

# **Animal Control Order**

Report on Public Consultation - Final

FEBRUARY 2019



## ANIMAL CONTROL ORDER - PUBLIC CONSULTATION REPORT

### PUBLIC CONSULTATION IN THE SPECIAL AREAS - GENERAL

The Special Areas recognizes meaningful public consultation is a critical part of the municipal decision-making process and is committed to creating opportunities for public participation in municipal decisions which directly impact ratepayers.

The key principles of engagement which frame public consultation in the Special Areas include:

| Clarity        | What is and what is not a part of the consultation process will be clearly outlined for the public to help them understand their role in the decision process.  |
|----------------|---|
| Accountability | The information gathered as a part of public consultation will be used by the Special Areas to guide their decision-making process, including any potential amendments or changes to the proposed ACO.  |
| Transparency   | The information gathered as a part of this public consultation will be documented, reviewed and shared with the public (when appropriate). Relevant information, including the draft ACO and public meeting minutes will be publicly available through the Special Areas website.             |
| Respectful     | The public consultation process will be respectful of all participant's comments, inputs, questions and concerns. The Special Areas will moderate and monitor any public forums related to the public consultation to support respectful interactions and communications by all participants. |
| Responsive     | The Special Areas is committed to being accessible and responsive to stakeholder concerns, whether expressed in-person, through email, or phone.  |

## PUBLIC CONSULTATION - ANIMAL CONTROL ORDER (ACO)

#### SUMMARY OF PHASE ONE - ONLINE PUBLIC CONSULTATION

The Special Areas engaged in the online phase of public consultation for the proposed Animal Control Order (ACO) from August 22<sup>nd</sup> to September 21<sup>st</sup>. This engagement included a series of posts on the Special Areas social media platforms (Facebook, Twitter, Instagram) and a dedicated "Public Consultation" webpage in the Special Areas website. A detailed summary of the communication tools used is presented in *Appendix 1*. Social media performance (including statistics) from the online phase of the public consultation is summarized in *Appendix 2*.

A public hearing was scheduled on September 25, 2018 at 10:30 am in Hanna, AB at the Board Office. Notifications of the public hearing were published as per legislated requirements in local newspapers the weeks of September 10<sup>th</sup> & 17<sup>th</sup>. A listing of published notifications and an example of the public hearing notice is included in *Appendix 3*.

Formal public feedback the Board would consider was clearly identified in the online phase through post content (narrative and infographic) and in all Special Areas social media responses. Informal (social media comments) feedback was specifically identified as not being considered by the Board as it was not formal written feedback. Direction to submit formal public feedback through established channels was provided in all Special Areas responses throughout the online public consultation.



It was critical all public feedback was documented in a transparent, respectful and systematic manner. A generic municipal email (<a href="mailto:public.input@specialareas.ab.ca">public.input@specialareas.ab.ca</a>) was used to receive all emails related to the public consultation in the first phase of the consultation (Aug 22-Sept 21), with a generic response email confirming receipt and providing information on the public hearing sent in response.

The interim report on formal public feedback received in the online phase was presented to the Board ahead of the September 25<sup>th</sup> public hearing. It included all feedback received as a part of the "online/digital" phase of the consultation (Aug 22 – Sept 21).

The final report was be reviewed by the Board and shared with Advisory Council when the Animal Control Order received third reading (approval by Minister). This report included a summary of public consultation, feedback received, any changes made as a result of public consultation, minutes of the September 25<sup>th</sup> public hearing, and any additional information required as per the direction of the Board.

The final report is available publicly and will be posted on the Special Areas website once reviewed by the Advisory Council.

#### SUMMARY OF FORMAL PUBLIC FEEDBACK

Formal public feedback includes all feedback submitted via email (direct and indirectly sent to <a href="mailto:public.input@specialareas.ab.ca">public.input@specialareas.ab.ca</a>), all written submissions via traditional mail, and all telephone & in-person meetings. All non-written submissions (phone/in-person) were transcribed and sent via email to the <a href="mailto:public.input@specialareas.ab.ca">public.input@specialareas.ab.ca</a> as per the ACO public consultation communications plan.

