

Protective Services - PAW Animal Control														
Pillars	Description	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	Results / Comment
Social	To provide a safe environment for citizens with appropriate animal controls in locations throughout the City	PAW - People for Animal Wellbeing	N/A	Animal Control	Enforcement of Animal Control By-Law H-1322	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 - (PAW People for Animal Wellbeing)	<ul style="list-style-type: none"> Patrol parks and trails (100 hours / month) number of hours decreased in 2023 	90%	74 hours	84 hours	119.15 hours	<ul style="list-style-type: none"> As of June 2022 the 100 hours per month of Park patrols is no longer a requirement.
						Complainant		<ul style="list-style-type: none"> Acknowledge receipt of complaint within 2 business days Provide follow up on next steps and timelines within 4 business days 	90%	Yes	Yes	Yes	<ul style="list-style-type: none"> Number of complaints received: 508 / average of 42 files a month. 	
						Dog owners and citizens		Dogs registered (City of Moncton)	<ul style="list-style-type: none"> Register and provide dog licenses 5% of people and their pets relocate and 10% annual mortality rate in household pets 	85%	374 licenses	462 licenses	51%	