



**Signature Report**

**June 17, 2003**

**Motion 11725**

**Proposed No.** 2003-0069.1

**Sponsors** Constantine

1           A MOTION approving the records, elections and licensing  
2           services division response to the 2003 budget proviso  
3           requiring submission of a report identifying animal control  
4           customer service improvements and answering specific  
5           questions about the field canvassing program.

6  
7  
8           WHEREAS, the adopted 2003 budget for the records, elections and licensing  
9           services division declared that "\$159,000 shall not be expended or encumbered until the  
10          executive has submitted and the council has approved by motion a report identifying  
11          ways in which he intends to improve animal control customer service. At a minimum,  
12          the report should include: a description of the policies and procedures in place for  
13          handling customer complaints; a description of the policies and procedures that are  
14          followed to protect against invasion of privacy and damage to private property by animal  
15          control staff; the measures used or to be used to clearly identify both personnel and  
16          vehicles as being official King County animal control equipment or employees; a  
17          description of the geographical areas that have previously been canvassed by animal

18 control staff and the areas to be covered in the future and the schedule; a proposal for  
19 collecting license fees in the rural unincorporated area in a more efficient manner; and the  
20 projected actual revenues and expenditures of the canvassing program for 2002 and a  
21 projection of canvassing revenues and expenditures for 2003," and

22 WHEREAS, the report has been completed to provide the requested information;

23 NOW, THEREFORE, BE IT MOVED by the Council of King County:

24 The King County council hereby approves the records, elections and licensing  
25 services division proviso response which includes the report entitled Proviso Response:  
26 Animal Control Customer Service and Field Canvassing for Pet Licensing, submitted as

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27 Attachment A to this motion, and hereby authorizes the records, elections and licensing  
28 services division to expend the \$159,000 previously restricted by the proviso.  
29

Motion 11725 was introduced on 5/5/2003 and passed by the Metropolitan King County Council on 6/16/2003, by the following vote:

Yes: 11 - Ms. Sullivan, Ms. Edmonds, Mr. von Reichbauer, Ms. Lambert, Mr. Phillips, Mr. Pelz, Mr. McKenna, Mr. Constantine, Mr. Hammond, Ms. Hague and Mr. Irons  
No: 0  
Excused: 2 - Mr. Gossett and Ms. Patterson

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

  
Cynthia Sullivan, Chair

ATTEST:



Anne Noris, Clerk of the Council

**Attachments** A. Proviso Response: Animal Control Customer Service and Field Canvassing for Pet Licensing - February 2003

2003.069

ATTACHMENT A

11725



**King County**

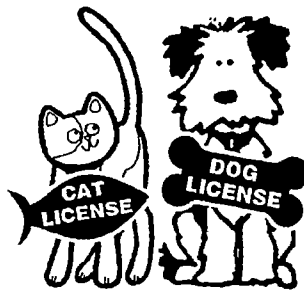
Department of Executive Services  
Records, Elections and Licensing Services Division

*Proviso Response:*

**Animal Control Customer Service**

**and**

**Field Canvassing for Pet Licensing**



**February 2003**

## 1. PROVISIO

The 2003 King County Adopted Budget contains the following proviso:

*“Of this appropriation, \$159,000 shall not be expended or encumbered until the executive has submitted and the council has approved by motion a report identifying ways in which he intends to improve animal control customer service. At a minimum, the report should include: a description of the policies and procedures in place for handling customer complaints; a description of the policies and procedures that are followed to protect against invasion of privacy and damage to private property by animal control staff; the measures used or to be used to clearly identify both personnel and vehicles as being official King County animal control equipment or employees; a description of the geographical areas that have previously been canvassed by animal control staff and the areas to be covered in the future and the schedule; a proposal for collecting license fees in the rural unincorporated area in a more efficient manner; and the projected actual revenues and expenditures of the canvassing program for 2002 and a projection of canvassing revenues and expenditures for 2003. The report should be filed with the council clerk no later than February 15, 2003. The original and 15 copies of the report must be filed with the clerk, who will retain the original and will forward copies to each councilmember and to the lead staff for the labor, operations and technology committee.”*

## 2. BACKGROUND

King County has provided Animal Control Services to nearly all suburban cities and unincorporated King County areas since 1972 (Attachment 1). Services to most suburban cities have been arranged through interlocal contracts with individual cities in which King County has provided these services at no direct cost to the cities. In exchange, King County keeps all pet licensing fees. Additionally, the County receives and retains other moneys collected within those cities associated with animal control services such as pet adoption fees, redemption and kenneling fees, and fines.

Historically, expenditures for the Animal Control Services program have exceeded revenues with the shortfall/subsidy coming from the County's Current Expense Fund.

The suburban cities that contract with the County have consistently resisted the idea of being directly charged for their animal control services provided by the County. They have supported the County's pursuit of full cost recovery through increased license sales and thereby increased revenue to the County. Increasing the number of licensed pets in a unified countywide system is believed to be an effective approach to improving services

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to the public. This approach is expected to better facilitate the location of animals and enhance the ability to respond appropriately to complaints as well as ensuring an adequate funding level for this vital program.

### 3. FIELD CANVASSING PROGRAM

In June 1992, the King County Council adopted Ordinance 10423 making substantial changes to the animal control code. The legislation used a multi-pronged approach to achieving its goals which included public education, promotion of spaying and neutering, and increasing pet licensing through a field canvassing program. In 1999, the field canvassing program was expanded in an effort to increase pet identification in King County while establishing financial self-sufficiency for King County's regional animal services, recovering its costs through pet license sales. This enhanced initiative is called the Pet Partnership Program.

The field canvassing program is embodied in King County Code, Section 11.04.580 and includes the direction that:

“the animal control authority shall develop and implement a twelve month program to canvass for compliance with the licensing requirements of this chapter [pet licenses]. The program shall be directed to households within unincorporated areas of King County and cities under contract with King County for animal control services. Animal control authority employees and persons or organizations under contract to the animal control authority performing the canvassing shall have the authority to issue pet licenses and collect license fees.”

The field canvassing program has historically been a key source of new pet license sales, and with the development of the Pet Partnership Program, canvassing efforts were amplified to help fulfill the program's cost recovery goals. Although canvassing has been ongoing since 1993, there continue to be pet owners who are not aware of the law or the benefits of licensing their pets, or who have previously successfully avoided licensing requirements.

The field canvassing program is staffed with a permanent canvass coordinator and temporary employees who provide education at community events, fairs and malls and door-to-door. This sales team is trained to use effective, customer-friendly approaches that inform the public on the value and importance of pet licenses. Canvassers explain the County and city laws requiring licenses for dogs and cats and describe the many important benefits of licensing and identifying pets. They also inform pet owners that pet licenses help assure the safety and protection of their animals by reuniting lost pets with families. If the homeowner has a pet whose license has expired, the canvasser is able to renew the license to maintain the record and assure it is current and accurate.

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Field canvassers are trained to issue required new or renewal pet licenses while they are at the residence provided there are no extenuating circumstances. Experience shows that this is the most efficient approach. This practice avoids the need to utilize additional resources dedicated to follow-up and also helps in minimizing delays in placing the pet in the County's identification system increasing the pet's safety and protection.

A variety of incentives and tools have been used by canvassers to assist and appeal to the pet owners:

- Pet owners licensing more than one pet for the first time can take advantage of a special "buddy license" promotion: buy one license at the regular full price and the second license can be obtained for only \$5.00.
- Pet owners can opt for a voucher for a microchip implant for their pet with the purchase of a new full price license.
- Pet owners who do not have funds available at the time of a canvasser visit can be provided with temporary pet licenses valid for up to 90 days at no charge. Although the program's goal is to issue the regular annual license, the priority is to identify and license the pet, so the free temporary license is a helpful tool. These temporary licenses can then be renewed and paid for at a later date through the mail or at any of over 100 community sales locations (Attachment 2).

Results of field canvassing and licensing follow up visits are as follows:

	<i>Homes Visited</i>	<i>Contacts Made</i>	<i>Licenses Sold</i>
2000	76,265	38,209	19,020
2001	117,263	60,093	28,556
2002	78,281	39,313	20,957

Canvassers proceed door-to-door through residential areas throughout the year with hours as follows: Saturdays from 9 a.m. to 6 p.m., Sundays from 11 a.m. to 6 p.m., and Monday through Friday 12:00 noon to up to 9 p.m. (depending on time of year). The purpose of weekend canvassing is to reach the largest number of people possible. The canvass program includes Saturdays and Sundays as regular scheduled workdays so that there is no additional labor cost for providing services on weekends. City halls and police departments are informed when canvassers are in their areas.