Informal public feedback (identified as social media comments on posts) were specifically identified as not "formal public feedback". Explicit direction to submit all feedback as formal public feedback was provided on all post comments.

One (1) direct submission (emailed directly from ratepayer) was received through email. A copy of the email is included in *Appendix 4* for reference.

Three (3) indirect submissions (forwarded email from SAB staff/transcription of in-person or phone meeting) were received by the public input email. A copy of these submissions has been included in *Appendix 4* for reference.

No written submissions (mailed) were received.

The detailed summary of all formal public feedback received through the generic email (<a href="mailto:public.input@specialareas.ab.ca">public.input@specialareas.ab.ca</a>) and through the District Offices is available for review in Appendix 4.

#### SUMMARY OF PUBLIC HEARING

A public hearing was held in Hanna, Alberta on September 25, 2018 at 10:30 am. Two members of the public attended the hearing. Special Areas Peace Officers also attended in an advisory capacity.

The public hearing was called to order at 10:35 am and was adjourned at 11:52 am.

Jordon Christianson chaired the public hearing. A summary of the process for the hearing was provided to the public. The proposed Animal Control Order was reviewed by the Director of



Municipal Services. A summary of the public engagement activities was provided by the Communications Officer.

Public feedback provided centered around two issues: the issues of controlling livestock (at large) and the limitation of permitted number of cats and dogs (Section 3 – Limit of Number of Cats & Dogs).

Special Areas administration provided information to the public related to existing provincial legislation which can be used to manage any livestock at large issues. Discussion around effective enforcement strategies and potential tools occurred.

Special Areas administration provided context to why the limit of number of cats and dogs was limited to hamlets within the Special Areas.

The minutes of the public hearing are included in *Appendix 5*.

#### SECOND READING – ANIMAL CONTROL ORDER

The proposed Animal Control Order was amended to change Section 9(a)ii from *five* (5) days to ten (10) calendar days. This change was made in response to formal public feedback received which identified potential issues with postal service timelines in the rural areas of the Special Areas.

A second reading of the amended Animal Control Order was held with a board motion made to recommend the Animal Control Order as read to the Minister for approval and signing.



#### **BACKGROUND - ANIMAL CONTROL ORDER (ACO)**

#### PURPOSE OF ACO

The goal of the Animal Control Order (ACO) was to create an enforceable and understandable tool for enforcement officers to use when managing issues related to animal control within the boundaries of the Special Areas. The proposed ACO falls under the municipal role of the Special Areas Board; the Board is adhering to the requirements outlined in Section 187 of the *Municipal Government Act* (Passing a Bylaw).

#### DEVELOPMENT OF PROPOSED ACO

The Special Areas Advisory Council directed Administration to develop an Order which could be used as an enforcement tool for local enforcement officers to manage animal control complaints within the Special Areas.

The proposed Animal Control Order was drafted by the Special Areas Enforcement Department (Community Peace Officers) based on comparable rural municipal bylaws in place in this region. The goal was to develop a clear, understandable, and enforceable tool enforcement officers (including Special Areas Peace Officers, local RCMP Officers, Fish & Wildlife Officers) could use when responding to animal control complaints in the Special Areas.

Once the initial draft was authored, it was sent for review to the three (3) Area Administrators to ensure the document didn't conflict with established municipal processes & documents (Special Areas Land Use Order, etc.). As the role of the Area Administrator is to act as point of contact with local area ratepayers and the Special Areas Administration, their feedback on potential issues was considered. Specific recommendations brought forward by the Area Administrators were integrated into the document.

The draft ACO was reviewed by the Special Areas Board on July 24, 2018 at the regularly scheduled Board Meeting. The first reading of the proposed ACO was approved; the public hearing was scheduled for September 25<sup>th</sup> in Hanna, Alberta.



