



Dog Walker Engagement

Stakeholder Report Back: What we Heard

September 28, 2021

Project overview

Pets are important to Calgarians, and the bylaw helps create a safe environment for Calgary. The Responsible Pet Ownership Bylaw was reviewed as part of a Calgary Community Standards workplan item that came out of Service Plans and Budgets 2019 – 2022.

The updated Responsible Pet Ownership Bylaw was approved at Council June 1, 2021 and comes into effect January 1, 2022. It includes a limit of 6 dogs off-leash in off-leash parks for any individual.

While the new Bylaw was passed by Council, Council passed a Motion Arising directing Administration to engage specifically with the dog walker industry and return to Council by the end of 2021 with any further recommended amendments to the Responsible Pet Ownership Bylaw.

Engagement overview

Engagement History

Engagement on the Responsible Pet Ownership Bylaw was conducted in two phases initially, with a third phase added following approval of the updated bylaw at Council in June 2021.

Phase 1 and 2 engagement focused on reaching different stakeholders, including pet owners, people who do not own pets, City staff and pet industry representatives (e.g. veterinary clinics, businesses, pet daycares, pet sitters, dog walkers, animal rescue organizations, academics, breeders, kennels, other nearby municipalities, etc.).

Phase 1

The goal for phase 1 of the engagement was to understand what Calgarians thought were working with the current regulations, and what was not working and to seek input on what else should be included in the Bylaw. Input that was heard regarding dog-walking in phase 1 was:

- Be in control of all dogs in care at all times
- Have proper resources, including adequate and safe transportation, water and poop bags
- Dog-walking businesses should be insured and have liability coverage for all their employees
- Dog-walkers should be trained in animal first aid

Phase 2

The goal for phase 2 was to gather feedback on potential Responsible Pet Ownership Bylaw amendments.

Input that was heard regarding dog-walking in phase 2 was:

- Limit the number of dogs that can be walked at one time
- Do recall testing in off-leash parks



Dog Walker Engagement

Stakeholder Report Back: What we Heard

September 28, 2021

- Work with Business Licensing regarding rules for dog-walkers
- Dog walkers should be visible and identifiable (e.g. ID, lanyard, vest, etc.)
- Dogs should be labelled and have visual identification so if they end up 'at large' they can be returned to the dog walker/company
- All dogs being walked by a dog walker need to be licensed
- Dog-walkers should be licensed

Phase 3

The updated bylaw includes a limit of 6 dogs off-leash in off-leash parks for any individual. There is no limit to the number of dogs one person can walk on leash.

We recognize that there is a fine balance between setting regulations and respecting business operations for the dog-walking industry. Therefore, dog walkers were invited to share feedback and ideas on a private webpage to help us understand how this limit could impact their business operations.

The goal is to find a balance between ensuring safety for all Calgarians and the business needs of professional dog walkers.

Online engagement was open Tuesday, August 24 to Monday, September 6, 2021.

How we communicated

Communications is vital to engagement success. This project was communicated through targeted ads on Facebook and LinkedIn as well as emails to members of the dog-walking community to share with their networks. In total, online engagement saw 682 unique visitors to the webpage.

What we asked

Engagement with the dog-walking industry in phase 3 engagement explored 3 main categories:

1. Getting to know the dog-walking businesses, including type of business, employment, insurance; how the business is promoted; and, training and/or education valuable for a dog walker.
2. Understanding how the dog-walking industry is impacted by the bylaw update in relation to the limit of six dogs off-leash at a time in an off-leash park.
3. Dog walkers' recommendations for finding a balance between business needs and safety for Calgarians.

Contact information collected from participants for this engagement was used to distinguish professional dog-walking businesses and understand how the businesses promote themselves. We heard that some businesses used multiple means, including websites, email, phone contact, Facebook and Instagram. This information was reviewed separately, was in no way tied to any responses and has since been deleted.



Dog Walker Engagement

Stakeholder Report Back: What we Heard

September 28, 2021

What we heard

The following is a high-level summary of what we heard through engagement.

1. The primary type of business is **sole proprietorship**.
 2. The primary type of employment is **full-time**.
 3. While some dog walkers that participated in engagement indicated multiple types of insurance, the top two held by most were **commercial general liability insurance** and **commercial auto coverage insurance**.
 4. Education, training, and certifications cited most by participants were pet first aid, personal experience, training in dog behaviour, and formal training in the animal-related field.
 5. Most frequent impacts to business operations heard in engagement ranged from loss of income, reduced client-base or extra work, to increased prices to account for lost revenue. Some also noted they expect minimal impacts to their business operations.
 6. The top two supported recommendations were **must carry an adequate number of leashes or means to restrain all dogs if required in an off-leash park** and **must carry an adequate number of bags to remove defecation**.
- For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.
 - For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

Next steps

Input was reviewed, themed and included in this What we Heard Report which will be posted to both the webpage for dog walkers as well as <https://engage.calgary.ca/petbylaw>. Input will be used to determine if any further amendments to the Responsible Pet Ownership Bylaw are required. Potential recommended amendments will be presented to Council in December 2021.



