

# Pet Ownership & Licensing

Led by: Director of Emergency Management & Community Safety

## Service 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.

## Service Updates

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### Highlights

The service continues to assist vulnerable individuals by caring for their pets while they stay in shelters during their transition to permanent housing. This successful service has resulted in 28 pets being cared from January to May 2023. The initiative supports affordable housing and provides benefits to both owners and pets. The animals are cared for in a veterinarian-run facility and receive medical care and/or treatment, food, water, shelter and enrichment programs.

The service entered into a second agreement with The Calgary Humane Society (CHS) along with the Alberta Animal Rescue Crew Society (AARCS), effective March 1, 2023. This successful partnership has resulted in the transfer of 91 pets to be adopted to CHS as of May 31, 2023. The animals are moved out of the short-term shelter and into a more natural environment or a foster home prior to being adopted to their forever home. This results in the animals being exposed to clientele who are interested in adopting.

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### Challenges

The service has experienced significant challenges with the volume of animals impounded and length of stay. For January to May 2023, there has been a 23 per cent increase in the number of animals impounded. Animals driven home is low at 1.4 per cent, which is a significant decrease from 24 per cent in 2015.

The length of stay (average number of days pets housed at Animal Services before returned to owner), transferred, adopted, or euthanized has also increased. For January to May 2022, the average stay was eight days. For 2023, it has increased by 50 per cent and is now 12 days. This has a direct impact on the costs. These challenges have contributed to the facility experiencing capacity restraints negatively impacting the well-being of staff.



# Measuring Our Performance

## Legend

— Actuals

■ Expected Future Performance

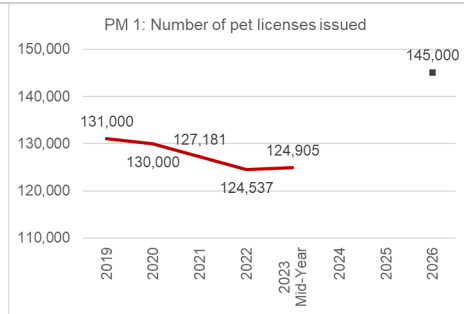
➡ Progressing as planned

⊖ Not progressing as planned

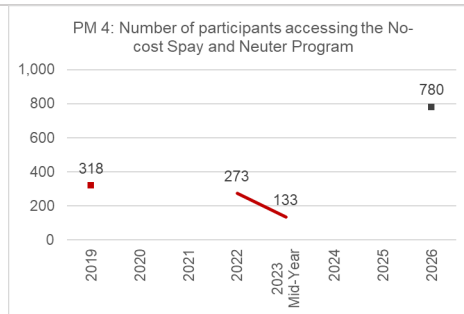
## Performance Measures

## Story behind the numbers

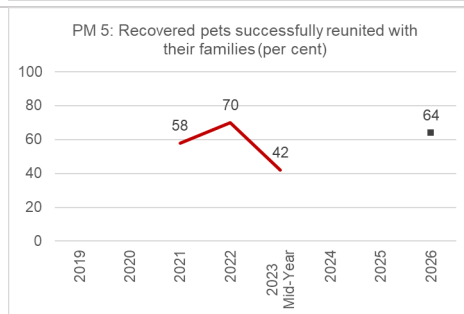
## Status



Economic conditions have resulted in a slow recovery in pet licensing. Technical improvements to the Animal Licensing Payment Online system and the replacement of the current database will enable future improvements to access licensing. Increased marketing of the benefits of licensing with the plan to increase licensing compliance as a result of a communication strategy and Community peace officer follow-up with education.



The number of participants accessing the No Cost Spay and Neuter program was lower than planned due to the increased number of impounded animals, reduced reunification rate and capacity issues of our partners. The shelter has successfully completed as many surgeries as possible given constraints. A backlog of applicants has been created however they are being prioritizing as resources permit.



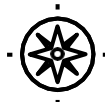
The socioeconomic state of Calgary has negatively impacted families where they may have to make some difficult financial decisions around their priorities in relation to their pets. The priority is to always reunite a pet with its owner. However, it can only be successful if a pet is wearing an identifier and the owner is looking for their pet.



