefit/cost, and operating in a fiscally responsible manner.

Internal process perspectives involve nurturing partnership relationships to collaborate effectively, continuously seeking to improve internal communication, interaction for procedures, and policies, and providing services in a safe manner.

Learning and growth perspectives will achieve a positive corporate culture and will include enhancing use of information technology.

General:

Regional District of Central Okanagan (RDCO) provides dog control services in Central Okanagan West Electoral Area, Central Okanagan East Electoral Area, the City of Kelowna, and the Districts of Lake Country, Peachland and West Kelowna, serving a population of approximately 180,000. Five full time dog control officers respond to dog complaints and two full time staff maintain operation of the Dog Pound. Service includes after hours emergency responses. The manager of the Dog Control is the Chief Bylaw Enforcement Officer, who is also engaged in enforcement of bylaws for the RDCO.

Organizational:

The Dog Control Service Review will present the Regional Board and staff with independent recommendations, including cost recovery, dangerous dogs and community relations. The review considers comparisons to other dog control services and legislation.

Financial:

The 2012 annual Dog Control budget is \$1,026,257. Previous 5 year budget totals are:

In 2011	\$940,791
In 2010	\$869,771
In 2009	\$817,997
In 2008	\$773,825
In 2007	\$719,824

Policy:

The program mandate is focused on increasing the safety and protection of the public from the negative impacts caused by dogs.

Legal/Statutory Authority:

Authority to regulate the keeping of dogs, licensing and impounding, originates from the Local Government Act, Section 702-707. Special powers in relation to dangerous dogs are described in Section 49 of the Community Charter.

Background:

Dog Control has provided services throughout the Central Okanagan since 1972. Dog Control services were under private contract until January 31, 1992 when the field service was brought in-house and remains in-house today.

A Regional Board resolution on August 22, 2011 directed staff to prepare a Terms of Reference for a full independent review of the dog control function including the financial resources required for the review. The resolution was prompted by a Regional Board report from staff that outlined information on dangerous dog investigations in the Central Okanagan, together with a Regional Board resolution from March 10, 2011, directing staff to bring forward an analysis on where the community stands in regards to dog licensing, what we can do to improve the number of dog licenses and what benefits can be offered to encourage people to purchase licenses.

The Service Review prepared by Allan Neilson of Neilson-Welch Consulting Inc., identifies the key issues in our existing service and recommendations for a new service model.

Conclusion:

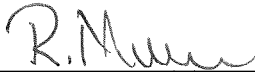
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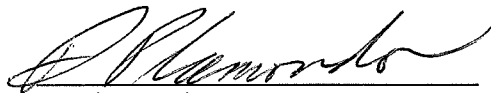
This is for your consideration.

Submitted by:

Department Head Approval



R. Mueller,
Chief Bylaw Enforcement Officer

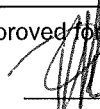


D. Plamondon,
Director of Development Services

Attachments: none

Considerations not applicable to this report:

Alternatives:

Approved for Board's Consideration


Paul Macklem, CAO