#### 4. HANDLING CUSTOMER COMPLAINTS

Our goal is to prevent complaints through professional and courteous services. When complaints do occur, they are handled and resolved promptly and at the lowest levels possible.

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If a customer raises a concern directly to a field canvasser during a home visit, it is addressed immediately if possible. The most common question raised deals with the need to license a pet. Canvassers are trained to respond professionally and with good customer service skills. For pet owners questioning the need to obtain a license for their pet (or renew an expired license), the canvassers explain the County and city laws requiring all dogs and cats be licensed and emphasize the many benefits of pet licensing. Canvassers are equipped with pamphlets and resource materials to help provide information to the public. They carry cellular telephones and are directed to consult with a supervisor from the field if needed to appropriately respond to the customer's questions.

If the canvasser does not satisfactorily resolve a customer's questions or concerns, they will refer the customer to the Field Canvassing Program Coordinator. Canvassers now carry the Canvass Coordinator's business cards and will provide one to the customer whenever appropriate or upon request. If the Canvass Coordinator receives an inquiry from a member of the public and cannot satisfactorily resolve the concern, the matter is referred to the Animal Services and Programs Manager.

In all cases, the goal is to provide helpful customer service and to represent the program professionally and positively. Telephone messages are returned promptly, and written messages (letters or e-mails) are responded to in writing in the same manner.

If a customer or member of the public calls directly to the Animal Control Call Center (206-296-PETS), the operators apply the following procedures:

- The operator attempts to resolve the question or concern and assists the caller if possible.
- The operator forwards the caller to the lead when necessary. The operator will automatically forward the call to the lead if there is a high call volume in order to avoid being or sounding rushed.
- If necessary, staff gathers information and contacts the proper authority (e.g., Animal Services manager, Animal Control sergeants, or Shelter supervisor) or forwards the customer directly to them.
- Staff provides direct phone numbers or direct extensions (for the automated phone tree) to the customer.
- Staff stays in contact with the customer until the complaint is properly forwarded or resolved.

Call Center staff are given news bulletins, brochures, and information sheets (King County and other agencies) to help them assist with phone calls or to mail to customers.



## 5. PROTECTING CUSTOMER PRIVACY AND PROPERTY

Customer privacy and security is an important priority of the field canvassing program. Staff are trained to recognize that they are visiting the public at their homes, and their visits should therefore be professional, positive and brief.

Canvasser safety is an important priority of the field canvass program. Program procedures include the direction that, "canvassers should examine the yard areas of each house before proceeding into the property being on the lookout for hazards, aggressive animals or other possible issues." Canvassers are directed that they "must stay on established walkways and pathways when approaching doorways [and] may not look in windows or go behind houses to inspect yards." However, canvassers are to remain alert for obvious signs of pets (e.g., food dishes, chew-toys) in order to assess if pet licenses may need to be issued at that property.

If after knocking or ringing the bell and no one responds, field canvassers leave a door hanger (Attachment 3) on the doorknob or tucked into the door jamb. This is a specially designed flyer intended to inform the residents that the canvasser has visited and includes helpful information and a license application that the resident can mail in.

Canvassers are directed to not enter the homes that they visit and to politely but firmly decline any offers of food or drink.

Canvassers are directed to interact only with adults at any home that they visit. If a child answers the door, the canvasser may ask if an adult is present. If none is available, the canvasser leaves information that explains the visit and then leaves.

The field canvassing program has not received any complaints regarding damage to private property; however, to assure that any concerns can be addressed, a section on this issue has been added to the program procedures, and staff will receive training on the subject. These steps are as follows:

Canvassers must exercise care and caution while on private property. If a canvasser causes any damage to private property while on duty, the following steps must be followed:

1. The incident must be clearly documented on the Field Canvassing Tracking Sheet. Documentation includes the location and nature of the damage, how it occurred and if the homeowner was home at the time of the incident.
2. The canvasser must: notify the homeowner, provide the owner with information on how they can contact the Canvass Coordinator, and inform the homeowner that the County provides a process where they can file a claim for damage. If the homeowner is out, notification must be left at the door.

3. The canvasser must also notify the Canvass Coordinator (leave a voice mail message if necessary). The Canvass Coordinator will inform the canvasser if an incident report is required.
4. The Canvass Coordinator will notify the Manager of Animal Services and Programs Section, of all incidents where damage to private property may have occurred.

Canvassers document their activities on a Field Canvassing Tracking Sheet. They list every home visited, whether someone was home, whether pet licenses were issued, and note any useful information for the records or for follow up. The Canvass Coordinator reviews all Tracking Sheets.

## 6. IDENTIFYING PERSONNEL & VEHICLES

Properly identifying canvassers as King County representatives so that homeowners can be assured of the legitimacy of their visit is a very important matter.



Canvassers carry official King County photo ID, which is clipped to the collar (as pictured above) or worn on a colorful lanyard around the neck.

Canvass uniforms consist of royal blue polo shirts and/or windbreakers with "King County Pet Licensing" screened on the fabric (in inclement weather these may be under heavier jackets or raincoats). The canvasser pictured above is wearing the program's uniform shirt with his King County photo ID clipped to the collar.

Canvassers are also issued an additional piece of King County photo ID that they typically carry in a wallet or pocket. The ID can be shown to customers, as needed, as additional demonstration of their legitimacy and identity.

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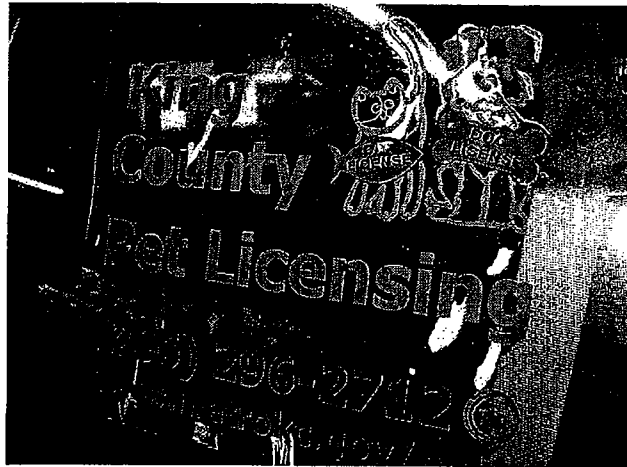
Most canvassers use their private vehicles and are provided with magnetic signs that adhere to the outside of the vehicle. These signs are approximately 18" x 24" and say "King County Pet Licensing" as pictured below.



Clear or translucent plastic signs that adhere to the inside windows of canvasser vehicles are provided as alternatives to the exterior signs, as shown by the examples pictured below.



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**7. CANVASSING AREAS**

The 2000 canvassing schedule was as follows:

Month(s)	Working Days	Hours	Area of Focus
January	Saturday Sunday	9:00 a.m. to 5:00 p.m. 11:00 a.m. to 5:00 p.m.	County wide
February – April	Saturday Sunday Monday – Thursday	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m. 5:30 to 8:30 p.m. (beg. 4/11)	Bellevue Mercer Island
May – July	Saturday Sunday Monday – Thursday	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m. 4:00 to 9:00 p.m.	Shoreline, Lake Forest Park, Bellevue, Clyde Hill, Kirkland, Kenmore
August – October	Sat. & Sun. Same as above Monday – Thursday Aug. and Sept. only	Sat. & Sun. Same as above Monday – Thursday same as above for Aug. and Sept. only	Redmond, Bothell, Woodinville, Shoreline
November - December	Sat. & Sun. Same as above	Sat. & Sun. Same as above for January	Woodinville, North Bend, Snoqualmie, Fall City

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The 2001 Canvassing Schedule was as follows:

Month(s)	Working Days	Hours	Area of Focus
January – February	Saturdays Sundays	9:00 a.m. to 5:00 p.m. 11:00 a.m. to 5:00 p.m.	North Bend, Snoqualmie, Fall City, Sammamish
March – April	Saturday Sunday Monday – Wednesday	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m. 5:30 to 8:30 p.m. (beg. 4/2)	Sammamish, Auburn
May – July	Sat. & Sun. Same as above Monday – Friday	Sat. & Sun. Same as above 4:00 to 9:00 p.m.	Auburn, Pacific, Algona, Covington, Black Diamond, Maple Valley, Enumclaw
August – October	Same as above	Same as above	Bellevue, Issaquah, SeaTac, Tukwila, Burien
November – December	Sat. & Sun. Same as above Monday – Wednesday	Sat. & Sun. Same as above for January 4:30 to 8:00 p.m.	Kent, SeaTac, Burien, Tukwila

The 2002 Canvassing Schedule was as follows:

Month(s)	Working Days	Hours	Area of Focus
January – February	Saturdays Sundays Monday - Wednesday	9:00 a.m. to 5:00 p.m. 11:00 a.m. to 5:00 p.m. 12:00 n to 8:00 p.m.	Shoreline, Federal Way, Bellevue, Mercer Island, North Bend Snoqualmie
March – April	Same as above	Same as above	Shoreline, Federal Way, Bellevue, Redmond, Snoqualmie, North Bend, Covington
May – July	Sat. & Sun. Same as above Monday - Friday	Sat. & Sun. Same as above 12:00 n to 9:00 p.m.	Shoreline, Federal Way, Redmond, Snoqualmie, North Bend, Covington
August – October	Same as above	Same as above	Duvall, Carnation, Fall City, Kent, Covington, Maple Valley, Issaquah, Sammamish
November – December	Sat. & Sun. Same as above Monday – Wednesday	Sat. & Sun. Same as above for January 12:00 n to 8:00 p.m.	Auburn, Duvall, Redmond, Issaquah, Fall City, Sammamish, Kirkland, Kenmore

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The 2003 Canvassing Schedule is being modified to reflect a new approach to canvassing. Canvassers are assigned territories and they work within their assigned Zones. While 2003 staffing plans are still in development, the current zone canvassing plan is as follows:

<b>Zone &amp; Area</b>	<b>Working Days</b>	<b>Hours</b>	<b>Current Areas</b>
Zone 1 – Shoreline, Lake Forest Park, Bothell, Woodinville, Duvall, Carnation	Saturday (year round) Sunday (year round) Sat. & Sun. only from Jan. 25 to April 6 and Oct. 11 to December 21 Monday – Friday along with Sat. & Sun. from April 7 to October 8	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m.  4:00 p.m. to 8:00 p.m.	Bothell
Zone 2 – Mercer Island, Bellevue, Clyde Hill, Beaux Arts, Redmond, Issaquah, Fall City, Sammamish, Kirkland, Kenmore	Saturday Sunday Monday - Wednesday	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m. 12:00 n. to 8:00 p.m.	Redmond
Zone 3 – Auburn, Federal Way, SeaTac, Tukwila, Burien, Algona, and Pacific	Saturday Sunday Monday - Wednesday	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m. 12:00 n to 8:00 p.m.	Auburn
Zone 4 – Renton (Unincorporated King County), Kent, Covington	Saturday Sunday Monday – Wednesday	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m. 12:00 n to 8:00 p.m.	
Zone 5 – Maple Valley, North Bend, Snoqualmie, Black Diamond, Enumclaw	Saturday (year round) Sunday (year round) Sat. & Sun. only, from Jan. 25 to April 6 and Oct. 11 to December 21 Monday – Friday along with Sat. & Sun. from April 7 to October 8	9:00 a.m. to 6:00 p.m. 11:00 a.m. to 6:00 p.m.  4:00 p.m. to 8:15 p.m.	Maple Valley

## 8. COLLECTING LICENSE FEES IN RURAL AREAS

The marketing and selling pet licenses occurs through a variety of strategies so that the public has a range of convenient options and opportunities to identify and license their pets. Through this array of diverse options and strategies, residents of urban, suburban and rural communities can take advantage of many different licensing methods.

These strategies include options that allow residents of rural areas to efficiently license their pets from their homes or at convenient local locations:

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- **Website.** The King County website includes an application enabling pet owners to apply for a free 90-day pet license. In the latter half of 2002, the Office of Information Resource Management (OIRM) initiated an e-commerce pilot program consisting of three e-commerce pilot projects. "Pet Licenses Online" is one of these pilot projects. In 2003, an e-commerce pilot will begin that allows the public to purchase or renew pet licenses over the Internet using their credit cards to complete the transaction.
- **Community Locations.** King County has coordinated with over 120 partners (Attachment 2) including city halls, veterinary clinics, licensing agencies, community service centers and other businesses and groups to sell pet licenses throughout the suburban and rural areas of the county. Pet owners can easily take advantage of locations in their own communities and neighborhoods. A list of sites and partners is included on the County's website.
- **Mail.** Pet owners can purchase and renew pet licenses through the mail. Renewal forms are currently automatically sent out through the mail, and additional pets can be added and licensed at the time other pet licenses are being renewed. Applications for new licenses can be picked up at many community locations, downloaded from the Internet or can be mailed out upon request. A promotional pet-licensing flyer, produced in collaboration with Seattle Animal Control, has been included in every vehicle registration renewal mailing sent out from the County's Licensing Section offices for approximately three years (Attachment 4). Also, the County provides special mailings from time to time (Attachment 5), promoting pet licenses and encouraging pet owners to purchase licenses. Pet license applications have also been included with "Val Pak" coupon mailings. Although the response rate to mailings is usually low (common to mailed sales campaigns), there is the educational value of reminding pet owners of the licensing.

Despite the presence of a wide variety of convenient options and the implementation of various mail and media campaigns to license pets, many pet owners who are busy, unaware, or who have not been able to complete the pet license process are best served by personal outreach, and the field canvassing program effectively serves these individuals.

Although residences in rural areas are not densely arranged, they can be efficiently served by the field canvassing door-to-door service. Field canvassers have been trained to recognize and appreciate the unique characteristics of rural communities. The presence of field canvassers is often a positive opportunity to demonstrate that residents of rural areas deserve the same services as other County residents, and allows canvassers to provide educational materials, answer questions about the program, and safeguard rural pets with license protection. Pets in rural communities get loose and lost, as in other areas, and when they are licensed, they can be promptly reunited with their families.

The field canvassing program in rural areas has been reviewed by the Records, Elections

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and Licensing Services Division, and it is concluded that the program is being conducted efficiently and appropriately.

**9. REVENUES AND EXPENDITURES**

The revenues and expenditures for the field canvassing program are as follows:

	<b>Revenues</b>	<b>Expenditures</b>
2002 Actuals	\$245,735	\$266,062
2003 Projected	\$280,000	\$209,000

In addition to the revenue projections listed above, the field canvassing program is also largely responsible for approximately \$500,000 in indirect license renewals on an annual basis. The pet license canvassing effort is essentially the primary marketing tool King County uses to increase the number of pets licensed on an annual basis. It is the canvassing program that generates nearly all of the new growth in overall sales from one year to the next.

In the 10 years since the canvass program began, pet license sales have increased 70%:

<b>Year</b>	<b>Licenses Sold</b>	
1990	57,254	
1991	58,968	
1992	68,171	Ordinance 10423 introduced
1993	86,992	Canvass program begins in June
1994	97,727	
1995	102,282	
1996	103,996	
1997	108,620	
1998	111,283	
1999	118,176	First year Pet Partnership effort
2000	135,897	
2001	150,264	
2002	147,832	

**10. PLANNED CUSTOMER SERVICE IMPROVEMENTS**

The Division will be implementing two major customer service improvements for 2003. First, an e-commerce pilot has been approved to allow for the purchase and renewal of



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pet licenses via the Internet. Second, funding was approved to build an isolation room at the Kent Shelter that will provide for increased health of sheltered animals. In addition, efforts will continue in the area of staff cross-training, meeting pet license sales goals, and improved information on the Web site.

## 11. SUMMARY

Many county residents have been well served by the field canvassing program. It is our experience that pet owners appreciate the convenience of our field canvassing service. It has successfully and significantly helped protect many more dogs and cats in the community through pet identification.

The Pet Partnership Program received a coveted Achievement Award in 2001 from the National Association of Counties (Attachment 5) "in recognition of an innovative program which contributes to and enhances county government in the United States." Our certificate is signed by Councilmember Jane Hague (NACO President).

The Pet Partnership Program is a pioneering program intended to make King County's regional animal control services financially self-supporting by increasing pet license revenue while simultaneously promoting responsible pet ownership. The program marks an unprecedented level of intergovernmental cooperation with 32 suburban cities within the County in collaboratively promoting and selling pet licenses as a way to avoid special assessments or service reductions. In addition, partnerships have also been forged with veterinary clinics, private sector businesses and a variety of non-profit community groups to promote and sell pet licenses (Attachment 2).

Many jurisdictions across the United States consider King County a trail-breaking model for pet licensing. Animal Services and Programs Section staff frequently receive calls from other animal control agencies seeking information and advice to enable them to use our program as a benchmark. The positive achievements hailed by other jurisdictions are: the enhanced protections by licensing more animals, the assistance provided to animal control enforcement efforts through the identification of greater number of animals, and the revenues generated by the licensing efforts.

Pet licensing and canvassing services have been modified over time, as more productive and efficient methods are determined, and as customer and public feedback have suggested. The Animal Services and Programs Section remains committed to the programs goals and is open to further feedback to assure services are provided in the most efficient and appropriate means.