Dog Walker Engagement

Stakeholder Report Back: What we Heard
September 28, 2021

Summary of Input

Dog Walker Engagement Results

Since this engagement was geared towards professional dog walkers, a preliminary question was asked regarding whether the person responding earned an income walking dogs. 56 of 81 responded with yes and continued to answer the remaining engagement questions. Of the 56, all were over 18 years of age.

Type of dog-walking business

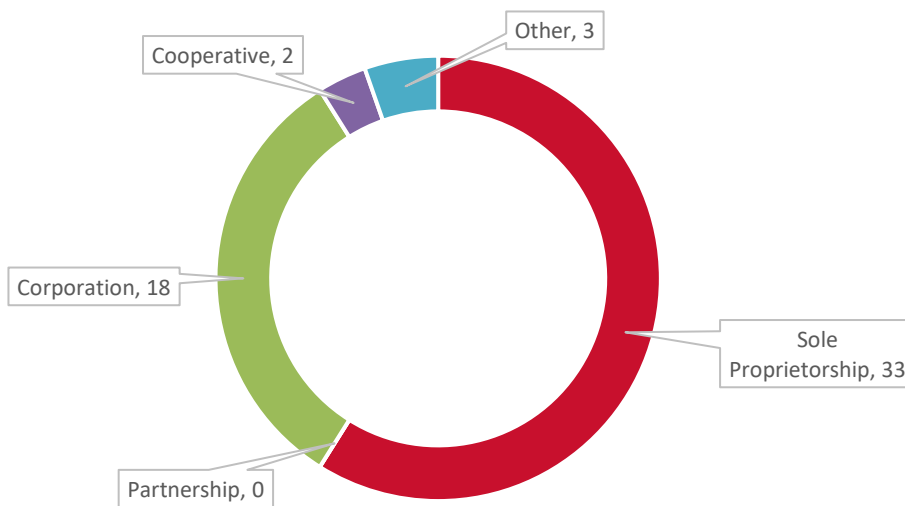


Chart 1

Type of employment

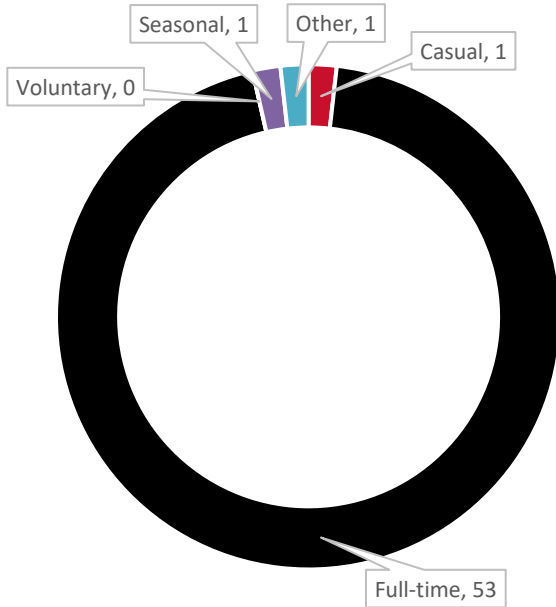


Chart 2

Type of insurance

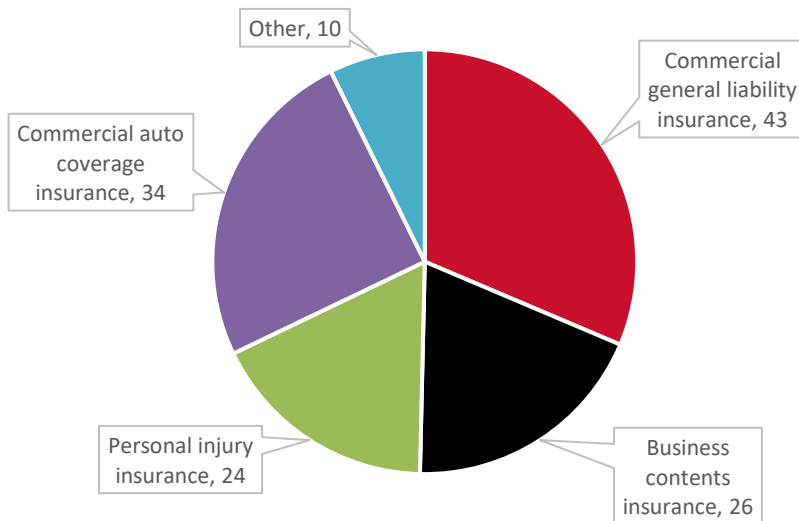


Chart 3

Responses to 'other' include specific companies to purchase insurance; mention of liability waivers; being bonded; liability insurance; and, comments that the question was not relevant.



Dog Walker Engagement

Stakeholder Report Back: What we Heard

September 28, 2021

Education, training, certifications

We asked what education, training, certifications dog walkers have that they believe are valuable as a dog walker. In addition to trainings listed below, we also heard suggestions around licensing and the need for regulation for dog training certification.

