

Pet Ownership & Licensing

Led by: Director of Emergency Management & Community Safety

Description

Pet Ownership & Licensing provides citizen education on responsible pet ownership and regulates owners under the Responsible Pet Ownership Bylaw. Animal care services are offered to ensure the health and well-being of recovered animals until they can be reunited with their owners or adopted into new homes.

Value and benefits

Our service creates clear expectations for pet owners through the Responsible Pet Ownership Bylaw. Licensing for cats and dogs ensures that community peace officers, shelter staff and volunteers can successfully reunite lost pets with their owners. Recovered animals that are not claimed undergo socialization and spaying or neutering to create positive outcomes through pet adoption. The No-Cost Spay and Neuter program is available to qualified low-income pet owners as part of the Fair Entry program, supporting bylaw compliance by reducing unwanted litters of animals. Community peace officers seek to create resolutions for Calgarians and to promote public safety by responding to animal complaints or concerns.

Customers

Calgarians seeking pet licences; Calgarians with lost animals; Calgarians reporting animal concerns; No-Cost Spay and Neuter program participants; Fair Entry Program participants; Safe-Keeping program participants seeking temporary care and housing for pets; Fire & Emergency Response; and Calgary Police Service seeking assistance with animal related calls.

What we deliver

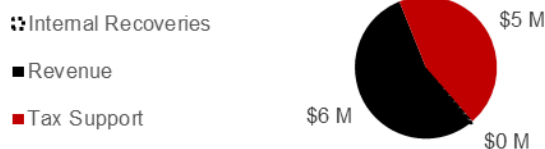
We deliver pet licensing services and respond to citizen concerns involving animal incidents or emergencies. Community peace officers and volunteers promote Responsible Pet Ownership Bylaw compliance. Shelter services ensure the well-being of recovered animals until they are reunited or adopted into new homes. No-Cost spay and neuter services for stray animals and Fair Entry program participants.

Partners

We partner with animal welfare organizations, including the Calgary Humane Society, Alberta Animal Rescue Crew Society, Parachutes for Pets, and the Make Each One Wanted (MEOW) Foundation. We also collaborate with other internal lines of service (Parks & Open Spaces, Police Services, Bylaw Education & Compliance), and the University of Calgary Veterinary Medical Program.

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|---------|---|
| 80% | Recovered dogs returned to owner (2021) |
| 127,000 | Pet licences issued in 2021 |
| 2,970 | Animals admitted to the shelter in 2021 |
| 16,290 | Bylaw calls for service in 2021 |

Pet Ownership and Licensing
2022 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*



* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

Key assets

Animal Services Centre and the on-site Veterinarian Clinic; Chameleon records system; Customer Service Request system, and Animal Licensing Payment Online (ALPO) system.

What we have heard & what we are watching

What we have heard

Calgarians report a high level of satisfaction with the service, identifying prevention, responsiveness, and safety as key values. Engagement recognized that offering programs to increase education and awareness on responsible pet ownership was important to promote safety. The 2021 Fall Citizen Satisfaction report identified that:

- 78 per cent of Calgarians indicated that the service is somewhat or very important.
- 93 per cent of Calgarians are satisfied with the job Pet Ownership & Licensing is doing in providing for animal control and licensing services.
- 87 per cent of Calgarians want more or the same investment in the service.

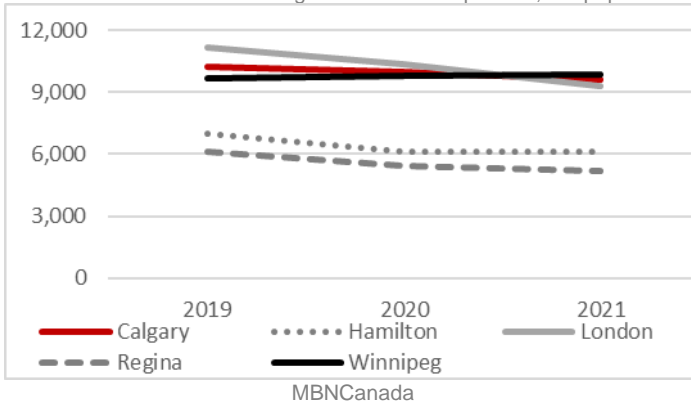
What Council has directed

We support Council's strategic direction by advancing economic, social and climate resilience. We modernize government by leveraging technology to find operational efficiencies and to improve access to virtual customer services. We enable Calgarians to purchase a pet licence and gain information about bylaw compliance and shelter services online. Community peace officers and volunteers provide education on recent Responsible Pet Ownership Bylaw changes that have aligned the needs of Calgarians with effective compliance and education in response to new trends in animal care and ownership. Understanding the need for climate resiliency, we work to reduce emissions by utilizing hybrid fleets and are exploring the effectiveness of electric vehicles in service delivery. Social equity is advanced by offering Fair Entry program participants access to no-cost spay and neuter services, and by partnering with local agencies to support vulnerable populations with pets.