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Attachment 1

Cities Served by King County Animal Control

In addition to providing services to unincorporated county areas, King County Animal Control serves 34 cities. Most (30) cities are served with the same consistent regional service model. A few cities have arranged a different service model with the County. The specifics are listed below:

Algona	Kent
Beaux Arts	Kirkland
Auburn	Maple Valley
Bellevue	Lake Forest Park
Black Diamond	Normandy Park*
Bothell	Mercer Island
Burien	Pacific
Carnation	Newcastle**
Covington	SeaTac
Clyde Hill	North Bend
Des Moines*	Tukwila
Duvall	Redmond
Enumclaw	Sammamish
Hunts Point***	Shoreline
Issaquah	Snoqualmie
Federal Way	Woodinville
Kenmore	Yarrow Point

\*Cities have sheltering-only contracts with King County. Animal Control services and licensing are provided by these cities for their own residents.

\*\* City has sheltering contract with King County Animal Control. King County Animal Control services are provided by city request on a fee for service basis. City does own pet licensing.

\*\*\* City uses King County Animal Control on a fee for service basis. City does not require their residents to purchase pet licenses.

**Attachment 2**

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**Pet License Sales Partners**

Partner Name	Address	City	Zip
A Pet Care Clinic	23502 56th Avenue West	Mountlake Terrace	98043
Aerowood Animal Hospital	2975 156th Avenue SE	Bellevue	98007
Algona City Hall	402 Warde ST	Algona	98001
All Critters Animal Hospital	2834 228th Avenue SE	Sammamish	98029
Alpine Management Services Inc	3927 128th Ave SE	Bellevue	
Amercian Animal Hospital (closed Wed.)	1604 SW Dash Point Road	Federal Way	98023
Animal Clinic of Benson	10700 SE 208th St #2040	Kent	98031
Animal Clinic of Kent	24416 104th Ave SE	Kent	98031
Animal Clinic of Roxbury	9608 30th SW	Seattle	98126
Animal Wellness Center	2115 112th Avenue NE, #100	Bellevue	98004
Auburn City Hall	25 West Main	Auburn	98001
Auburn License Agency	124 Auburn Way N	Auburn	98071
Auburn Valley Animal Clinic	1306 Harvey Road	Auburn	98002
Ballard Auto Licensing Agency	2232 NW Market St	Seattle	98107
Banfield Veterinary Hospital	17845 Garden Way NE, Unit 11	Woodinville	98072
Banfield Veterinary Hospital	17845 Garden Way NE, Unit 11	Woodinville	98072
Bellevue City Hall	11511 Main St	Bellevue	98009
Bellevue Neuter and Vaccination Clinic	12005 NE 12th Street, Suite 23	Bellevue	98005
Black Diamond City Hall	25510 Lawson ST	Black Diamond	98010
Black River CSC	900 Oaksdale Ave SW	Renton	98055
Black River CSC		Renton	
Bothell City Hall	18305 101st Ave NE	Bothell	98011-
Burien City Hall	415 SW 1501th St	Burien	98166
Canyon Park Veterinary Hospital	22615 Bothell Everett Highway	Bothell	98021
Carnation City Hall	4621 Tolt Avenue	Carnation	98014
Cat & Dog Clinic of Bellevue	13812 NE 16th	Bellevue	98005
Cat Cline @ Canyon Park	22833 Bothell Everett Hwy.#159	Bothell	98021
City Hall Northwest	1775 12th Ave NW	Issaquah	98027
City of Bellevue, Mini City Hall	15600 NE 8th St Suite H-9	Bellevue	98009
City of Sammamish	704 228th NE PMB 491	Sammamish	98053
City of Seattle			
Clyde Hill City Hall	9605 NE 24th St	Clyde Hill	98004
Companion Animal Hospital	1827 N.E. 156th	Bellevue	98007
Cottage Lake CSC	19145 NE Wood-Duvall Rd	Woodinville	
Cottage Lake Vet Hospital	19150 NE Wood Duvall Road	Woodinville	98072
Country Animal Hospital	24407 SE 440th	Enumclaw	98022
Covington City Hall	16720 SE 271st St, Suite 100	Covington	98042
Covington Veterinary Hospital	17414 SE 272nd Street	Covington	98042
Des Moines Veterinary Hospital	21935 Pacific Highway S	Seattle	98198

Proviso Response  
 Animal Control Customer Service and Field Canvassing for Pet Licensing  
 February 2003

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Duvall City Hall	15535 Main St NE	Duvall	98019
Duvall Veterinary Hospital	121st SW Valley	Duvall	98019-
Enumclaw City Hall	1339 Griffin Ave	Enumclaw	98022
Fair Isle Animal Clinic	17312 Vashon Highway SW	Vashon	98070
Fairwood Pet Center	14242 SE 176th	Renton	98058-
Fairwood/Maple Valley Licensing Agency	14276 SE 176th	Renton	98058
Fall City Community Service Center	33409 SE 43rd	Woodinville	
Federal Way Auto License Agency	32610 17th Ave S	Federal Way	98063
Federal Way City Hall	33530 1st Way S	Federal Way	98063
Five Corners Veterinary Hospital	15707 1st Ave S	Seattle	98148
Forest Hill Veterinary Hospital	3240 Auburn Way S	Auburn	98092
Friends of KCAC	10842 SE 208th St.	Kent	98031
Georgetown License Agency	5963 Corson Ave S # 162	Seattle	98108
Green River Veterinary Hospital	4212 Auburn Way N	Auburn	98002
Halecrest Veterinary Hospital	16037 Aurora Avenue N	Shoreline	98133
Highline Veterinary Hospital	13060 1st Avenue S	Seattle	98168
Homeward Pet Adoption		Woodinville	98072
Humane Society	13212 SE Eastgate Way	Bellevue	98005
Issaquah City Hall	1775 12th Ave NW	Issaquah	98027
Kenmore City Hall	6524 NE 181st ST	Kenmore	98028
Kent City Hall	220 4th Ave S	Kent	98032
Kent License Inc	331 S Washington	Kent	98032
Kent Regional Justice Center	401 North 4th Ave #1A	Kent	98032
Kirkland Animal Hospital	803 7th Avenue	Kirkland	98033
Kirkland City Hall	123 5th Ave	Kirkland	98033
Klahanie Center Vet. Hospital	4582 Klahanie Dr. SE	Issaquah	98029
Lake Forest Park Animal Hospital	16815 Bothell Way NE	Lake Forest Park	98155
Lake Forest Park City Hall	17425 Ballinger Way NE	Lake Forest Park	98155-
Lake Sammamish Veterinary Hospital	2300 Newport Way NW	Issaquah	98027
Lee Johnson Auto License	12006 NE 85th	Kirkland	98033
Maple Valley City Hall	22035 SE Wax Road	Maple Valley	98038
McFeeds	19602 Vashon Hwy SW	Burton	98013
McMonigle Veterinary Hospital	1014 N Central	Kent	98032
Meadows Cat Hospital	1480 NW Gilman Blvd. #6	Issaquah	98027
MEOW		Kirkland	98040
Mercer Island City Hall	9611 SE 36th ST	Mercer Island	98040
Mercer Island Veterinary Clinic	2448 76th Avenue SE, #107	Mercer Island	98040
Moffat-Minnick Kent Vet. Clinic	10834 Kent-Kangley Road	Kent	98031-
Muttley Crew 4-H Club	21117 SE 271st St	Covington	98038
North Bend Animal Clinic	1308 Boalch Avenue NW	North Bend	98045
North Bend City Hall	211 Main N	North Bend	98045
Northshore CSC	10808 NE 145th St	Bothell	
Pacific City Hall	100 3rd Ave SE	Pacific	98047

Proviso Response  
 Animal Control Customer Service and Field Canvassing for Pet Licensing  
 February 2008