#### **EXTERNAL COMMUNICATION PLAN & TOOLS**

#### EXTERNAL COMMUNICATION PLAN

The Special Areas public participation plan included:

- A social media campaign via Facebook, Twitter and Instagram channels highlighting:
  - The reason for the ACO (the "why")
  - The area/jurisdiction it applies (the "where")
  - The individuals it could impact (the "who")
  - The public consultation opportunities available (the "how")
  - The draft ACO document (the "what")
  - A weekly post will run from August 22 to September 21
- A dedicated webpage on the Special Areas website included:
  - Information on the upcoming public meeting
  - o Information on the other ways to provide feedback (email, phone, etc.)
  - Copy of the draft ACO for review
- A physical information package to be posted at the District Offices and Youngstown Service Center public counters included:
  - o A poster version of the social media campaign ad
  - Copies of the draft ACO to take home
  - A "how to share your thoughts" postcard which outlines the ways individuals can provide feedback
  - A digital version of this information package would be available for Area Administrators to share electronically with ratepayers if requested.
  - Packages will be posted until after the public hearing (September 25)
- A public hearing to allow for in-person feedback was set for 10:30 am September 25,
   2018 in conjunction with the regularly scheduled Board Meeting.
  - o Information about the proposed ACO was be advertised in compliance with requirements set out in Section 606.1(1) of the MGA.
  - Advertisements were placed for two consecutive weeks (Sept 10, 17) in local regional newspapers/publications (Hanna Herald, Consort Enterprise, Oyen Echo, ECA Review, Coffee Break (Hanna, Oyen), Coffee Connector (Consort)).
  - Additional notifications were provided through the Special Areas social media channels.

All public feedback was documented in a transparent, respectful and systematic manner.

#### Public Input Email – Generic

A generic municipal email (<u>public.input@specialareas.ab.ca</u>) was used to receive all emails related to the public consultation in the first phase of the consultation (Aug 22-Sept 21), with a generic response email confirming receipt and providing information on the public hearing sent in response.

The standardized "thank-you" response email to electronic submissions was:

Thank you for your feedback regarding the proposed Animal Control Order. Your comments will be documented and shared with the Special Areas Board in the interim public consultation report. This report will be shared with them ahead of the September 25<sup>th</sup> public hearing scheduled for



10:30 am at the Special Areas Board Office located in Hanna, AB. A final report on this public consultation will be publicly available once complete.

A summary of these emails was retained and will be included in the final report (with required redactions included in compliance with FOIP), with the original content available for review.

#### In-person/Phone Feedback

Any in-person or phone-based feedback was documented, including the time/date of the interaction, the individual's name, physical & mailing address, contact information (phone/email), and a summary of the comments/feedback. The individual(s) receiving the feedback (Area Administrator, Manager) sent this information to the generic email (public.input@specialareas.ab.ca).

The email submission was cc'd to the individual providing the feedback.

All emails received will be forwarded to <a href="mailto:public.input@specialareas.ab.ca">public.input@specialareas.ab.ca</a>. All phone calls and inperson meetings will be documented (via email) with the individuals name, phone #, physical address, mailing address, contact email, comments. The emailed summary will then be emailed to <a href="mailto:public.input@specialareas.ab.ca">public.input@specialareas.ab.ca</a> and cc'd to the individual.

#### <u>Digital Information Package Requests</u>

Any individuals requesting the digital information package (copy of infographic and proposed ACO) were emailed the information and this email message.

Thank you for your interest in our active public consultation on the proposed Animal Control Order.

Attached for your review is the Proposed Animal Control Order and an overview of the Public Consultation Process. If you would like to provide feedback, you can provide your written submission through:

- Email at <u>public.input@specialareas.ab.ca</u>
- Written submission to: Jordon Christianson, Chair

Special Areas Board

Box 820

Hanna, AB T0J 1P0

Attn: Animal Control Order Public Feedback

- In-person at your local district office
- Over the phone with your Area Administrator
- Or in-person at the scheduled public hearing set for 10:30 am on September 25, 2018 at the Special Areas Board Office located in Hanna, AB.