Primary themes for education, training and certifications are:

- Pet first aid
- Personal experience, including being self-taught and time with the dog-walking industry
- Training in dog behaviour, including breed behaviour, reactivity and canine communication and psychology
- Dog trainer education
- Formal training in animal science, animal health, canine assessment, and behaviour adjustment

Additional themes include:

- Cross-professional training not specific to dog-walking
- Dog care, including nutrition and agility
- Dog-walking education
- First aid for humans

We asked businesses to share how their customers reach them, including websites, Facebook pages, email, etc. The intent was not to share those out, so they are not included here. They have been shared directly with the project team.

Impacts to business operations

We wanted to understand how the bylaw amendments could impact dog-walking business operations.

Themes we heard are:

1. Dog-walking businesses will suffer financial loss, including loss of income, closing business, and bankruptcy.
2. Dog-walking businesses will not be able to take as many dogs and will run the risk of losing clients or will need to take on extra work to make up for the loss.
3. Businesses will be forced to increase their prices to account for the loss in revenue and risk losing clients.
4. Little to no impact is expected to occur as a result of the bylaw amendment.
5. Dog owners could suffer as there will potentially be less spots available or the service could become unaffordable.
6. Negative social implications, including, dog walkers could experience mental health impacts if they are forced give up clients; dog owners could struggle emotionally if they need to surrender their dog if they cannot access or afford dog-walking services; and, disenfranchise female business owners.
7. Dogs could suffer if their owners cannot access or afford the service as it could mean less socializing, reduced care and possible surrendering of COVID puppies.



Dog Walker Engagement

Stakeholder Report Back: What we Heard
September 28, 2021

Recommendations

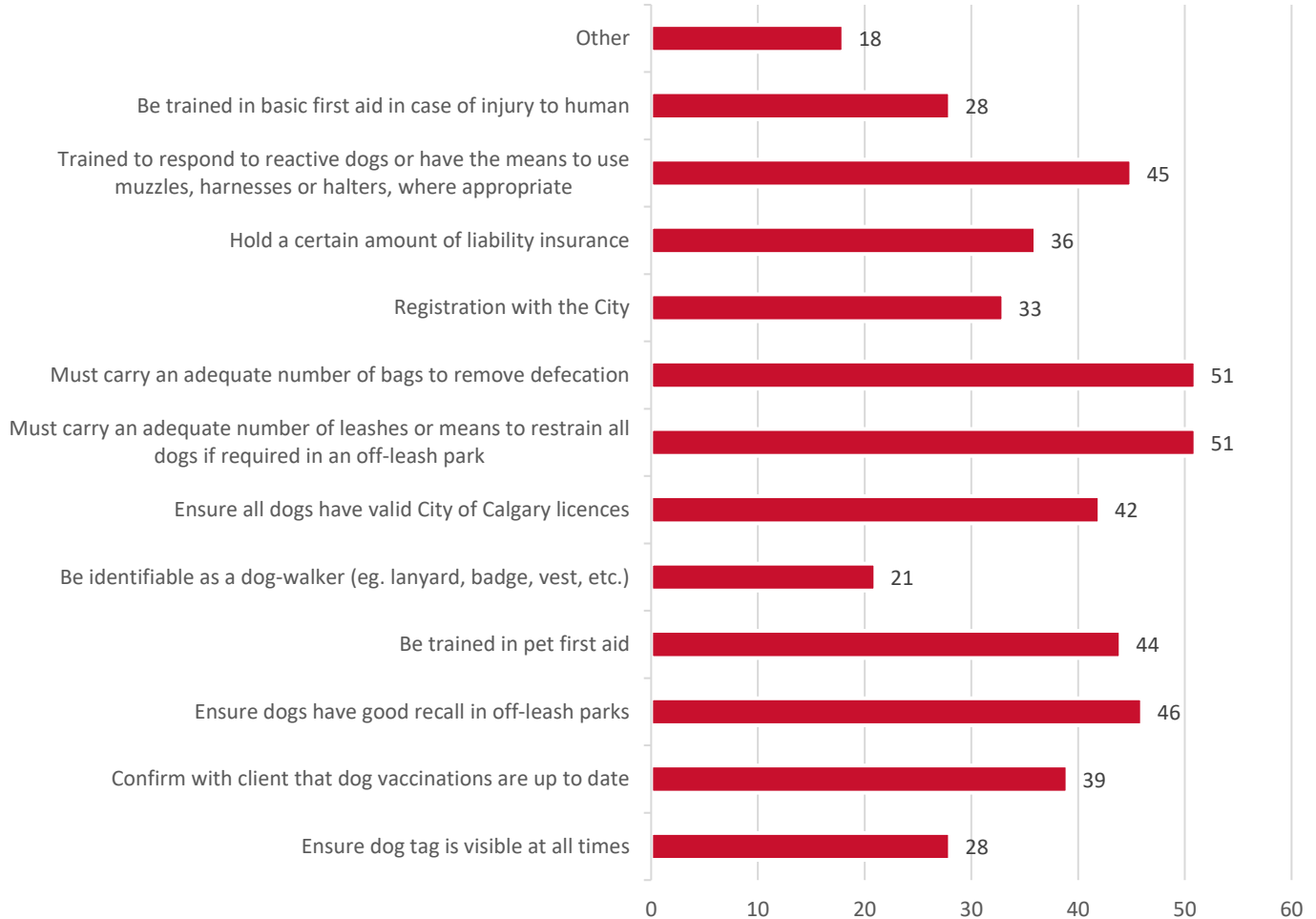


Chart 4

Responses for 'other' include comments requesting or questioning enforcement or the ability to enforce; a desire to see the above expectations applied to all dog owners and not just dog walkers; specific requests; and, suggested training, including canine communication, frequent competency testing, dog body language and dog behaviour.



