

By-law Enforcement - PAW (People for Animal Wellbeing) Animal Control (Third Party Level of Service to Public) July 2022 - June 2023 Results													
Community Safety													
Pillars	Department Goals	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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">Patrol parks and trails (100 hours / month)90% of the time	84 hours	119.15 hours	104.25 hours	<ul style="list-style-type: none">As of June 2022 the 100 hours per month of park Park patrols is no longer a requirement.
						Complaintent			<ul style="list-style-type: none">Acknowledge receipt of complaint within 2 business days90% of the time	Yes	Yes	Yes	Number of complaints received: 540
									<ul style="list-style-type: none">Provide follow up on next steps and timelines within 4 business days90% of the time	Yes	Yes	Yes	
						Dog owners and citizens	Dogs registered	<ul style="list-style-type: none">Register and provide dog licenses85% annual renewal rate (5% of people and their pets relocate and 10% annual mortality rate in household pets)	227 licenses	51%	57%	<ul style="list-style-type: none">*PAW no longer provides licensing services for City of Moncton. Data reflects licenses sold between July and December 2022.	