

C 13
COMMUNICATION

CW (WORKING SESSION)

ITEM -

June 11/16

Wildlife Response

service delivery options

“The measure of who we are is what we do with what we have.”

--Vince Lombardi
(famed American football coach)



VAUGHAN

Animal Services

In Support of Term-of-Council's Priorities

- Service Excellence Strategy Map:
 - Continue to ensure the safety and well-being of citizens – VAS provides sheltering and animal control services that support responsible pet ownership, including licensing
 - Meet Council tax-rate targets – VAS provides professional, flexible and responsive service for residents at a highly competitive cost
 - Continue to advance a culture of excellence in government – VAS engages community members through outreach and educational events as well as through partnerships with educational and community organizations



Wildlife Response Service Rationale

- Increasing demand and public expectation:
- Between 2013 and 2015, wildlife related calls to Access Vaughan have gone from 1,117 to 2,200
- Increase is likely due to wildlife population cycles, increased resident population, an increase in pet ownership, urbanization, and greater public awareness
- Staff estimate total actual calls (including to VAS, PW Dispatch and Answering Service) to exceed 3,000, with about 1,200 of those being for sick or injured animals

Wildlife Response Service

Rationale

- Deployment of resources:
 - Public Works currently deals with the collection of dead wildlife, but is challenged if, upon attending, the animal is found not to be dead
 - With the introduction of the service, primary response for assistance would be attended by Vaughan Animal Services
 - Police Services Board advised that wildlife calls are an increasing burden on the police service, an inappropriate use of policing resources and will no longer be attending wildlife calls (unless it involves a traffic collision or imminent danger)
 - Between imminent danger to the public and nuisance type animal calls that will remain the responsibility of a private property owner, lies an areas of responsibility best suited for local, trained and professional Animal Services

Wildlife Response Service

Rationale

- Rabies outbreak:
- For the first time in more than 10 years, rabies has been identified in Ontario
- As more cases are found, the rabies control area continues to expand closer to Vaughan's borders
- Municipalities are expected to identify and document cases



Wildlife Response Service

Rationale

- Community expectations:
- Every major municipality in the GTA has a wildlife service
- Cities with in-house animal control also provide in-house wildlife response



Wildlife Response

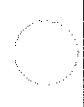
Service Delivery Requirements

- Principles:
 - Must meet current and emerging needs of the community and provide a consistent service experience
 - Must provide options for animals that can be rehabilitated (e.g. young or orphaned)
 - Must provide humane options for injured or sick animals
 - Must demonstrate value for money



Wildlife Response Service Delivery Requirements

- Criteria:
 - Service needs to be available 24/7
 - Must have capability to respond to emergency situations (such as the current rabies outbreak)
 - Service integration, to eliminate redundancy, improve efficiency and ensure a responsive service, is required
 - Must be equipped and capable of dealing with all sick or injured wildlife



Wildlife Response

Service Delivery Requirements

- Criteria:
 - Eligible animals will be transferred to licensed rehabilitators
 - Outreach and education
 - Community partnerships
 - The service will not provide response for nuisance calls relating to healthy wildlife. These calls will continue to be the responsibility of private property owners



