



Staff Report

TO: City Council
FROM: George Walter, Interim Police Chief
Miguel Macias, Police Captain
DATE June 17, 2025
SUBJECT: Approve Contract With PetData

Description Approve a service contract with PetData Inc. for processing animal license applications and maintenance of data.

Background and Analysis:

Beaumont Municipal Code 6.06.010 et seq. requires resident dog owners to procure a license for their pet. Animal licensing correlates to responsible pet ownership by integrating immunization records with owner information, supporting safety and security for our community's pets. A recurring process every one to three years, depending on the animal's eligibility, involves active maintenance and record keeping, including the following services:

1. Processing of License Applications
 - a. Process applications.
 - b. Maintain database.
 - c. Collect payments.
2. Mailing License Notices
 - a. Mail renewal reminders and billing notices.
3. Customer Service Program
 - a. Provide customer service to pet owners and City of Beaumont staff.
4. Managing Reports
 - a. Provide monthly reports to the City of Beaumont and more, as requested.

PetData's service and database are used daily by City staff to manage and advise customers on their animal's license. Our account partners at PetData actively work through the full life cycle of licenses, including mitigating circumstances that may arise.

PetData Inc. has agreed to continue providing these licensing services to animal owners within the City of Beaumont, as described in the attached contract. Their level of service matches our prior contract dated 2020.

One change is a slight increase of twenty cents per license for the first year of the license term. Their fee per one-year license or the first year in a multi-year license is now \$4.40 compared to the prior rate of \$4.20. License costs and fees are exemplified below:

1. 1-year license costs \$25. PetData retains \$4.40.
2. 2-year license costs \$40. PetData retains \$6.40.
3. 3-year license costs \$55. PetData retains \$8.40.

PetData's collection of the fees is completed in one of two ways. First, if the customer pays PetData directly, the fee is retained from the total before disbursing to the City. Second, if the customer pays at a City facility, PetData reconciles the appropriate fee from the balance owed to the City monthly.

In comparing service with cost, these fees present significant savings compared to a City operation. Between staffing, software, mailing supplies, and postage, the above fees offer value and even discounted rates for multi-year licenses for equivalent service. These nominal fees are worthy of the full-scale service provided by PetData for our City's pet licensing compliance.

The City Attorney has approved this agreement as to form and content. See Attachment A.

Fiscal Impact:

While the total impact on the budget can only be determined based on the number of animals licensed, we currently estimate 2,500 active animal licenses in the City. Calculating this license figure with the increase from PetData, the impact on the City's revenue is estimated at a \$500.00 loss annually or a total of \$1,500.00 throughout this three-year contract.

The cost to prepare this report was \$200.

Recommended Action:

Approve the service contract with PetData to provide animal license processing services.

Attachments:

- A. PetData Agreement