Note: Not all performance measures were reported on for this report. To see the 2022 data for performance measures, please visit [Service plans and budgets \(calgary.ca\)](https://www.calgary.ca/service-plans-and-budgets). Additional measures that will be included in the 2023 year-end performance report include:

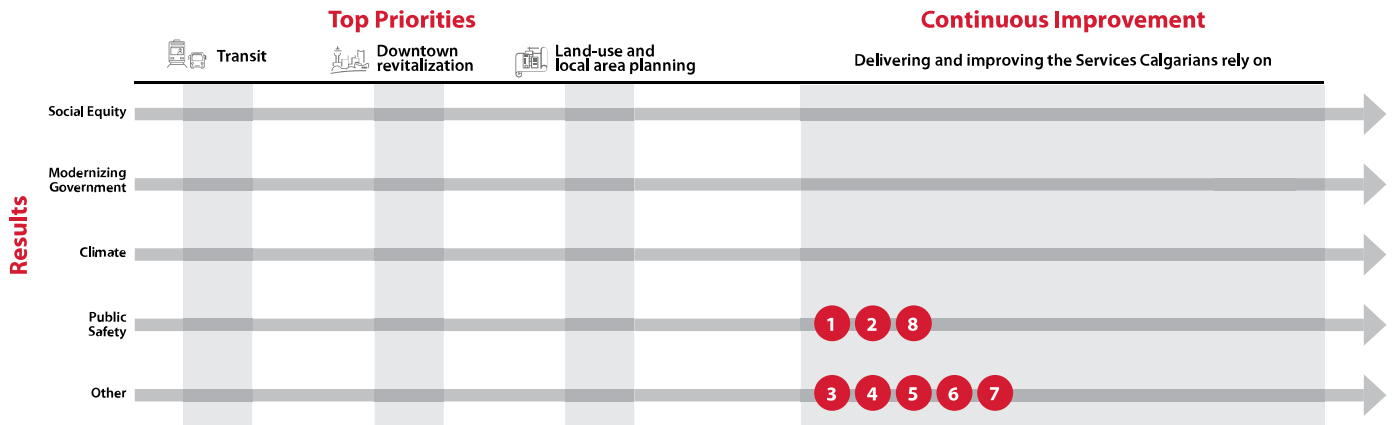
PM 2: Number of volunteer hours contributing to public awareness and animal socialization programs, including the Off-Leash Ambassador Program

PM 3: Calgarians satisfied with the job The City is doing in providing Pet Ownership & Licensing service (per cent)