#### **PROJECT COMMUNICATION DOCUMENTS**

#### PROJECT COMMUNICATION TIMELINES/TOOLS

| Туре                             | Active<br>Dates                           | Tool*   | Audience                    | Channel   | Frequency                    |
|----------------------------------|---|---|-----------------------------|---|------------------------------|
| On-line/Digital                  | n <b>-line/Digital</b> Aug 22-<br>Sept 21 | Social Media Poster   | All Stakeholders            | Facebook, Twitter,<br>Instagram, website                      | Weekly (SM)/static (website) |
|                                  |   | Infographic (Public<br>Consultation Process &<br>timelines)     | All Stakeholders            | Facebook, Twitter,<br>Instagram, website                      | Weekly (SM)/static (website) |
| J                                |   | Proposed ACO  | All Stakeholders            | Facebook, Twitter,<br>Instagram, website                      | Weekly (SM)/static (website) |
|                                  |   | Standardized "thank you for your feedback" email                | Any active participant      | Email   | Upon receipt of the email    |
| In-person/phone                  | Aug 22 –<br>Sept 25                       | Email summary re: the phone/in-person conversation and feedback | Sent to generic<br>email    | Email   | As feedback is received      |
| Public Hearing<br>Advertisements | Sept 10 &<br>17                           | Advertisement re: Sept<br>25 public hearing                     | All Stakeholders            | Local Print media<br>(Hanna, Consort,<br>Oyen, ECA<br>Review) | 2 consecutive weeks          |
| Public Hearing                   | Sept 25                                   | Open public meeting for feedback/consultation on proposed ACO   | Attendees of public hearing | In-person (Hanna)   | Once                         |

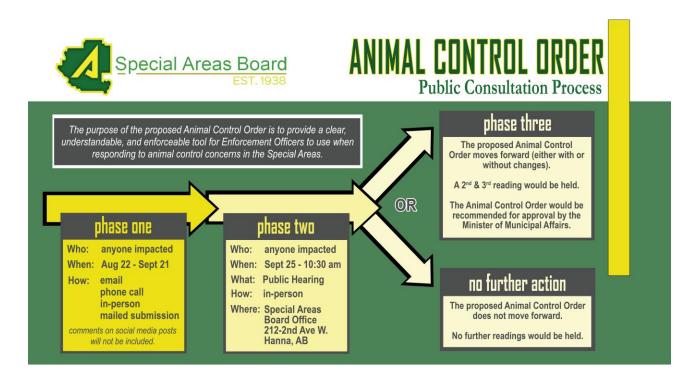


#### PHASE 1 (ONLINE) PUBLIC CONSULTATION ENGAGEMENT STATISTICS

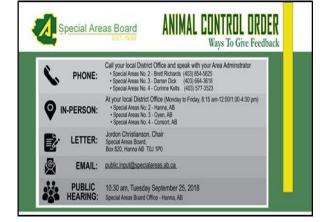
The following posts were made on social media and on the Special Areas website throughout the online phase of the public consultation for the proposed animal control order.

#### SOCIAL MEDIA POST INFORMATION PACKAGE

The same digital information package was used across all the social media/online channels for the duration of the online consultation (phase one).









#### FACEBOOK POSTS

Multiple posts were made to Facebook over the online phase of the public consultation to ensure this opportunity was regularly appearing in user newsfeeds.



phone, or in person. To learn more or to take a look at the proposed Animal Control Order, head to https://specialareas.ab.ca/public-consultation/

| Date/Time | Reach | Likes<br>Comments<br>Shares | Post<br>Clicks | Negative<br>Feedback<br>(Hide) |
|-----------|-------|-----------------------------|----------------|--------------------------------|
| Aug 22    | 1796  | 21                          | 425            | 2                              |
| Aug 29    | 750   | 2                           | 44             | 2                              |
| Sep 5     | 909   | 6                           | 69             | 2                              |
| Sep 12    | 550   | 0                           | 17             | 2                              |
| Sep 19    | 513   | 3                           | 18             | 0                              |

#### **TWITTER POSTS**

Similar posts to Facebook content was published on Twitter with the same frequency as Facebook (as there is lower audience overlap between the two platforms).