What we are watching

Calgary's demographics are becoming more complex and diverse, which will require long-term strategic shifts in how we connect with Calgarians and pet owners. We will continue to build awareness of the benefits and value of pet licensing in the interest of community safety and animal health and well-being. Changes to the Responsible Pet Ownership Bylaw will require effective engagement with communities and we will rely on volunteers to deliver education on initiatives including Livestock Emotional Support Animals and urban agriculture. Our service continues to respond to Calgarians expecting fast and efficient access to virtual services. This will require increased employee training to support implementation of technological upgrades and modernization of service delivery. The Office of the Solicitor General mandated new training requirements for the Peace Officer Program, and we expect future legislative change to influence how we deliver services and structure our workforce.

Number of animal licences/registrations issues per 100,000 population.



Comparing our service

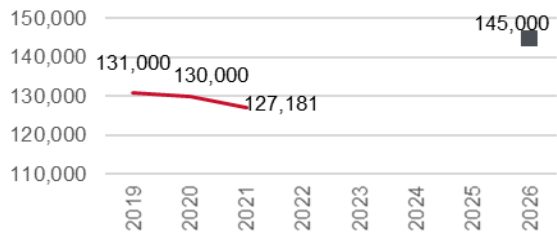
Calgary ranks high among municipalities in Canada, issuing 9,607 animal licences per 100,000 population in 2021, far exceeding the MBN Canada average of 6,532. The number of animal licences issued is an indication of compliance with the Responsible Pet Ownership Bylaw and is further promoted through effective community engagement and awareness programs. Communicating the value of licensing, removing barriers to obtain a pet licence and increasing volunteerism and public education are expected to increase rates of compliance and will ultimately contribute to improved public and pet safety.

Measuring performance & where we want to go

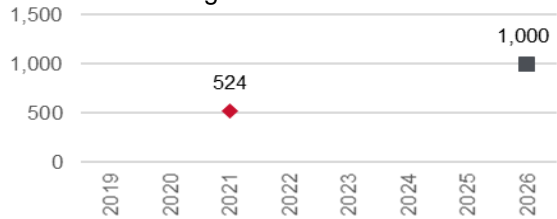
For Council Approval

— Actuals ■ Expected Future Performance

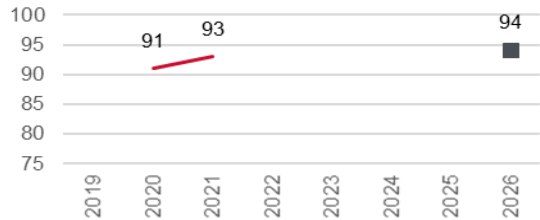
PM1: Number of pet licenses issued



PM2: Number of volunteer hours contributing to public awareness and animal socialization programs, including the Off-Leash Ambassador Program



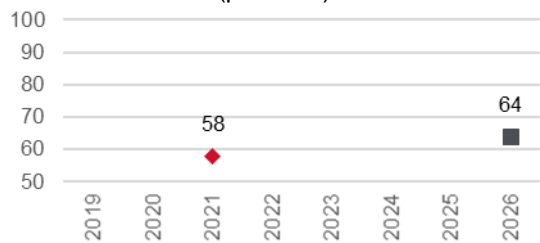
PM3: Calgarians satisfied with the job The City is doing in providing Pet Ownership & Licensing service (per cent)



PM4: Number of participants accessing the No-cost Spay and Neuter Program



PM5: Recovered pets successfully reunited with their families (per cent)



Story behind the curve

The value for 2026 has been set based on increasing efforts to communicate the value of a pet licence and building greater awareness of the Responsible Pet Ownership Bylaw. Continued technical improvements for the Animal Licensing Management System will enable future integrations required to improve access to virtual licensing systems and support data integrations across service lines and programs. We will work to remove cost barriers for purchasing a pet licence by exploring opportunities to offer discounted rates for seniors and lower income Calgarians to increase pet licences issued.

Pet Ownership & Licensing relies on volunteers to help promote the Responsible Pet Ownership Bylaw and support the Animal Service Centre in providing socialization and enrichment for the animals. Our 2026 value is set based on our expectations to increase our capacity to onboard and coordinate volunteers for programs, including the Off-Leash Ambassador Program. As we seek to expand partnerships and improve coordination with non-profit and charitable organizations, we anticipate an increase in the number of volunteer hours contributing to public awareness and animal socialization programs.