# Progress on Service Delivery

## Alignment with Council Refined Priorities and Result Areas



**Legend** Completed Progressing as planned Not progressing as planned Initiative number

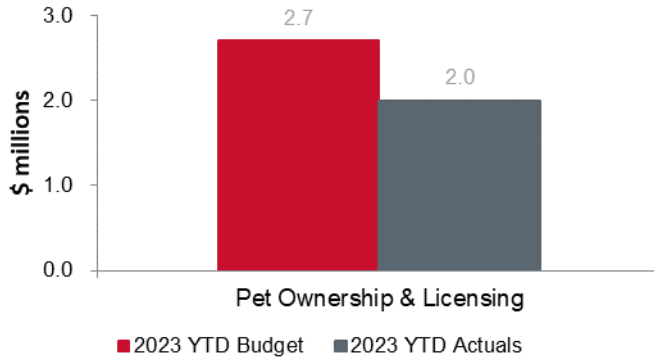
Initiative	Initiative Update	Status
1 Promote responsible pet ownership practices through increased community outreach, advocacy and engagement.	The media team is highlighting 'good news' from the shelter on a regular basis. Communications has developed a series of news stories and campaigns through the media, social media, a video series on Calgary.ca, and on City employee channels to increase animal adoptions, promote our partnerships, and remind citizens of the value of pet licensing. Licences give provide the information needed to return lost pets safely and the fees pay for many animal welfare programs in the City.	
2 Enhance community safety by increasing collaboration with our partners to implement dog bite prevention and dog safety education to Calgarians.	This position is currently being reviewed. It is anticipated the position will be hired before the end of Q3 2023.	
3 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.	Within the update of the Responsible Pet Ownership Bylaw (RPO) on 2022 Jan 1, hens, pigeons and bees are now included in the Urban Agriculture program. This change required previous Livestock Emotional Support Animal (LESA) owners to obtain an Urban Agriculture license. The change resulted in a more streamlined process for the applicant. No complaints received for 2023. Education continues with our partnering agencies for new applicants, Community peace officers, and shelter staff. Increased awareness is achieved through media channels, and online.	
4 Expedite animal reunifications and increase compliance with the Responsible Pet Ownership Bylaw by communicating the value of pet licensing.	Prioritizing pet reunification and working with owners wherever possible. 42 per cent of cats and dogs were reunited with their families since January 2023. This is a decrease of 6 per cent from 2022. Pet Licensing directly supports successful reunification of pets. Community Peace Officers can assist with licensing by following up with non-compliant Calgarians. This in turn will contribute to more pets being reunited with their families instead of being housed at the shelter.	
5 Improve responsiveness and access to virtual services by modernizing the technical infrastructure supporting the Animal Licensing Management System.	Consideration is being given to other projects to ensure alignment between the computer systems is effective and mitigate future issues. The One City Records Management project will use Microsoft Dynamics 365 and is being implemented late 2023. A feasibility review is under way to ensure compatibility and compliance. This delay will require a two-way integration to be built until potential implementation date of the shelter system in 2025.	
6 Build employee resiliency by delivering training and resources to support mental health and wellness.	The majority of the team at the Animal Services Centre have participated in the virtual course. This course was offered to the Operations teams as well. There is resource material and workbooks available for the teams use. Access to the 9-1-1 Psychologist program has been made available to all members of Animal Care & Pet Licensing. The combination of programs provide staff tools to manage stress and improve well being.	

Initiative	Initiative Update	Status
7 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.	Alberta Animal Rescue Crew Society has received 309 cats and dogs whereby Calgary Humane Society has received 91 between Jan 1 – May 31, 2023. Both agencies are experiencing challenges with accepting the number of animals from our facility due to their capacity constraints. To alleviate the increasing number of animals at the Animal Services Centre, the adoption program has been re- instated to relieve the stress for all. As well, expanding the relationship with other rescue agencies in the Calgary area to minimize the number of animals housed in the shelter.	
8 Promote animal and community safety by streamlining and expediting processes that establish nuisance and vicious dog designations.	The streamlined process is now fully operational with improved designations, with help from the law department.	



## Service Updates on Financial Performance

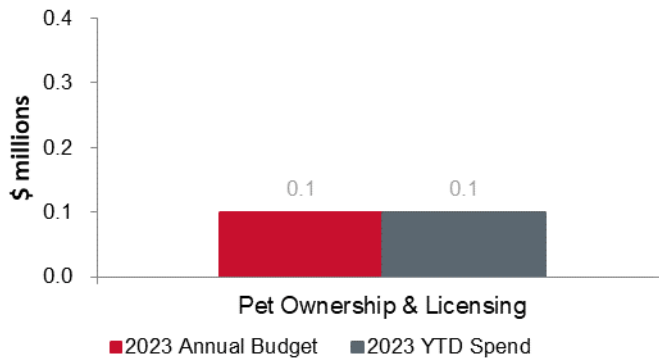
### Net Operating Budget and Actuals as of June 30, 2023



### Operating Budget Updates - 2023 YTD net operating budget vs actuals:

Pet Ownership & Licensing operational savings of \$0.7 million were driven by temporary vacancies due to temporary reprioritization of recruitment activity and training resources towards public transit safety initiatives.

### Capital Budget and Spend as of June 30, 2023



### Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

Pet Ownership & Licensing has spent 86 per cent of the 2023 approved capital budget. Year-to-date, the capital expenditures include major projects focus on modernization of government through technology initiatives such as the ongoing investment in the One City Coordinated Records Management System (OCRMS) program; for which spending is on track with total budget for 2023. Annual acquisition and life cycle of equipment required for shelter and kennel staff being done under a larger program for which Bylaw Education & Compliance is the steward.