| Date/Time | Likes | Retweets | Impressions |
|-----------|-------|----------|-------------|
| Aug 22    | 2     | 1        | 437         |
| Aug 29    | 0     | 1        | 362         |
| Sep 5     | 0     | 0        | 242         |
| Sep 12    | 0     | 0        | 287         |
| Sep 19    | 0     | 0        | 173         |

#### **INSTAGRAM POSTS**

A single post was made as this platform is not well-suited to reusing the same images and is not the target audience (significant overlap with Facebook for audience reach).

| Date/Time | Reach | Likes/Comments/Shares |
|-----------|-------|-----------------------|
| Aug 22    | 424   | 8                     |

#### WEBSITE - PUBLIC CONSULTATION WEBPAGE

A dedicated page within the Special Areas website was developed for Public Consultation in the Special Areas. This website includes a preamble which outlines the general approach to public



consultation (as outlined in the Special Areas Public Participation Policy) and sections dedicated to current and past public consultations.

The Animal Control Order public consultation section outlines the process and timelines for the ACO public consultation, as well as a copy of the proposed ACO.

| Page Title                 | Pageviews                       | Unique<br>Pageviews | Avg. Time on Page    |
|----------------------------|---------------------------------|---------------------|----------------------|
| <b>Public Consultation</b> | 245                             | 188                 | 02:53                |
|                            | (3.5% of total website traffic) |                     |                      |
|                            |                                 | *Auç                | just 22-September 24 |



#### NOTICE OF PUBLIC HEARING - LOCAL PUBLICATIONS (NEWSPAPERS)

The notice of public hearing was advertised in local papers based on the legislated requirements outlined in the *Municipal Government Act*. The publications included:

- Hanna Herald
- Oyen Echo
- Consort Enterprise
- ECA Review
- Brooks Bulletin
- Coffee Breaks (Oyen, Hanna)

It was advertised for 2 weeks preceding the public hearing (weeks of September 10<sup>th</sup> & 17<sup>th</sup>).

A copy of the public hearing notice was shared on Special Areas social media channels on September 21<sup>st</sup> and September 24<sup>th</sup>.



#### NOTICE OF PUBLIC HEARING

Special Areas Animal Control Order

#### PURPOSE:

The purpose of the proposed Animal Control Order is to provide a clear, understandable and enforceable tool for Enforcement Officers to use when they respond to animal control concerns in the Special Areas.

#### PRESENTATION:

A Public Hearing will be held in the Special Areas Board Offices at 212-2<sup>nd</sup> Ave. W, Hanna on September 25, 2018 commencing at 10:30 a.m. The Special Areas Board will hear from any person claiming to be affected by the proposed Animal Control Order. The time limit of oral presentations is subject to the discretion of the Chair.

Persons wishing to submit a letter, petition or other communication concerning these matters in advance of the Public Hearing may do so provided they are legibly written. Submissions will be received up to Friday, September 21, 2018 at 4:30 p.m.

Digital submissions should be addressed to **public.input@specialareas.ab.ca** and must contain your full legal name and physical address. Written submissions should be addressed to Jordon Christianson, Chair and mailed to Special Areas Board, Box 820, Hanna, AB TOJ 1P0.

Please be advised that the personal information in submissions made is collected under the authority of the Alberta *Freedom of Information and Protection of Privacy Act*, Section 33(c) and subsequent versions of the Act. All submissions provided to the Special Areas Board will be publicly available, in accordance with Section 40(1) of the *Freedom of Information and Protection of Privacy Act*.

#### DOCUMENTATION:

A copy of the proposed Animal Control Order may be inspected by the public during regular office hours, from 8:15 a.m. - 12:00 noon and 1:00 p.m. - 4:30 p.m. Monday through Friday.

An electronic copy of the proposed Animal Control Order is available for viewing at www.specialareas.ab.ca

This notice is given pursuant to Sections 606 and 692 of the Municipal Government Act.