Verbatim Comments

Verbatim comments presented here include all feedback, suggestions, comments and messages that were collected online through the engagement described in this report. All input has been reviewed and provided to the Project Team to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

A. Type of dog-walking business

Response to 'other'

- Not applicable to the six dog bylaw. Also this information was not mandated by city council.
- This info is not relevant to the 6 dog off leash limit bylaw amendment
- This information is not relevant to the 6 dog off leash limit that the project is about

B. Type of employment

Response to 'other'

- 25% of income when not on Mat leave.

C. Type of insurance

Responses to 'other'

- NA this information is not relevant to the 6 dog off leash limit bylaw amendment
- This info is not relevant to the 6 dog off leash limit bylaw amendment
- PROfur
- N/A - this information is not relevant to the 6 dog off leash limit bylaw amendment
- This information is not relevant to the 6 dog off leash limit that the project is about
- Specific Pet Insurance
- I have "Pet Pro" insurance which specifically insures persons running pet care businesses
- Unsure . I know there is a form of liability insurance but that is all
- Bonded.
- All customers sign an authorization/release of liability waiver

D. What education, training, certifications do you have that you believe are valuable as a dog walker?



- 16+ years of self education in dog training and animal behavioural study
- CPA, Project Management, Logistics training, Time Management, 35 years of self education in dog training, self education, and course work.
- 40 years as dog owner
9 years + proprietor dog walking business - extensive experience of dog behaviour across multitude of breeds.
Personal study and development.
Pet First aid certification through Walks 'n' Wags
- Canine first aid.
Raised on a farm
- Canine communication, pet psychology, pet nutrition, pet first aid and cpr, obedience training, Infectious Disease Management.
- I got the Dogma Certified Behaviour Consultant from Dogma Dog Training in 2015 and I have taken 2 Pet First Aid Certifications one from Sait in 2012 and the other from Walks and Wags in 2016.
Some online training courses over the years as well too.
- Pet First Aid and CPR, A certified dog walking course, Dog Body Language courses, business courses, nutrition courses for canines, Dog Training courses
- Not sure what this has to do with the 6 dog limit that is the purpose of this survey.
I have numerous certifications and countless hours of experience and training.
- Pet first aid
- Self Taught. Have worked with dogs/cats for 15 years.
Pet First Aid
- Pet first aid, basic obedience
- Pet first aid
Behavior course with Ian Dunbar
Fear and separation anxiety course with Nicole Wilde
A Animal Science Diploma
Years working with a rescue
- Pet First Aid, Multiple training courses through Clever Canines as well as a yearly membership to Clever Canine's Club 360 with multiple classes per month
- 10,000 hours of experience. Pet first aid, multiple training courses through my own dog. 14 years dogwalking. There really is no training "specific" to dogwalking, hokey online courses that focus mostly on the business side, big cost and not alot of useable knowledge direct to walking dogs safely.
- 20 years experience walking dogs in Calgary. First aid course. Acquired knowledge through professional bookd
- I have taken several dog behavioural courses including dog body language, dog play 101 and 102, dog aggression
I have been trained as a dog walker



- Pet first aid
Human first aid
Dog training certificate
High school diploma
- I have been a professional dog walker for 8 years. Over time I've learned how important dog dynamic is. I provide a structured, fun, positively reinforced pack walk. I apply those skills daily. I do not accept dogs who aren't well trained. they must be friendly and live in a well balanced home.
- 250 hour certified dog training course done at Dogma. Canine first aid
- I have no formal training but have owned and trained several dogs over the past 25 years. I have volunteered at the humane society, have taken the animal first aid course. I have been walking a small pack of dogs for the past 5 years.
- I have worked for a few different companies over my 8+ years in the dog/pet care industry and now I work for myself. I was given a lot of training from all my passed employers and now I work for myself. No formal certificates just a lot of time learning while working.
- Ba minor in psychology from UofC
Pet first aid
15 plus years experience
Agility training
Puppy training
Reading up to date material and books on dogs and dog training
- Animal first aide and CPR
- DogBiz Professional Dog Walker Cert
Walk & Wags Pet First Aid
Professional Dog Trainee
Animal Health Assistant
- 12 years of experience , volunteering with different organizations (Pads, arf,other rescues)
- Pet first aid, canine behaviour, calming signals, how to manage off leash park play and general dog training. **Educating the general public on how professional Dog-walkers make a positive impact on thousands of Calgarians lives, how the majority of walkers are park ambassadors.
- Pet first aid, park etiquette, water safety, dog signals and behaviour
- CPDT-KSA, cBati certifications, human & dog first aid
Too many dog behavior seminars/workshops to count
10 yrs dog training experience
- 20 plus years of dog behaviour and training. I have been a dog walker for 10 years. First Aid certified.
- I am a dog trainer with 6 years under my belt
- Pet first aid certified
Human first aid certified