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Redmond Veterinary Hospital	17980 NE Union Hill Road	Redmond	98052
Redmond-Fall City Animal Hosp.	24326 NE Redmond-Fall City Road	Redmond	98053
Renton Veterinary Hospital	128 Rainier Ave South	Renton	98055
Renton West Veterinary Clinic	607 SW Grady Way	Renton	98055
Sammamish CSC	482 - 228th Ave NE	Sammamish	
Sammamish Highlands Veterinary Hospital	644-228th Avenue NE	Sammamish	98053
SeaTac City Hall	4800 S 188th St	SeaTac	98188
Seattle Animal Control	2061 15th Ave W	Seattle	98104
Shoreline City Hall	17544 Midvale Ave	Shoreline	98033
Shoreline Police East	521 NE 165th St	Shoreline	98133
Shoreline Police West	630 NW Richmond Beach Rd	Shoreline	98133
Siler License Agency Inc	628 SW 151st	Seattle	98166
Sno-Falls License Agency	9025 Meadowbrook Way SE	Snoqualmie	98065
Snoqualmie City Hall	142 Main Ave N	Snoqualmie	98024
Snoqualmie Valley Animal Hospital	32020 SE 40th St	Fall City	98024
South Seattle Veterinary Hospital	11033 1st Avenue South	Seattle	98168
Spring Glen Veterinary Hospital	17604 110th Avenue SE	Renton	98055
The Cat Doctor Veterinary Center	2500 336th Street #C	Federal Way	98023
Town of Beaux Arts Village	10550 SE 27th St	Beaux Arts	
Tukwila City Hall	6200 Southcenter Blvd	Tukwila	98188
Twin Lakes Veterinary Hospital	1060 SW 320th Street	Federal Way	98023
Valley Animal Hospital	3615 W Valley Highway N, #102	Auburn	98001
Vashon Island Vehicle License Agency	Island Mall Building	Vashon Island	98070
Vashon Maury Island CSC	19021 Vashon Hwy SW	Vashon Island	
West Seattle License	5048 California Ave SW	Seattle	98136
White Center License Agency	10250 16th Ave SW	Seattle	98146
Woodinville City Hall	17301-133rd Ave NE	Woodinville	98072
Woodinville License Agency	17403 139th Ave NE	Woodinville	98072
Worthington Licensing	10035 NE 183rd	Bothell	98041
Yarrow Point City Hall	4030 95th Ave NE	Bellevue	98004

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ATTACHMENT 3

Please complete the application below and mail today!

Mail application and check made payable to:  
**King County Pet Licenses - Canvassing Program**  
 King County Administration Building, Room 403  
 500 4th Avenue, Seattle, WA 98104-3277  
 Website: [www.metrokc.gov/pets](http://www.metrokc.gov/pets)



**PET LICENSE APPLICATION**



Dog	Cat	Sex	Age	Spayed	Neutered	Altered	Home Phone	Alternate Phone

Juvenile	Under 6 months 6 month expiration	\$ 5
Altered	Proof Required	\$ 15
Unaltered	Voucher for spay/neuter savings included	\$ 55
Sr. Citizen *	Proof Altered Proof 65/older	Dog \$ 20 Cat \$ 12
Donation	For the Animal Benefit Fund	

**If you have any questions please call (206) 296-2712**

First Name		Last	
Address		Unit No.	
Mailing Address		Zip	
City	State	Zip	
Email Address (optional) for periodic pet news			

\*Fee is for lifetime of pet - annual renewals not fees

King County Animal Control  
 P E T L I C E N S I N G  
**Sorry We Missed You!**

King County Animal Control is conducting a pet license canvassing program to identify dogs and cats residing in your area.

King County Code Title 11, Section 11.04.030 requires that dogs and cats eight weeks and older, harbored, kept or maintained in King County, be licensed and registered annually.

If you own a dog or cat and have not licensed it yet, please complete the **Pet License Application** on the reverse and mail in as soon as possible.

Control No.

Please purchase license by

Failure to license pets can result in a misdemeanor citation being issued.  
 Thank you for your cooperation.

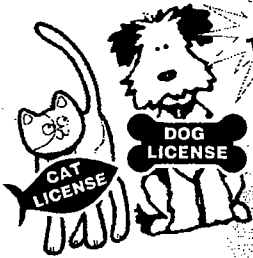
**Identify Your Pets With a King County License**

- If your pet accidentally strays from home a King County pet license provides identification to reunite you and your pet. Your pet may also get a **Free Ride Home** on its first impound, skipping a visit to the animal shelter.
- With a King County Pet License, you can participate in the **Vacation Pet Alert** program. When you leave home just let us know who will be responsible for your pet's care or where you can be reached.
- A Pet License provides **Up to Two Weeks of Safety**. Animal Control will hold an impounded licensed pet for at least 5 days after phone contact with the owner, or two weeks after mailed notice.
- Included with the purchase of an unaltered license is a **Spay Neuter Voucher** good for savings on spay/neuter surgeries.

KING COUNTY RESIDENTS  
(Seattle residents use pet license form on reverse)

**11725**  
You can also buy pet licenses at these locations:

# License your pet today...



Limited Time Offer

and receive a...

## Free Microchip or Buddy License

Unfortunately, thousands of dogs and cats get lost every year. Even responsible owners may suffer a lost pet, with some tragic consequences.

**GOOD NEWS!!! A pet license provides the identification that helps reunite a lost pet with you.** A lost pet wearing a license tag can be identified as yours and promptly returned to you. It is so easy and inexpensive, one of the best "insurance policies" you can get for your dog or cat.

King County is excited to bring you these special offers!

All you have to do is choose which offer you would like to receive by completing the application below including checking the appropriate box, plus a check made payable to King County License. Offers apply to NEW licenses only.

These offers cannot be combined with any other promotion offered and the application must be received by 12-31-2003

A King County Pet License is required for all unincorporated King County and the following cities:

- |               |            |              |                  |            |              |
|---------------|------------|--------------|------------------|------------|--------------|
| Algona        | Burien     | Enumclaw     | Kent             | Newcastle  | Sea Tac      |
| Auburn        | Carnation  | Federal Way  | Kirkland         | North Bend | Shoreline    |
| Bellevue      | Clyde Hill | Hunts Point  | Lake Forest Park | Pacific    | Snoqualmie   |
| Black Diamond | Covington  | Issaquah     | Maple Valley     | Redmond    | Tukwila      |
| Bothell       | Duvall     | Maple Valley | Mercer Island    | Sammamish  | Woodinville  |
|               |            |              |                  |            | Yarrow Point |

- Algona: Algona City Hall
- Auburn: Auburn Valley Animal Clinic, Forest Hill Veterinary Hospital, Green River Veterinary Hospital, Valley Animal Hospital, Auburn City Hall, Auburn Vehicle License Agency
- Bellevue: Aerowood Animal Hospital, Animal Wellness Center, Cat & Dog Clinic of Bellevue, Companion Animal Hospital, Bellevue City Hall, Bellevue Mini City Hall at Crossroads, Bellevue Neuter and Vaccination Clinic, Humane Society S.P.C.A., Black Diamond City Hall
- Black Diamond: Black Diamond City Hall
- Bothell: Canyon Park Veterinary Hospital, Cat Clinic at Canyon Park, Bothell City Hall, Northshore Com. Service Center, Worthington Vehicle Licensing, Hooderville Pets Salehaus
- Burien: Burien City Hall, Siler Vehicle License Agency, Five Corners Veterinary Hospital, Highline Veterinary Hospital
- Carnation: Carnation City Hall
- Clyde Hill: Clyde Hill City Hall
- Covington: Covington City Hall, Covington Veterinary Hospital
- Des Moines: Des Moines Veterinary Hospital
- Duvall: Duvall City Hall, Duvall Veterinary Hospital
- Enumclaw: Country Animal Hospital, Enumclaw City Hall
- Fall City: Fall City Community Service Center, Snoqualmie Valley Animal Hospital
- Federal Way: American Animal Hospital, Twin Lakes Veterinary Hospital, Federal Way City Hall, Federal Way Auto License Agency
- Issaquah: Klahanie Center Vet. Hospital, Meadows Cat Hospital, Banfield Pet Hospital, Issaquah City Hall
- Kenmore: Kenmore City Hall
- Kent: Animal Clinic of Benson, Moffat-Minnick Kent Vet. Clinic, Kent City Hall, Kent Regional Justice Center, Kent Vehicle License Agency
- Kirkland: Kirkland Animal Hospital, Kirkland City Hall, Lee Johnson Auto License
- Lake Forest Park: Lake Forest Park Animal Hospital, Lake Forest Park City Hall
- Maple Valley: Maple Valley City Hall
- Mercer Island: Mercer Island Veterinary Clinic, Mercer Island City Hall
- Mountlake Terrace: A Pet Care Clinic
- North Bend: North Bend Animal Clinic, North Bend City Hall
- Pacific: Pacific City Hall
- Redmond: Redmond-Fall City Animal Hosp., Redmond Veterinary Hospital
- Renton: Black River Community Service Center, Renton Veterinary Hospital, Renton West Veterinary Clinic, Spring Glen Veterinary Hospital, Fairwood/Maple Valley Veh. Lic. Agency
- Sammamish: All Critics Animal Hospital, Sammamish City Hall, Sammamish Community Service Center
- SeaTac: SeaTac City Hall
- Seattle: Georgetown Vehicle License Agency
- Shoreline: Holcrest Veterinary Hospital, Shoreline City Hall, Shoreline Police West, Shoreline Police East, Shoreline Police
- Snoqualmie: Snoqualmie City Hall, Sno-Falls Vehicle License Agency
- Tukwila: Tukwila City Hall
- Vashon Island: Vashon Maury Island Com. Serv. Ctr., Vashon Island Vehicle License Agency, McFeed's Pet Store
- White Center: White Center Vehicle License Agency
- Woodinville: Cottage Lake Veterinary Hospital, Banfield Pet Hospital, Woodinville City Hall, Cottage Lake Community Service Center, Woodinville Vehicle License Agency
- Yarrow Point: Yarrow Point City Hall