APPENDIX 4
SUMMARY OF FORMAL SUBMISSIONS - MAILED, DELIVERED & EMAILED (<u>PUBLIC.INPUT@SPECIALAREAS.AB.CA</u>)

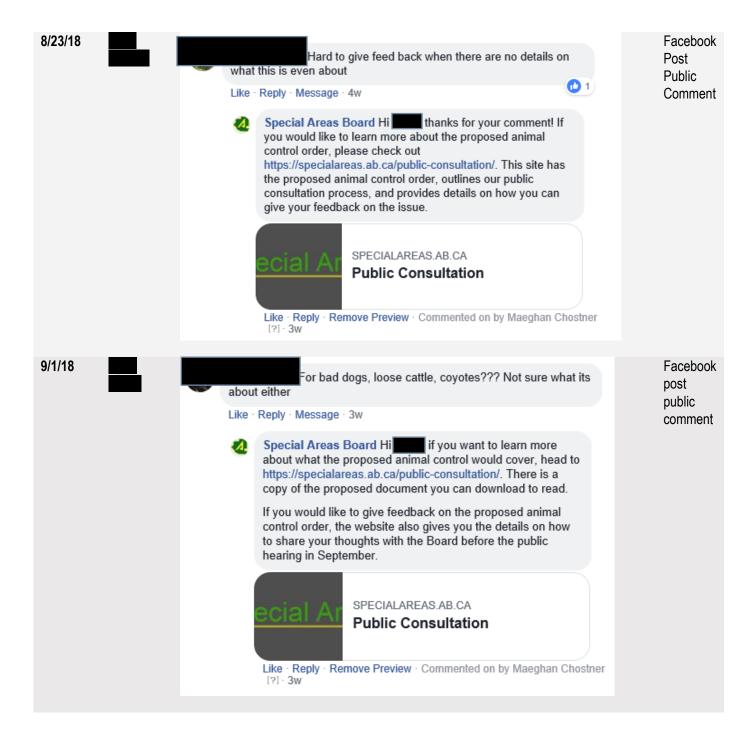
| Date      | Name | Comments  | SAB contact | Channel         |
|-----------|------|---|-------------|-----------------|
| 8-24-2018 |      | Cattle at large every year behind ATCO site by their yard and gravel road past their yard. Very common to have this individual's cattle roaming freely.   |             | Call            |
| 8-29-2018 |      | Hi there,   |             | Email -         |
|           |      | I have the following feedback for the animal control order:   |             | Public<br>Input |
|           |      | <ul> <li>In section 2 "Responsibilities of cat/dog/animal owners", a section added noting that it is the<br/>owners responsibility to provide for the animals basic needs (food/water/appropriate shelter).</li> </ul>  |             | pat             |
|           |      | - In section 9aii, clarify if " deemed to received a notice within five (5) days of the time it was delivered or mailed".clarification of whether this is 5 total days or 5 business days.  |             |                 |
|           |      | - In schedule B, S6(b) Teasing, tormenting, abuse, injure, is the only offence that is not done by a dog/cat/animal. In this case, a human if causing harm to an animal. Due to this, the penalty to the guilty individual/group should be a sum larger than \$150. |             |                 |
|           |      | Thank you for your time and consideration.  |             |                 |
|           |      | Take care,  |             |                 |
| 9-13-2018 |      | Cattle on the road is a huge concern for many. Cattle owner has been contacted, even billed many times for crop damage by neighbors and it continues to happen.   |             | Call            |
| 9-20-2018 |      | Moose and coyotes are a concern, moose break through fences, cattle get out. This happens repeatedly. Sec   |             | In-person       |
|           |      | He has spoken to Oyen Fish & Wildlife Office, they are not willing to discuss or problem solve.   |             |                 |



## SUMMARY OF ALL NON-FORMAL INFORMATION REQUESTS (SOCIAL MEDIA, IN-PERSON, PHONE, ETC.)







#### Animal Control Order Public Hearing - September 25, 2018

10:30 AM

A public hearing was held in the Special Areas Boardroom at Hanna, Alberta on Tuesday, September 25, 2018 at 10:00 AM with the following in attendance:

Doug Noble and Daryl Swenson, Brent Horner (via telephone), Board Members; Jordon Christianson, Chair; Darcy Ferguson, Trent Caskey and Owen Francis, Directors; Brett Richards, SA2 Administrator; Maeghan Chostner, Communications; John Armstrong and Jamie Erickson, Peace Officers; Darlene Herzog, Recording Secretary; Norman Storch and John Suntjens, Ratepayers.

