

**ANIMAL SERVICES DEPARTMENT
2022 Fee Report**

A. Impound & Boarding Fees

The Animal Services Department has determined that expediting the return of impounded animals to their owners reduces the Department's expenses. Allowing for a fee waiver for certain Return-to-Owner (RTO) transactions helps expedite the return of animals, thereby lowering the Department's expenses. The Department seeks to waive RTO fees for currently licensed animals with no history of impoundment within the past 12 months so long as the animal is not designated as potentially dangerous or dangerous, is not in quarantine, and the owner retrieves its animal within three business days of it being impounded.

B. Animal Noise Hearing Fee

The Animal Services Department incurs substantial expenses to enforce the Noisy Animal Ordinance, Contra Costa County Ordinance Code Section 416-12.202, as explained below.

Initial Complaint:

Under the ordinance a person may lodge a complaint with the Department after being disturbed by an animal making either incessant noise for 30 minutes or more, or intermittent noise for 60 minutes during a 24-hour period. To make a complaint, the complainant must provide information to the Department, including the complainant's name, address, phone number, the address of the noise disturbance, the date and time the disturbance(s) took place, and information regarding the animal owner.

In response to a complaint, the Department sends out a noise allegation letter to the animal's owner. The responsible person (i.e., the animal's owner or custodian) has 15 days to correct the noise issue.

Second Affidavit:

If the noise disturbance is not corrected within 15 days, the complainant can make a second complaint. The second complaint must be a sworn and notarized affidavit with accurate information.

In response to a completed affidavit, the Department issues a Notice of Citation and Fine. The animal's owner or custodian must correct the problem and either pay the fine or, within 15 days, request a hearing to appeal the citation and fine.

Hearing:

If the animal's owner or custodian requests a hearing, the Department schedules the hearing, which is handled by an impartial hearing officer. After considering all the evidence, the hearing officer issues a written decision.

The estimated cost for processing noisy animal complaints is detailed below:

Noisy Animal Ordinance	Est. Time	Avg. hourly. Rate		Cost
Clerical time: Initial Complaint	1.00	\$43.22		\$43.22
Clerical Time: Affidavit (review and return or accept)	1.00	\$43.22		\$43.22
Clerical Time: Scheduling Hearing and processing complaint results	1.00	\$43.22		\$43.22
Total:				\$129.66

Filing Fee Need:

Due to the cost of processing noisy animal complaints, the Department will charge the person requesting the hearing a fee of \$100.00. If the hearing officer determines that the citation and fine were not warranted, the hearing officer may order the hearing fee to be refunded.

C. Photocopy Fee

Presently, the Department charges \$1.00 to cover its copy costs for document requests. The Department's costs to charge and collect that fee exceed \$1.00. Moreover, responses to most document requests are made electronically, for which no charge is made. Accordingly, the Department seeks to eliminate the \$1.00 fee.

D. Disposal Fees at Center

The Department seeks to clarify the fee charged to dispose of dead animals that weigh more than 100 lbs. to include livestock that exceed 100 lbs.

E. Vaccines

The Department seeks to impose a fee of \$25 to provide the new canine influenza shot.

Each vaccination requires approximately 10 minutes of clerical time to schedule the appointment, check the animal in, answer the owner's questions and address any concerns, process paperwork, enter all vaccination related data into the Department's Chameleon software system, and process payment. 10 minutes of clerical time costs the Department approximately \$7.20.

Each vaccination also requires approximately 10 minutes of veterinary assistant or medical staff time, which costs the Department approximately \$6.30. Additionally, a veterinarian must be on site and review when the vaccine is administered in case of adverse reactions, as required by State law, which cost the Department \$11.38 for approximately 10 minutes.

The Department is eliminating the fee for CPV because the it is included in the DA2PPV combination vaccine.

Canine Influenza	\$25.00 **New**
CPV	eliminated

F. Training Class Fees

The Department is eliminating training class fees as it is not providing this service and instead

recommends other resources within the community.

G. Licensing Recommendation:

Allocate to the animal benefit fund \$10.00 from each unaltered license sold and \$1.00 from each altered license sold, to support community low cost spay and neuter programs.