The efforts of community peace officers, shelter staff and volunteers all contribute to citizen satisfaction with Pet Ownership & Licensing services. Our 2026 performance value is set based on expectations to maintain and expand volunteerism and programs that provide education and awareness within communities, and efforts to modernize service delivery. Communicating the value of pet licensing, prioritizing dog safety and offering support for animals at the Animal Services Centre will further contribute to increased rates of citizen satisfaction.

The No Cost Spay and Neuter Program provides free spay and neuter surgery for companion cats and dogs of eligible low income Calgarians through the Fair Entry Program. This program helps address an observed increase in stray animals and is an important step in managing the population. Following a temporary suspension in 2020, the program has been reinstated in 2022 with the 2026 expected performance value set based on an expected increase in capacity to perform surgeries due to optimizations with the veterinarian clinic and reallocated shelter resources.

The Animal Services Centre works to reunite recovered pets with their families as soon as possible to reduce the amount of time spent at the shelter. Pet licensing and effective records management directly support successful reunification of pets, which can be facilitated by the Free Ride Home Program for licenced pets. The 2026 performance value is set based on expectations to implement technological improvements and additional resource capacity to help identify and reunify pets faster and more efficiently.

What we plan to do

Result for 2023-2026

Pet Ownership & Licensing will strive to be a pet and public safety leader by offering equitable access to education and programs. Communicating the value of pet licensing and modernizing our approach to service delivery will further promote compliance with the Responsible Pet Ownership Bylaw.

How we are going to get there

Promote responsible pet ownership practices through increased community outreach, advocacy and engagement.

Enhance community safety by increasing collaboration with our partners to implement dog bite prevention and dog safety education to Calgarians.

Promote bylaw compliance and mitigate impacts to surrounding communities by delivering education and awareness to Calgarians on Livestock Emotional Support Animals and urban agriculture practices.

Expedite animal reunifications and increase compliance with the Responsible Pet Ownership Bylaw by communicating the value of pet licensing.

Improve responsiveness and access to virtual services by modernizing the technical infrastructure supporting the Animal Licensing Management System.

Build employee resiliency by delivering training and resources to support mental health and wellness.

Enhance animal health and well-being at the Animal Services Centre by strengthening coordination with our partnering agencies that support pet rescue and safe keeping.

Promote animal and community safety by streamlining and expediting processes that establish nuisance and vicious dog designations.

Operating budget needed to achieve results

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| For Council Approval |
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Breakdown of net operating budget (\$000s)

| | 2023 | | 2024 | | 2025 | | 2026 | |
|---|--------------|----------|--------------|----------|--------------|----------|--------------|----------|
| | Base | One-time | Base | One-time | Base | One-time | Base | One-time |
| Previous Year's Net Budget | 4,373 | - | 4,478 | - | 4,626 | - | 4,877 | - |
| Previously approved One-time budget | | - | | - | | - | | - |
| 2022 One-time carry forward | | - | | - | | - | | - |
| Revenue Changes | - | - | - | - | - | - | - | - |
| Internal Recoveries Changes | - | - | - | - | - | - | - | - |
| Inflation | 19 | - | 22 | - | 32 | - | 20 | - |
| Operating Impact of Previously Approved Capital | - | - | - | - | - | - | - | - |
| Operating Impact of New Capital (Incremental) | - | - | - | - | 110 | - | - | - |
| Service Reductions | - | - | - | - | - | - | - | - |
| Service Increases | 86 | - | 126 | - | 109 | - | - | - |
| Total net budget | 4,478 | - | 4,626 | - | 4,877 | - | 4,897 | - |

*The previous year's One-Time Budget is not carried forward to the following year.

Total Operating Budget (\$000s) for Approval

| | 2022 Budget | 2023 | | | 2024 | | | 2025 | | | 2026 | | |
|--------------|--------------|--------------|----------|--------------|--------------|----------|--------------|--------------|----------|--------------|--------------|----------|--------------|
| | At April 30 | Base | One-Time | Total | Base | One-Time | Total | Base | One-Time | Total | Base | One-Time | Total |
| Expenditures | 10,413 | 10,232 | - | 10,232 | 10,380 | - | 10,380 | 10,631 | - | 10,631 | 10,651 | - | 10,651 |
| Recoveries | (50) | (50) | - | (50) | (50) | - | (50) | (50) | - | (50) | (50) | - | (50) |
| Revenue | (5,704) | (5,704) | - | (5,704) | (5,704) | - | (5,704) | (5,704) | - | (5,704) | (5,704) | - | (5,704) |
| Net | 4,659 | 4,478 | - | 4,478 | 4,626 | - | 4,626 | 4,877 | - | 4,877 | 4,897 | - | 4,897 |
| Base | 4,373 | | | | | | | | | | | | |
| One-time | 286 | | | | | | | | | | | | |

Note: Figures may not add up due to rounding.