### PET LICENSE APPLICATION

King County Animal Control



King County

Mail application and check made payable to:  
**King County Pet Licenses**  
King County Administration Building, Room 403  
500 4th Avenue, Seattle, WA 98104-3277  
Website: [www.metrokc.gov/pets](http://www.metrokc.gov/pets)

Dog	Cat	Sex	Breed	Color	Name	Altered	Home Phone	Alternate Phone

Fast Name: \_\_\_\_\_ Last: \_\_\_\_\_  
 Address: \_\_\_\_\_ Unit No.: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_ Zip: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email Address (optional) for periodic pet news: \_\_\_\_\_

**If you have any questions please call (206) 296-2712**

Juvenile	Under 6 months 6 month expiration	\$ 5
Altered	Proof Required	\$ 17
Unaltered	Voucher for spay/neuter savings included	\$ 55
Sr. Citizen *	Proof Altered Proof 65/older	Dog \$ 20 Cat \$ 12
Donation	For the Animal Benefit Fund	

Check One:  Free Microchip Implant  "Buddy License" buy one get the second for \$5.00

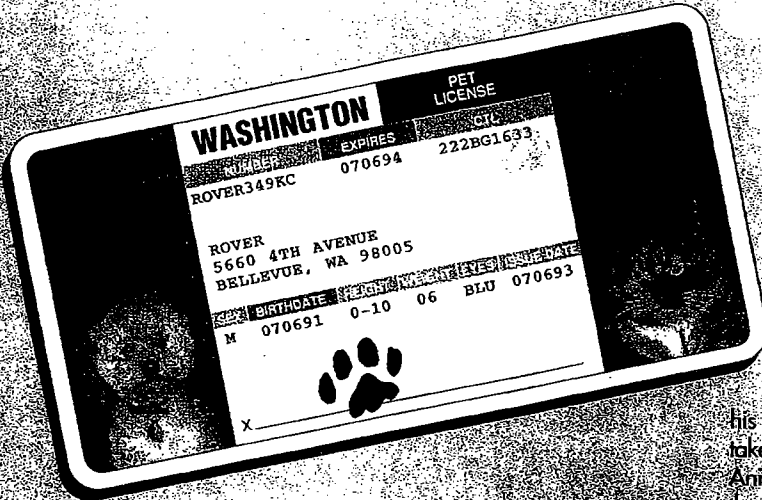




Attachment 5.1

# License Your Pet

It's The Law  
**11725**



Did you know that County and City laws require a King County pet license for all dogs and cats kept in your area—even those kept indoors?

A King County pet license provides identification to unite you and your pet should he stray. He may also get a **Free Ride Home** on

his first impound, skipping a visit to the animal shelter. And you can take advantage of the County's **Vacation Pet Alert** by advising Animal Control of the temporary location of your pet and the name of the person caring for him. Thousands of unlicensed dogs and cats are euthanized each year because their owners cannot be found. So please license and protect your pet. It's the law.

**Where?** You can purchase a King County pet license from one of our representatives at the following locations. Or just complete the application on the reverse side and mail in.

**MARCH 9-11, 3:00-9:00 PM & MARCH 12-13, 10:00 AM-6:00 PM**

**Fairwood**  
QFC • 14030 SE Petrovitsky Road  
Safeway • 17230 140th SE

**Renton Highlands East**  
Safeway • 4110 NE 4th  
Thriftyway • 3208 NE Sunset Blvd.

**Cascade Vista**  
Johnny's • 16950 116th SE

**Coal Creek**  
QFC • 6940 Coal Creek Parkway SE



**King County Licensing and Regulatory Services Division**

Pet License Section • King County Administration Building  
Room 403 • 500 4th Avenue • Seattle, WA 98104-3277

Phone: **296-2712 • 1-800-325-6165 x 2712**

Make check payable to: King County

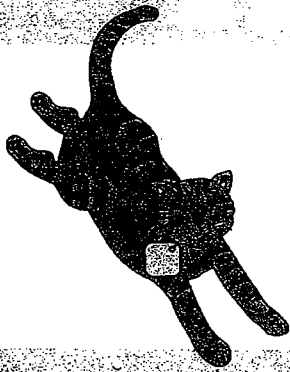
BULK RATE  
U.S. POSTAGE  
**PAID**  
SEATTLE, WA  
PERMIT No. 5072

License for: <input type="checkbox"/> Dog <input type="checkbox"/> Cat	
Sex: <input type="checkbox"/> M <input type="checkbox"/> F Breed _____	
Color: _____ Name: _____	
First Name _____	Last _____
Address _____ Unit No. _____	
Mailing Address _____ Zip _____	
City _____	State _____ Zip _____
Home Phone _____	Alternate Phone _____
<b>Juvenile</b>	<i>Under 6 months 6 month expiration</i> \$ <b>5</b>
<b>Altered</b>	<i>Proof Required</i> \$ <b>10</b>
<b>Unaltered</b>	\$ <b>55</b>
<b>Sr. Citizen Lifetime Pet</b>	<i>Proof Altered Dog \$20* Proof 65/older Cat \$12*</i>
<b>Donation</b>	

CARRIER ROUTE PRESORT  
POSTAL CUSTOMER

Bring this flyer to any of the locations on the reverse and receive a free dog leash for each dog license purchased and a free safety cat collar for each cat license purchased

Fee is for lifetime of pet—annual renewals are free



# How to Keep Tabs on Your Tabby? 11725

## With a King County Pet License.

Did you know that County and City laws require a King County pet license for all dogs and cats kept in your area—even those kept indoors?

A King County pet license provides identification to unite you and your pet should he stray. He may also get a **Free Ride Home** on his first impound skipping a visit to the animal shelter. And you can take advantage of the County's **Vacation Pet Alert** by advising Animal Control

of the temporary location of your pet and the name of the person caring for him. Thousands of unlicensed dogs and cats are euthanized each year because their owners cannot be found. So please, license and protect your pet. It's the law.

**Where?** You can purchase a King County pet license from one of our representatives at the following locations. Or just complete the application on the reverse and mail in.

**January 26-28 3:00-9:00 PM • January 29-30 10:00 AM-6:00 PM**

**Carnation**  
QFC • Tolt Town Center

**Fall City**  
Family Food Center • 33521 S.E.  
Redmond-Fall City Rd.

**North Bend**  
QFC • 439 E. 2nd St.  
Thriftyway • 330 Main Ave. S.

**Snoqualmie**  
Red Apple • Railroad Ave. N.

**Preston**  
Preston General Store • Exit 22 I-90  
30365 S.E. High Pt. Wy.



### King County Licensing and Regulatory Services Division

Pet License Section • King County Administration Building  
Room 403 • 500 4th Avenue • Seattle, WA 98104-3277

Phone: 296-2712 • 1-800-325-6165 x 2712

Make check payable to: King County

License for: <input type="checkbox"/> Dog <input type="checkbox"/> Cat		
Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Breed _____	
Color: _____	Name: _____	
First Name _____	Last _____	
Address _____	Unit No. _____	
Mailing Address _____	Zip _____	
City _____	State _____ Zip _____	
Home Phone _____	Alternate Phone _____	
<b>Juvenile</b>	<i>Under 6 months 6 month expiration</i>	<b>\$ 5</b>
<b>Altered</b>	<i>Proof Required</i>	<b>\$10</b>
<b>Unaltered</b>		<b>\$55</b>
<b>Sr. Citizen Lifetime Pet</b>	<i>Proof Altered Dog Proof 6.5/older Cat</i>	<b>\$20 \$12</b>
<b>Donation</b>		

\*Fee is for lifetime of pet—annual renewals are free

BULK RATE  
U.S. POSTAGE  
**PAID**  
SEATTLE, WA  
PERMIT No. 5072

CARRIER ROUTE PRESORT  
POSTAL CUSTOMER

Bring this flyer to any  
of the locations on the  
reverse and receive a free  
safety cat collar for each  
cat license purchased!



With a King County Pet License.

11725

Tear on perforation, enclose check, seal and mail.