Various pet/behaviour training classes

Attended seminars lead by some of Canada's top pet trainers

- Pet First Aid/CPR
23yrs experience
- 6 years in the industry, in house training, 28,000+ hours of hands on experience. Working with packs of dogs, private training, reactivity and aggression training.
- 6+ years hands on experience as a walker. Endless courses go to further knowledge of k9 behaviour. pet first aid
- ICS diploma for dog training
ABC certification for dog training
I believe we should be licensed as dog walkers.
- I have done pet first aid as well as many modules on dog behaviour
- I have been walking dogs since 2008 and also own a brick and mortar pet care business offering daycare, grooming and boarding services. We make our teams complete online professional training on dog body language and handling.
- Lifelong experience with a variety of animals, understanding dog behaviour, understanding human behaviour, continuous learning about dog training, health, and best practices from other professionals.
- Pet First Aid
- 2 year plan and the last step is dog walker engagement. Hah.
- Obedience training, all breed knowledge, puppy training, dog first aid certificate
- I have 13 years full time experience dog walking. While formal training is helpful, I think learning in the job is best, as there's a million different situations you will encounter that no amount of formal training will prepare you for.
- CKC Canine good neighbour course
Clever Canines Core Course
Walks and Wags pet first aid
Over 10 +years of hands on experience from a boarding facility, dog daycare, rescue volunteer and dog walking
Dog sport courses and participation -dock diving , scent hurdles , agility
- I worked in a dog daycare for a year beforehand and had to attend many training classes and seminars learning about dog behavior and how they play and interact. I went to school for and worked as a vet tech, and have also been a professional walker for six years.
- Veterinary assistant, assistant dog trainer, well versed in dog body language and a good example to dog owners on responsible on and off leash behaviours and expectations
- [personal information removed]. I have been working professionally with animals for over 10 years, and was given 3 weeks of training from a similarly experienced professional. I now train the dogwalkers we hire on dog body language, group play, City Bylaws, and general safety.



- Walks & Wags pet first aid certification, IAABC accredited dog trainer, 18 month hands-on/theory apprenticeship under a local behaviour specialist,
- Canine Cognition and Emotion from Duke University, also pet first aid.
I do not have but will be taking courses soon on Canine body language, behaviour and health
- Dog training apprenticeship through [personal information removed]
I take all available dog behaviour seminars that come through the area.
Pet first aid
- I am a dog trainer and have been through Dogma's Apprenticeship program, as well as taken numerous courses and been to various seminars on behavior and training.
- Experience and/or training in canine behavior. Canine first aid.
There is NO regulating body for "dog training certification" in Canada.
- Pet first Aid, dog training from the 1980 then updated training in the 1990's and recently updated training with a focus on dog psychology and behaviour. 29 years of experience in dog walking and training as well as years working in vet care.
- Pet first aid, vet assistant, 100s hours of training courses with my own dogs for obedience and other dog activities

E. How could the bylaw amendment impact your business operations?

- I will be forced to take fewer dogs on a walks. My services are designed to achieve a balance between mental and physical activities. It's Impossible to achieve this with dogs remaining on leash. My fee will almost double. Less spots will be available. Services will be less affordable. Without these services, I worry families will be unable to manage the balance of family, returning to work etc.
- Will be forced to take fewer dogs on walks. My services are designed for:
 - 1) maximize energy depletion
 - 2) structured training
 - 3) challenging terrain to deplete energy and give mental stimulation
 Can't deliver these services while dogs remain on leash. Fee increase from \$25 to \$40 per walk to compensate for lost revenue. Fewer families will be able to afford services. Families & dogs will suffer.
- Direct impact - greatly reduced income by dictating clientele numbers and services that can be offered.
Reduction in GST collected & remitted
Lose clients due to increased costs.
Increase number of people who can't afford pet care with ramifications for City/old/disabled regarding public and mental health, noise & nuisance, dog abandonment and surrender (to name but a few areas of concern).
- Fewer dogs=price increase on clients. Firing clients. Covid dogs may end up back in shelters. Bankruptcy.



