

By-law Enforcement - SPCA Animal Control (Third Party Level of Service to Public) July 2020 - June 2021 Results													
Community Safety													
Pillars	Department Goals	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment
Social	To provide a safe environment for citizens with appropriate animal controls in locations throughout the City	Moncton SPCA	N/A	Animal Control	Enforcement of Animal Control By-Law H-202	Park users	Enforcing By-law H-202 Animal Control, capturing and impounding stray animals, investigating dog bite complaints, providing expert testimony in court cases, writing incident reports, providing humane care to animals under their supervision, daily patrols of parks and trails, after hours emergency response, and public education on responsible pet ownership.	Animal control	<ul style="list-style-type: none"> <li>Patrol parks and trails (100 hours / month)</li> <li>90% of the time</li> </ul>	104.25 hours	Yes	Yes	<ul style="list-style-type: none"> <li>Average patrol time increased to 104.25 hours for the 12 month period</li> <li>Park patrols were significantly impacted by COVID in 4 of the 12 months due to being in the red phase.</li> </ul>
						Complainent		Animal control	<ul style="list-style-type: none"> <li>Acknowledge receipt of complaint within 2 business days</li> <li>90% of the time</li> </ul>	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>Number of complaints received: 512 (decrease from historic norms but increase in 2019-2020)</li> </ul>
						Dog owners and citizens		Dogs registered	<ul style="list-style-type: none"> <li>Provide follow up on next steps and timelines within 4 business days</li> <li>90% of the time</li> </ul>	Yes	Yes	Yes	
									<ul style="list-style-type: none"> <li>Register and provide dog licenses</li> <li>85% annual renewal rate (5% of people and their pets relocate and 10% annual mortality rate in household pets)</li> </ul>	57%	-	-	<ul style="list-style-type: none"> <li>Actual result: 1587 Licences sold during period.</li> <li>COVID and the City of Moncton significantly limited in person purchases of licenses. Unlike prior years, due to new program, license sales for 2021 year continue to be registered at this time.</li> <li>Actual result: 57% Licences renewal rate</li> </ul>