**PET LICENSE APPLICATION**

403 King County Administration Building  
500 4th Avenue  
Seattle, WA 98104-3277

Printed on Recycled Paper

Dog	Cat	Sex	Breed	Color	Name	Altered	Home Phone	Alternate Phone

First Name	Last
Address	Unit No.
Mailing Address	Zip
City	State Zip

**cert check  
made payable to  
King County Pet  
Licenses**

**If you have any  
questions please  
call 206-2712**

Juvenile	Under 6 months 6 month expiration	\$ 5
Altered	Proof Required	\$ 10
Unaltered		\$ 55
Sr. Citizen	Proof Altered Proof 65/older	Dog \$20 Cat \$12
Donation		



Each year in King County, thousands of Spots are spotted because they have license tags identifying their responsible owners. Unfortunately, thousands of unlicensed dogs and cats are euthanized each year because their owners cannot be found. County and City laws require licenses for all pets kept in your area, even those kept indoors.

A King County pet license offers an identification tag so your pet will never be "just another stray". If your pet strays from home he will also get a **Free Ride Home**. And don't forget about our **Vacation Pet Alert**.

Soon, a King County Pet License Canvasser will be in your neighborhood to help citizens license their pets. This new door to door service should make it much easier to license your pet. Or, if you prefer, complete the attached **Pet License Application**, enclose payment and mail in.

**Please**, license your pet, because without a license, your pet is just another stray!



*Attachment 5.4b*  
Important Life Saving Pet Information Enclosed.

11725

King County  
Licensing and Regulatory Services Division  
License Section  
King County Administration Building Room 403  
Seattle, WA 98104



BULK RATE  
U.S. POSTAGE  
PAID  
Seattle, WA  
PERMIT NO. 5072

## Did You Know!

*"... all dogs and cats kept, harbored or maintained in King County must be licensed annually ..."*



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PLACE  
STAMP  
HERE

**King County Licensing & Regulatory Services**  
**Pet License Section-Canvassing Program**  
**King County Administration Building**  
**500 4th Avenue Room 403**  
**Seattle, WA 98104-3277**



Attachment 5.5a



King County  
Pet Licenses

11725

...renew your

pet's license promptly\* and

## Receive a free microchip for your pet(s)

- Pets must be listed on the enclosed renewal.
- \*If you renew by the 10th of next month (the month when the license expires) you are eligible for this great offer!

1. Your renewal must be postmarked by the 10th of the month when the license expires. If you renew the license over the counter at any of our license sales locations, the renewal must be made and paid for by the 10th of the month when the license expires.

2. You need to write on your renewal form: MICROCHIP VOUCHER.

3. We will mail you a voucher (coupon) with your new license tag. Or, if you renew over the counter, the sales agent will provide you with your voucher.

4. Instructions for having the microchip implanted (at the Animal Control clinic) in your pet will be included with the voucher.

- Thank you for identifying and licensing your pet!

## Sign-up for a FREE on-line subscription of



# Pet News

*an on-line news service!  
for owners of licensed pets!*

- Owners of licensed pets can now receive "Pet News," a quarterly e-mail newsletter with articles and seasonal features with news that benefits pets and pet owners.

(see reverse side for more details on these two great benefits

plus additional information about other benefits of your King County pet license)

If you have any questions, please contact us at (206) 296-2712 or via e-mail at [pets@metrokc.gov](mailto:pets@metrokc.gov)

## Additional information about new benefits

### ① About Microchips

A microchip is the size of a grain of rice. These tiny electronic chips are safe, and they increase the chances of finding the family of a lost pet, especially if the pet's license identification has fallen off. The chips are designed to stay just under the skin where the veterinarian implants them.

A microchip does NOT replace the need for a pet license; it is good back up identification. The visible license tag hanging on your pet's collar is the best identification and protection.

A small handheld scanner - like the ones used at store checkout counters - can read the identification information in the chip. The microchips do not have batteries, or any other kind of internal power source for that matter, so you never need to replace parts. Using a radio signal, the scanner can read the information on the chip in less than a second.

The chip's electronic code corresponds to your contact information in your pet's King County pet license record. Your contact information can be updated in the King County pet license database if you move or change phone numbers (the chip does not have to be touched).

### ② Subscribing to Pet News

If you are the owner of a dog or cat licensed with King County and would like periodic e-mail news about pets, pet care, animal behavior, and other topics of interest, please subscribe to PET NEWS, the County's new online pet information service. You will receive quarterly (or as news develops) e-mails with articles and seasonal features about issues affecting pets and pet owners. This is another great benefit of having your pet licensed with King County—there is no additional charge for this service.

#### How to subscribe

Send an e-mail to [listman@metrokc.gov](mailto:listman@metrokc.gov) with the words **Subscribe Pet News** in the subject of the message.

#### Regarding Pet News subscriptions

The King County Pet Partnership Program does not sell e-mail addresses to third parties. The e-mail address you submit to Pet News will be used for this service only. This service is currently only provided via e-mail.

Questions? If you need assistance with your subscription, please contact us via e-mail at [pets@metrokc.gov](mailto:pets@metrokc.gov).

Attachment 5.5b

THANK YOU FOR PROTECTING YOUR PET WITH A LICENSE!

11725

## Other benefits of a King County pet license

### ③ If your pet gets lost

You are called immediately when your pet is found and is brought to the shelter. Or if a neighbor finds your pet, they can call you directly through the Found Pet Information Line, (206) 296-PETS

Your pet gets a Free Ride Home if your licensed pet is found. County staff will even attempt to drive your pet right back home to you, instead of being brought to the Animal Shelter.

Your pet gets a Longer Care Period. When found, your licensed pet will be safely sheltered at the county Animal Shelter for a longer time, while we try to contact you.

### ④ (206) 296-PETS, Pet Information Line

The County's Pet Information Line connects you to information and services! Choose one of these extensions on your touchtone phone:

If calling long distance	ext. 1	Shelter locations & hours	ext. 42
Lost dog hotline	ext. 311	Emergencies	ext. 22
Lost cat hotline	ext. 312	(e.g., injured or vicious animals, loose livestock)	
Found pet	ext. 32		
Pet adoptions	ext. 41	Service call requests	ext. 24

### ⑤ Trip/Vacation Pet Alert

When you go out of town, just call us at (206) 296-2712 to say where your pet will be while you are out of town, and/or who will be taking care of your pet and where to reach you. We can then call the correct number or person if your pet should get loose while you are out of town.

### ⑥ It's the Law

County and city laws require licenses for dogs and cats. By licensing your pet, you will be in compliance with these beneficial laws.

### ⑦ Did you know?

Your pet license fees help save thousands of animals' lives. In addition to the valuable services described above, pet license revenues benefit the entire community by helping to provide a range of additional programs such as spay/neuter services to control pet over-population, investigation into animal neglect, and finding new families for homeless animals. Pet license revenues also save County taxpayer dollars by reducing the general fund subsidy to our excellent regional animal program.



#### King County Pet Licenses

King County Administration Building, 500 4th Avenue, Room 403, Seattle, WA 98104-3277 Website: [www.metrokc.gov/pets](http://www.metrokc.gov/pets)

10356/0.al

2 free new benefits...

**Promptly renew your pet license**

**and receive a free microchip**

**and sign up for a new on-line Pet News...**



For More Information Call  
 (206) 296-2712  
[www.metrokc.gov/pets](http://www.metrokc.gov/pets)

**TURN IN YOUR APPLICATION TODAY!**  
 SEE BACK SIDE

A New Pet License  
 With The Purchase Of  
**For Only \$5.00**  
 2nd Pet License  
 Or  
 Microchip ID  
**Under \$10**  
**FREE**



**Identify And License Your Pet!**  
**A Pet License Can Be A Lifesaver!**

Music superstar **Clint Black** and "Rosie", a puppy abandoned at the King County Animal Control, are you to identify and license your pet.

**"Auburn, Please protect your pet with a license today!"**

11725

**PET LICENSE APPLICATION KING COUNTY**

Give to canvassers or mail application and check made payable to: **King County Pet Licenses**  
 King County Administration Building, Room 403  
 500 4th Avenue, Seattle, WA 98104-3277  
 Website: [www.metrokc.gov/pets](http://www.metrokc.gov/pets)

Dog	Cat	Sex	Breed	Color	Name	Altered Y or N?	Home Phone	Alternate Phone

First Name	Last
Address Unit No.	
Mailing Address	
City	State Zip
E-mail Address (optional) for periodic pet news:	

**If you have any questions please call (206) 296-2712**

Juvenile	Under 6 months 6 month expiration	\$5
Altered	Proof Of Spay/Neuter Required	\$15
Unaltered	Voucher for spay/neuter savings included	\$55
Sr. Citizen	Proof of spay/neuter Proof 65/older	Dog \$20 Cat \$12
Donation	For the Animal Benefit Fund	

**Check One  Free Microchip Implant  "Buddy License" - Buy One Get the Second for \$5.00**

Attachment 5.4

**2 FOR 1**

**LICENSE YOUR PET AND RECEIVE 2ND LICENSE FREE**

**It's Pet Partnership Summer in Kent**

and the City of Kent in conjunction with King County Animal Control is offering you a fabulous deal! Purchase one pet license and get the second one FREE.