- It will destroy my small business that I've built up over the last 5 years. Especially how the pandemic has hurt small business owners, this will no doubt hurt us even more. Not to mention all of our clients that depend on dog walkers to keep their pup healthy. This could increase the amount of dogs returned to shelters due to the amount of pandemic puppies when life returns back to normal.
- It will have a minor impact as usually my limit of dogs is 6 in a pack, unless I have 5 small dogs I have taken 2 medium or large dogs, but if the city could give an option of 7 dogs limit when they are mostly small it would be a better fit for my business.
- I will be forced to take fewer dogs on a walk, services are designed to provide 1) maximum energy depletion 2) daily structured training 3) mentally challenging terrain and adventure, gain confidence, and have balance. My pricing guide will need to increase from 25\$ to 40\$, which many families will not be able to afford. Prevention of over burdened rescue system and homes having to surrender pets.
- This will force dogs to not get the full advantage of my services. I will have to alter my services and charge more to make up for the changes.
This will cause more conflict with the public as some dog are specifically leash reactive (do your research and talk to a professional to understand what that means) and we already have an issue with public off leash out of control dogs.
- My pack is and will never be more than 6 dogs on any pack walk. My business is small and a license requirement will not have any positive impact. It just adds to more costs and lower profits. Tiny convinced that this address all irresponsible dog walkers. Perhaps license requirements for dog walkers who walk more than 6 dogs at any given time.
- It would nearly halve my income and triple my work hours. I am a sole operator who would most likely lose the business as the costs(primarily vehicle)/hours worked vs income would impact me, not only financially but my physical and mental health. I believe many sole operators would be forced to leave a job they love as it would be unreasonable to maintain their businesses under such restrictions.
- Minimally. I walk a max of 8/walk. I almost always have two on leash for various reason so I don't expect the new bylaw to affect me overly...
- I would be forced to increase my prices and would have to downsize my clientele.
- Not could, but would! I'd need to hire & train a min of 3 more dogwalkers to cover our current client list.I'd need to give the dogwalkers a raise,which means I'd have to raise the price to our clients.The proposed 6 dog limit would also mean we would have to leave our owns dogs at home so that we had room for our clients.At CDW we've been walking 8 dogs offleash since 2007,without incident.
- Direct impact to income. 1/3 of it will be lost.my mental health around chosing which dogs to drop, have majority of my dogs for over 10 yrs +, they are family. Sm businesses have been under fire since covid and this is not helping our entrepreneurial spirit of this city.The rise in "covid puppies" has increased the need for dogwalkers and you will see these dogs overloading our rescue facilities.



- Prevent employees and owners to provide for themselves and their families
Full staff will no longer be required so many will lose their jobs
An industry dominated by females this bylaw will further cripple females after being hard hit by covid which hit woman the hardest
Customers sign on for walks cause they want their dogs to have a pack experience, limiting the pack to 6 will lessen this
- It will be less business for our company and less money for the company and ourselves. We have a personal limit at work of how many dogs we can handle and we would never go over so to go down to 6 cuts our profit in half it stops me from pushing myself to do better. I can't grow as a trainer and walker if I'm not pushing myself and to half my walks cut doesn't seem fair when I can handle more dogs
- the 6 dog limit would impact me significantly. I have walked 8 dogs comfortably for a long time. most of the dogs have been walking with me for 8 years. they're a pack with a structured routine. picking/choosing who I could no longer walk would be heartbreaking. I am diligent about keeping my group well behaved and under control at all times. my business insurance also covers me for up to 8 dogs.
- Dog walking has been my sole income for 10 years. I am a very responsible dog walker and trainer and have never had an issue when I take 8 dogs out. I never take dogs that are out of control or could be a danger to anyone. Our model is to take 8 dogs at a time. This new bylaw is cutting my income by 50.00 per walk which is 100.00 per day and I have a family to feed.
- I limit the number of dogs in my pack to t at any given time. My business is small and I have no intention to increase my pack size on any given weekday.
- When implemented this could impact the way I do my job and how many clients I can take on at a time lowering my income and making it unsustainable to continue in this business. With the cost of gas and other essentials items I need to do my job all going up significantly in the last year my income now is only getting me so far and if I have to walk less dogs I don't know if I will be able to continue.
- This will greatly hurt my business and possibly not make it feasible for me to do as my full time job. The 6 makes me unable to do last min add ons, bring my dog, or offer house holds w multiple pets discount. My limit is 8 and think for full time professional walkers it should be 8 max. Especially those that have already been doing this for 10 plus years
- Income, decrease on ability to support my community/client base
- It will impact the current amount of clients I am able to provide my services to. My pack consists of 9 well trained and obedient dogs.
- It would not have a huge impact on my business as I do this anyways . If I have ten dogs I will only allow four dogs to be off leash at a time so I can monitor their movements and clean up after them. I have seen on a daily basis the disgusting mess left by the popular dog walkers that have 15 plus dogs . They usually manage to pick up maybe 40-%of the feces and are often busy on their phones

