My Councillor, Ms. Brenda Johnson, has suggested I forward my comments to your attention so that they may be included in the next Council's agenda respecting its consideration and discussions on this matter.

I am simply copying and pasting comments I previously forwarded to the attention of Alexandra Rawlings for inclusion in the Planning Committee's Meeting Agenda on Tuesday of this week.

My comments from an original email to Councillor Johnson are as follows:

Hello Brenda:

I just finished reading the Glanbrook Gazette and one of the items I read with consistency is your regular article. I just wanted to offer my comments and observations on the assumption of Animal Control duties/responsibilities by City staff versus the incumbent contractor.

I have to say I am pleased with the change having had the opportunity to experience the comparative levels of service while living in the Hamilton area, Upper Stoney Creek and for the last three years in Binbrook.

On the face of it I must state the level of service offered in the Binbrook/Glanbrook area at the present time, and throughout the duration of my family's residency, has been abysmal.

The incumbent contractor has provided poor service respecting dogs-at-large complaints arising in our neighbourhood from the outset. The one prosecution that the contractor was finally compelled to initiate, as a result of numerous complaints and demands, was ultimately botched (because of obvious inexperience from doing nothing over the years).

In the three years we have lived here we have seen literally hundreds of road-killed animals, ranging from deer to squirrels, littering the various main roadways and being left to rot and basically turn to dust over several days or weeks depending on the season. The incidents of dogs-at-large and failures by pet owners to clean up after there pets is relatively chronic in the Fairgrounds Park area and these obvious complaint and by-law violations and consistently ignored. We are in the park area and or travelling passed it every day at different times and never have we seen any sign of "Animal Control" in proximity to the area.

Only twice, in three years, have I ever seen any sign of Animal Control activity in the Binbrook area - once when someone showed up to initiate the previously-mentioned botched complaint investigation and once last year on the first day of the Binbrook Fair. On that date Michelle Bain was actually out and observed picking-up a road-killed animal at Trinity Church and Binbrook Road. I had to laugh at what appeared to be, and likely was, some last minute effort to "establish some presence" and to clean up one of the main access routes to the fair (being a significant community event and an election year, etc.). If she had bothered to go for a little drive she could have picked-up at least six more dead critters a little further north on Trinity Church Road.
The current contractor does not respond to calls or messages left. The service she provides is a joke and if she is in fact a budget line item costing tax payers $75,000.00 per year - that is absolutely a licence to steal and the epitome of irresponsibility by all those charged with her oversight. \textbf{If one were to examine her records or call sheets (presuming the information is not fabricated) - surely they would be able to verify the true lack of service she is delivering. Does no one monitor her activities on a regular basis?}

I could go on and on but my view is that the residents of this growing community would be much better served if City Animal Control Department assumed complete responsibility for all aspects of Animal Control - with no retention of any responsibilities by the current contractor.

Thank you for your time and review of this matter. I would urge those responsible for finalizing this decision to make a more thorough review of the information and statistics available before "rubber-stamping" any extended service contract to Ms. Bain.

Respectfully,

Chris Paisey,

\textbf{My response to a subsequent email from Councillor Johnson:}

You're welcome. I do know that Dave Mitchell has his foot in the "support Michelle movement" and it may well be a lost cause as far as "dethroning her" and delivering the type of Animal Control services needed for this area.

Perhaps a community survey, prior to such decisions being made, would provide a better information base on which to make such decisions. I am certain many people did not even know this matter or service was up for consideration. I know that I did not until I read your article.

As far as her resourcefulness, she must be very resourceful to receive such a value-loaded contract from the City for doing so very little. As I said before, maybe a look at her "stats." or reports which she surely must file would provide a bench mark/verification of the type of services she is providing.

Maybe Planning Committee personnel should do a little more homework and talk to some people that are "more in the know" than I am - such as those that are supposed to work along with this person at Hamilton Animal Control. I only know about what I see, and don't see, on a \textit{daily basis}, while travelling in and around the Binbrook/Glanbrook area.

If Michelle Bain is allowed to maintain some portion of this service contract, perhaps it should be a condition that she must provide a service email address to provide a verifiable record of complaints and service responses as a validation of her contract. The phone calls and her answering machine are an ineffective means and ultimately discourage people from calling in and this puts a blemish on the City's service image.

Thanks again,

Chris

\textbf{Further to some comments raised at the Planning Committee Meeting on 17 May 11:}
I understand that a, or some supporters, of the current contractor argued that if the City's Animal Control assumed responsibility for By-Law services in Glanbrook then they would "not know where they we going".

This argument is ludicrous since several of the current By-Law personnel live in the Glanbrook area (and beyond) and some are "professionally familiar" with the territory and its agrarian "idiosyncrasies" as previous employees of the local S.P.C.A. which still maintains responsibility for animal cruelty/neglect investigations in the Glanbrook (and the rest of Hamilton) area.

Also, some staff from Hamilton Animal Control, also cover the Glanbrook area, when the current contractor is on vacation leave. As a resident of the Binbrook area you notice these intervals since there are very obviously fewer animal cadavers littering our roadways and roadsides for brief periods.

I know from "feedback" I have received that Michelle Bain attended the recent Planning Committee Meeting and that she previously had "a confrontation" with a current Animal Control employee attempting to obtain "inside information" on this pending contract review matter.

If the contractor spent as much time in the past few weeks actually doing "her Animal Control job" as she did "trying to save her contract at the eleventh hour"; and, if she had demonstrated even a fraction of similar interest in performing her contract's responsibilities throughout the past several years, she would likely have my support as opposed to my opposition.

These are difficult and frugal financial times for many and I think it ill-advised for the City Council to re-instate or renew a non-performing contractor's mandate at considerable expense to the tax payers of the municipality.

Sincerely,

Mr. Chris Paisey (& family)