WHERE: This 2 for 1 offer is good thru September 15, 1999. Just take this form to one of the below locations, or complete the application and mail in.

Beannie Baby® drawing to be held September 30, 1999. Free license will be lesser of license fees due.

Kent Animal Shelter  
21615 64th Avenue S  
(206) 296-7387

Kent Regional Justice Center  
401 4th Avenue N, #1A  
(206) 205-7330

Kent City Hall  
220 4th Avenue S  
(253) 856-5200

**Kent Market, June 19 thru September 12 - The Canterbury Fair, August 21 and 22**

**11725**



**KING COUNTY LICENSING AND REGULATORY SERVICES DIVISION**

Pet License Section • King County Administration Bldg.  
Room 403 • 500 4th Avenue • Seattle, WA 98104-3277

Phone: (206) 296-2712

Make check payable to: King County

BULK RATE  
U.S. POSTAGE  
PAID  
SEATTLE, WA  
PERMIT NO. 5072

DOG	CAT	SEX	BREED	COLOR	NAME	FEE*
						FREE
*Must pay highest license fee						
First Name					Last	
Address					Unit No.	
Mailing Address					Zip	
City		State		Zip		
Home Phone			Alternate Phone			
	Juvenile	Under 6 months 6 month expiration				\$ 5
	Altered	Proof Required				\$15
	Unaltered					\$55
	Sr. Citizen Lifetime Pet	Proof Altered Proof 65/for older			Dog Cat	\$20* \$12*
	Donation					

Attachment 5.7

Bring this flyer to any of the listed locations on the reverse and you will be included in a drawing to win a FREE Beannie Baby®.

\*Fee is for lifetime of pet - annual renewals are free. Offer not valid with any other offer.





Fold in half, tape and drop in mail to receive your free license!

Dog	Cat	Sex	Breed	Color	Name	Altered
First Name				Last		
Address						Unit No.
Mailing Address						Zip
City				State	Zip	
Home Phone				Alternate Phone		
<p>In three months you will receive your pet(s) renewal notice. The price of a license per year for an altered dog or cat is \$15.00, while a license for an unaltered pet is \$55.00, which includes a \$25.00 spay/neuter voucher. A juvenile license for an animal under six months is \$5.00. A pet license purchased by a senior citizen (65 or older) for an altered dog is \$20.00, for an altered cat \$12.00, and is valid for the lifetime of the pet. This offer not valid with any other offer.</p>						
						Donation \$



King County  
 Licensing and Regulatory Services  
 Pet License Section  
 King County Administration Building, Room 403  
 500 Fourth Avenue  
 Seattle, WA 98104-3277

11725

BULK RATE  
 U.S. POSTAGE  
 PAID  
 SEATTLE, WA  
 PERMIT NO.5072

ECRWSS  
 POSTAL CUSTOMER

License Your Pet  
 Free for 3 Months  
 Free

Attachment 5.8a



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 76063 SEATTLE, WA

POSTAGE WILL BE PAID BY ADDRESSEE

KING COUNTY  
LICENSING AND REGULATORY SERVICES  
500 4TH AVE RM 403  
SEATTLE WA 98104-9732

11725

Attachment 5.8b

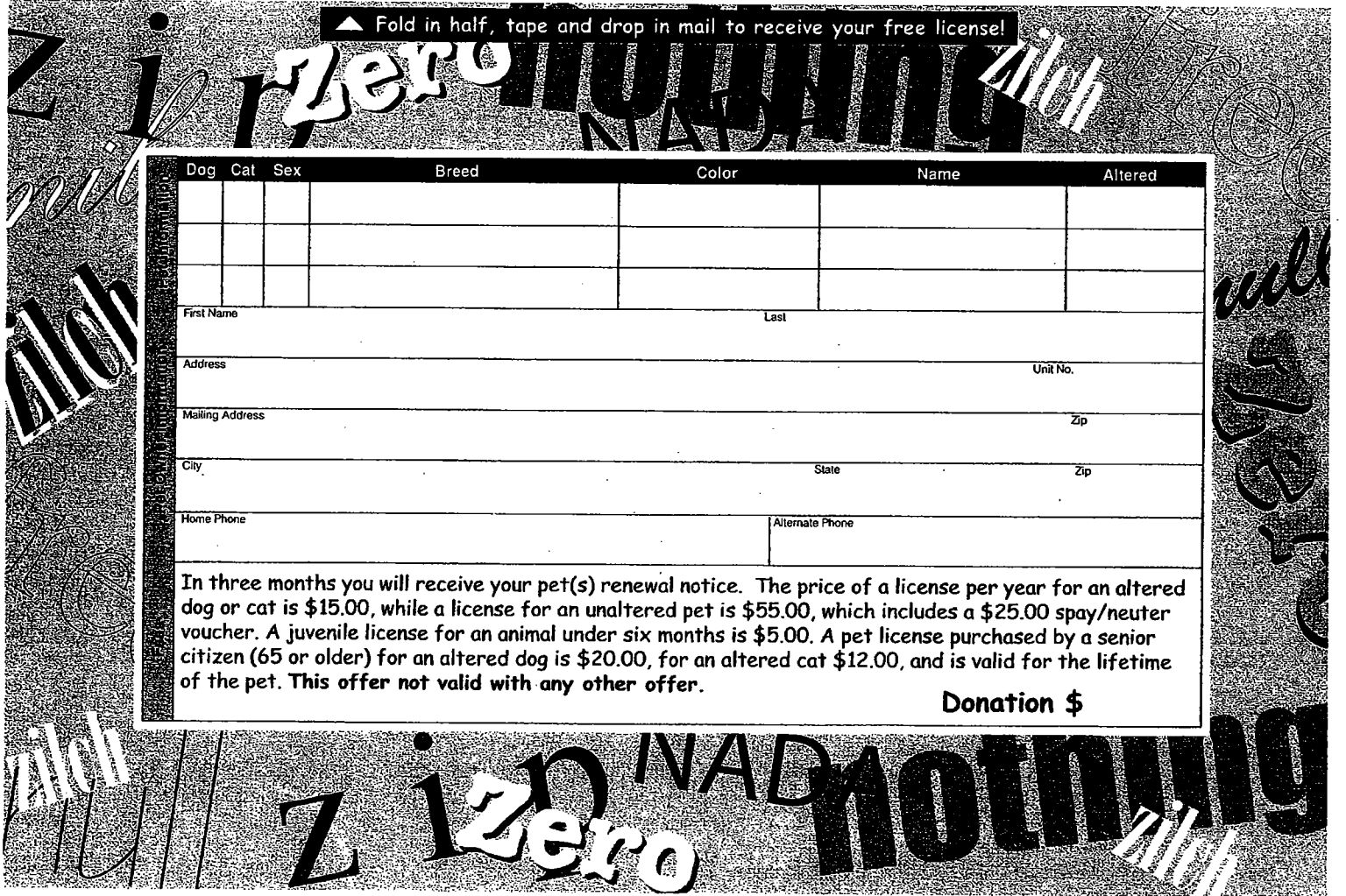


▲ Fold in half, tape and drop in mail to receive your free license!

Dog	Cat	Sex	Breed	Color	Name	Altered
First Name				Last		
Address						Unit No.
Mailing Address						Zip
City			State		Zip	
Home Phone				Alternate Phone		

In three months you will receive your pet(s) renewal notice. The price of a license per year for an altered dog or cat is \$15.00, while a license for an unaltered pet is \$55.00, which includes a \$25.00 spay/neuter voucher. A juvenile license for an animal under six months is \$5.00. A pet license purchased by a senior citizen (65 or older) for an altered dog is \$20.00, for an altered cat \$12.00, and is valid for the lifetime of the pet. This offer not valid with any other offer.

Donation \$



**National Association of Counties**  
***Achievement Award Winner***

**2001**

**11725**

This Award is presented to

***King County, WA***

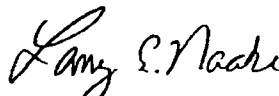
for  
its program

***Pet Partnership Program***

in recognition of an innovative program  
which contributes to and enhances county government in  
the United States.

  
Jane Hague  
President

**NACO** National Association of Counties  
  
Counties Care for America

  
Larry Naake  
Executive Director