- We'd have to change our whole business model. The point of an off leash pack walk is to allow dogs to socialize, learn and exercise as a pack. Rates would go up, staff potentially laid off depending on fallout of increased rates, may have to give up office space. This would affect the lives of thousands and thousands of Calgary citizens who count on us to help manage their lives.
- This would greatly affect our revenue which would affect our ability to pay our employees and would cause us to raise our rates which would affect our clients ability to pay for or even want our service. We offer an off leash experience so 6 dog limit would cripple our ability to pay Our employees, rent, insurance, vehicle expenses etc. Educate the public as they are huge factors in the parks
- It will not
- Restricting us to only walking 6 dogs at a time will drastically reduce my income, no one can live off that. So many people have gotten dogs in this pandemic, people will need an outlet for their dogs when at work. Also having several dogs attached to us on leash while having 6 dogs off leash also presents a problem as some dogs get reactive while on leash which otherwise they are not off leash.
- -cost of service would go up
-service becomes unaffordable for most families
-depending on client loss we might have to terminate employees. If they hang in with price changes we may have to hire to take care of lower pack size (further raising costs to company)
- I usually take no more than 6 at a time, but there are times I could add a 7th/8th dog, resulting in more revenue
- Wouldn't impact my business much at all
- Yes.
- This can impact dog walkers income, because of my insurance for my dogs I have a limit of 8 dogs on leash at once, and I would only do 8 off leash at once. This should be targeted to those who are irresponsible and walk more than 10 off leash.
- We are trained to take on more dogs and only take on what we are confident to handle. If he can't take as many dogs at once, we will have to lower the amount of dogs that we can take in one day and have to raise the cost. This will cause many clients to have to cancel their service as they cannot afford it and will be at the cost of the dogs. Many dogs will no longer be properly exercised.
- This bylaw will limit the profitability of our business operation and create (it has already) friction with other park users for pet care professionals who believe the bylaw is already in effect. I employ a team of dog walkers who do this full time and this change to the bylaw makes it an unprofitable enterprise, so these people may lose their jobs. The bylaw disenfranchises female business owners
- My ability to earn an income would be halved. I currently take out 11 dogs per walk for off leash pack walks. If a limit were imposed, say to 6, it would mean I would have to let clients



go. There are not enough hours in the day to do four pack walks instead of two, as now. I would have to leave the industry to find better income. As it is, I can make a good living and walk about 30 dogs a week.

- As a sole proprietors it makes it very easy to maintain the business. To add complications such as a business license would make the process much more cumbersome for both the dog walker and the city. I think we are independent contractors and should stay that way unless you have employees or a facility.
- The limit of dogs we are allowed to have, restricts who we can take as well will have to inflate our prices to ensure cost coverage. Would also make more costs to work as driving to parks that would classify as available could be far out of area of where we can walk. Also increases hours worked having to walk more, increased medical costs for wear and tear on bodies.
- It will cause me to raise my prices until only the very wealthy will be able to afford my services. To be able to continue to pay my bills and mortgage, my pricing will become out of reach to many, meaning more unbalanced and under socialized dogs in our communities.
- This limit of 6 dogs is too low. It would have a huge negative impact on my business, that I've spent years building. It would NOT allow for any additional growth, and my overall annual revenue would be significantly decreased. Take away 3 dogs per walk twice a day:
 $\$25 \times 6 \text{ dogs} = \150 DAILY LOSS
 $\$150 \times 5 \text{ weekdays} \times 4 \text{ weeks} = \$3000 \text{ MONTHLY LOSS}$
 $\$3000 \times 12 \text{ months} = \$36000 \text{ YEARLY LOST REVENUE.}$
- It would force us to do 3 walks a day, or completely cut our coverage areas to accommodate clients that live closer together. We would also likely have to do a hefty price increase in order to recover from the losses of having to cut clients or our service area.
- A restriction on areas may cause congestion in areas dog walkers are allowed, with less choices and increased congestion you run the risk of creating unsafe situations. As a dog walker I choose specific parks and areas to avoid areas commonly visited by irresponsible owners.
- Currently at this time we limit our walks to 6-10 dogs, so this would not affect us as we walk a mix of on and off leash dogs. However, I think there needs to be clarification that we are allowed to have more than 6 dogs at once (with the rest on leash) as I have already found myself being harassed by the public for having 7 or 8 dogs at a time.
- Limiting group walkers to 6 dogs will reduce the risks that both myself and my clients experience while using public parks. I am currently reluctant to use many of the available parks during regular business hours as those that are larger/fenced are used by walkers that seem to have more dogs than they can supervise and manage, making it risky for everyone involved.
- Limit how many Clients I can take on in total as the most walks I would be able to do would be 2 a day due to travel for pick ups and drop offs.
- I limit my walks to 8 dogs off leash. If the limit is 6 I will have to let some clients go as my walks are currently full. I will likely raise my prices as well.



- I will lose income. I will have to hire staff to take only a few dogs. I will have to charge more money which will result in losing clients or making it difficult to gain clients.
- It would not impact my business.
- If I am limited to 6 dogs per walk, which for me is losing 2 or 3 dogs per walk at \$22/dog, I will have to unreasonably increase my prices. I fear if I am forced to do that I will be losing about 1/3 of my client base. It would also mean more walks in a day, so instead of 2, 3. Doing so would also mean lost clients as most people are home before 8 and after 4 or 5 and don't require my services then
- I have zero problem with the amount of dogs off leash the city has proposed. My issue is that regardless of a person walking multiple dogs or a pet owner walking only one dog, the focus on training should be the same for all.

F. Reflecting on previous engagement, your expertise, and dog-walking practices you have observed, what recommendations would you propose in the bylaw for the dog-walking industry to ensure public safety, whereby more than 6 dogs are being walked off-leash at once in an off-leash park by one individual?