Wildlife Response In-house Service Delivery Summary

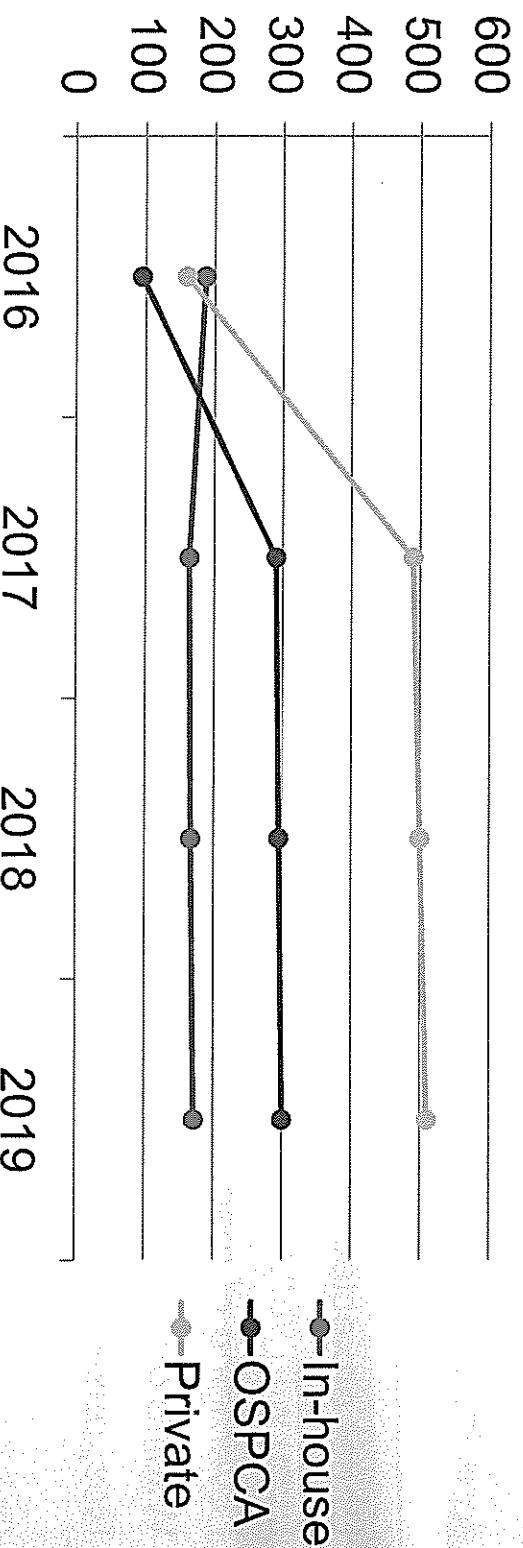
- Attendances to go from 1,300 to 2,550 annually; however, most of the increase would take place after hours, where VAS has existing capacity
- Full shelter and animal control services would be extended to Sundays
- Staff complement would be expanded by two part-time Officers
- Nuisance calls would continue to be the responsibility of the affected property owner
- Cost Analysis (Sep 2016 – 2019)

Cost (in \$ 000s)	Sep 2016	2017	2018	2019	Cumulative
Operating	\$ 74	\$ 164	\$ 167	\$ 172	\$ 577
Capital	\$ 113	\$ -	\$ -	\$ -	\$ 113
Total	\$ 187	\$ 164	\$ 167	\$ 172	\$ 690

Wildlife Response Cost Summary / Option Comparison

Cost (in \$ 000s)	Sep 2016	2017	2018	2019	Cumulative
In-house	\$ 187	\$ 164	\$ 167	\$ 172	\$ 690
OSPICA	\$ 95	\$ 290	\$ 295	\$ 300	\$ 980
Private service provider	\$ 160	\$ 490	\$ 500	\$ 510	\$ 1,660

Note: costs assume constant volume with an inflationary increase of 2.0% annually.



Wildlife Response Summary / Conclusion

- Reasons for establishing a Wildlife Response Service:
 - Growing demand / need
 - More efficient and effective resource deployment
 - Ability to respond to challenges and emergencies
 - Community expectation
- Reasons for delivering the service in-house
 - Under projected volumes, in-house service is most efficient
 - Even with varying demand of +/- 25%, in-house service is still the best value
 - Leveraging of resources will allow for expanded shelter hours
 - Wildlife drop-off, holding and disposal will remain local
 - Response to local challenges and emergencies will be most flexible and timely



Wildlife Response

Q & A

Q. When will the service be fully operational?

A. Staff expect to be able to have human and most of the capital resources in place by September 1, 2016, in time to meet the seasonal peak in demand.

Q. How should the public access the services?

A. By calling Access Vaughan at 905 832-8221

Q. What, if anything, can be done about healthy nuisance animals?

A. The service will NOT provide wildlife response to nuisance type calls. However, City staff will provide information, advice and educate private property owners on how to deal with urban wildlife; such as making their property less attractive (e.g. removal of food sources, accumulation of food waste, ensuring property and buildings are secured and do not facilitate access), and how to engage a private wildlife contractor for proper and humane removal of animals.