The Chairman called the Public Hearing to order at 10:35 AM and explained the purpose and process of the hearing. Introductions were made.

Mr. Francis presented the draft Special Areas Animal Control Order. Background information related to the development of the proposed Animal Control Order was presented. The purpose of the proposed Animal Control Order as an enforcement tool for local peace officers to manage animal control complaints within Special Areas was discussed. The proposed Animal Control Order was presented in detail. Discussion from the public included items:

- Section 3.a was drafted upon consult with Legal Services; does not apply to country/acreage residents.
- Section 9.a (ii) five (5) days' notice should be increased due to mail delays.
- Fees will be set by contracted impound society (to be determined).
- Penalties will allow Peace Officer to use discretion and municipal authority.
- Dangerous Dogs Mr. Erickson spoke on the dangerous dogs and court order process. The process for requesting immediate hearings was discussed.

Ms. Chostner reported on the public consultation undertaken for the proposed Animal Control Order, reviewing engagement activities to date and formal public feedback received. Public feedback was received related to:

- Livestock at large general issues,
- Section 9.a(ii) Five (5) days' notice to be clarified,
- Fees, and
- Animals basic needs.

Mr. Francis reported the proposed Animal Control Order does not include a definition of livestock; provincial legislation is already in place for RCMP and Fish & Wildlife Officers to use for livestock/cattle including the *Line Fence Act* and the *Stray Animals Act*. Peace Officers currently have no legislated authority to deal with these acts.

The Chairman called for any questions, thoughts, or concerns.

Mr. Suntjens commented having the proposed Animal Control Order makes sense.

Mr. Storch stated he was pleased to see the Board take initiative to establish the proposed Animal Control Order but would like to see the livestock at large issue addressed. Current legislation is not effective in his opinion, the closest responsible enforcement should be a Special Areas Peace Officer. He further encouraged the Board to find the right tool if the proposed Animal Control Order is not.

Mr. Suntjens addressed further concern regarding ownership of fence and responsibilities of livestock owners. Mr. Francis replied survey is available and those concerns should be addressed to the local authorities legislated under the *Line Fence Act* and *Stray Animals Act*. Barring unsuccessful mediation with a neighbor, issues could be addressed through the courts.

The public perception of the proposed Animal Control Order and it's use as a tool for animal control issues in hamlets was discussed. If livestock was added to the document, it would change the intent of the proposed document. Peace Officers work jointly with local authorities to manage animal control issues, and existing provincial legislation is in place to manage livestock at large issues. Public comments related to livestock at large being a valid concern was discussed, with potential enforcement strategies presented by Administration. The Board will take the livestock at large issue to Advisory Council for further action.

Mr. Storch shared other concerns/questions:

- Section 3.a) "boundaries of any Hamlet" should it include the words "and Acreage". Public discussion around difficulties in using existing Land Use Order land classifications occurred. If there are nuisance dogs wondering down the road to neighboring lands, that issue is addressed in Section 5 of the proposed Animal Control Order.
- Section 10. Penalties and Fees Collection of penalties and fees; what is the allowed time and method for payment? Mr. Erickson replied fees would be subject to pay before animals are released with a court process to collect if need be. Costs would be per contracted Humane Society's guidelines.
- Where is the closest impound? Mr. Erickson replied most human societies have impounds, he is familiar with Drumheller and Strathmore. Currently Peace Officer vehicles are not set up for collection of dogs. Mr. Armstrong stated the proposed Animal Control Order is a tool for Peace Officers to use.
- Upon approval by the Minister of the proposed Animal Control Order, a clear reporting path online to report violations is needed. Administration agreed.

Mr. Christianson asked if there were any other questions from the public. There were no further comments.

The Chairman closed the Public Hearing at 11:52 am.

Mr. Suntjens and Mr. Storch exited the meeting.

Chair, Special Areas Board