Responses for 'other'

- Several of the items listed are already covered under the old/existing bylaw (keep dogs under control, dogs on leash in on leash areas, must pickup feces therefore must have enough bags. These are currently enforceable. The remaining items are good practices, shouldn't be enforceable under the law. EX. Licensing should be enforced by Bylaw officers. Bylaw is paid to enforce laws and should not pass the burden of their responsibility to dog walkers. Similar arguments can be made for each item.
- Several of the items listed are already covered under the old/existing bylaw (must have dogs under control, must have dogs on leash in on leash areas ie parking lots so leashes required, must pickup feces therefore must have enough bags. These are currently enforceable. The remaining items while being good practices should not be enforceable under the law. EX. Licensing should be enforced by Bylaw officers. Bylaw is paid to enforce laws and should not pass the burden of their responsibility to dog walkers. Similar arguments can be made for each item.
- Most of these are already covered in the current bylaws. I am curious as to how the City of Calgary will enforce these new bylaws when I rarely see bylaw officers in the parks enforcing what is already in place. I do agree that walkers should be trained in first aid, both human and canine, and it is in good practice that we check to make sure vaccinations are UTD, along with having information regarding city licenses. Also good practice to pick up feces, have adequate leads, making sure dogs are on leash and under control in on leash areas, practicing recall is important and using proper equipment with the dogs out on group activities.



- This information is not relevant to the 6 dog off leash limit that the project is about. Many of these are already in the existing bylaws and are enforced by bylaw officers. The lack of enforcement should not fall on the shoulders of dog walkers.
- That these laws also must be followed by private owners at a park, that they are aware of their dog and its abilities and training. That they are engaged with their dog not on their phones or otherwise preoccupied.
- Several items listed are already covered under the old/existing bylaw (must have dogs under control, must have dogs on leash in on leash areas (parking lots so leashes required, must pickup feces therefore must have enough bags) These are currently enforceable. The remaining items while being good practices shouldn't be enforceable under the law. EX. Licensing should be enforced by Bylaw officers. Bylaw is paid to enforce laws and should not pass the burden of their responsibility to dog walkers.
- For the record all the above I already implement besides the vest idea which I prefer the lanyard.
- I would hope any responsible and professional dog walker practices these expectations daily. please focus on the irresponsible dog walkers and crack down on them. not the professionals who know what they're doing. we shouldn't all be painted with the same brush. many dog walkers livelihoods and income will be impacted by this. responsible dog walkers who can handle 8 dogs at a time should have means to do so. if defecation is being removed and dogs are under control, we can all safely and respectfully coexist at the off leash park.
- Have adequate knowledge in canine communication. If you a hiring for your dog walking company make sure you hire someone with experience and train them well. This job is not to be taken lightly
- Clarify boundaries and erase the Loop holes walking on the outskirts of the city (Clearwater drive by tipi park has turned into a gong show and no one is picking up after their dogs - it's absolutely disgusting) all of the old school walkers who walk 20 plus dogs go there thinking they are safe from the by laws . I called by law when I saw a lady put 21 dogs into a Toyota Highlander and because the car was so full she accidentally slammed the door on one of the dogs paws . It was brutal. She screamed at the dog and when she realized I was watching her she stopped it .by law officers should patrol Peak times of walking (10-12) (1-3) at the major off leash parks - edworthy - being the busiest should be patrolled the most - clear water park, nose hill, south land, river park, shouldice, bowness - bakers park - on random week days so that rule breakers and dog walkers that have no control over the many dogs they are walking can understand that breaking the by laws will not be tolerated . Harsher fines for attacks on people and dogs by a dog in the care of a dog walkers , some form of regulated certification for walking that many dogs and handling the daily bombardment of conflict - possibly hiring a team of dog professionals to police the parks until the mayhem has calmed - regulating the type of certification one can receive is imperative to a successful program and cohesive peace between dog owners and dog walkers . Proper signage and lots of it to educated everyone what the laws are , also note many clients live outside dog

Dog Walker Engagement

Stakeholder Report Back: What we Heard

September 28, 2021

calgary and their dogs are not licensed . They would possibly need a permit or a tag of some kind . I will again emphasize the need for proper certification to walk that should be mandated by the city . Creating a board or committee that deals directly with these issues and understands what is required to take on such a huge responsibility.

- City tags and vaccinations are at the sole discretion of pet guardians and out of our control.
- Have basic off leash rules and etiquette posted at off leash parks.
- A means to test compency frequently, strict fines for having dogs offleash in illegal offleash areas - Fines being address specifically to dog walker (not owner or company) (Most the places I walk are strictly one-shot and I see packs of dogs offleash with various dog walkers.
- I think mostly a business license should be required. Ensuring that all dogs have good recall is a joke! as no dog has 100 % recall, instinct overrules everything for a dog.
- Dogs should be labeled to easily be returned to dog walker in event that dog is turned around
- Must have a basic understanding of dog body language. This should be an absolute requirement regardless of how well trained a dog is.
- Training in understanding dog behaviour and basic force free dog training
- Every person who owns a dog should have these rules. Not just dog walker's