TO: Chair and Members  
Planning Committee  

WARD(S) AFFECTED: CITY WIDE

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<th>COMMITTEE DATE:</th>
<th>December 7, 2010</th>
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<tr>
<td>SUBJET/REPORT NO:</td>
<td>Animal Control Hours of Operation (PED10264) (City Wide)</td>
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General Manager  
Planning and Economic Development  
Department |
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Council Direction:

The staff report “Operational Review Animal Services (PED08147)” was submitted and approved by Council in October 2008. While the hours of operation were not specifically addressed in that report, staff is continuing with a comprehensive review of all business processes including eliminating “low value” work. Staff has identified that the current hours of operation and call dispatch should be adjusted to improve the operational effectiveness and efficiency and to reduce overtime expenditures, by allowing staff to better focus on delivering higher priority/higher value services such as enforcement, public education, park patrols, and maintaining the licence database.

Information:

The purpose of this Report is to advise of changes to Animal Control's hours of operation and call dispatching effective January 1, 2011. Changes will align Animal Control Services with the City's Corporate Customer Service hours and adopt the Corporate standard for handling of after hours calls.

The City’s Corporate Customer Service hours are 8:30 a.m. to 4:30 p.m., Monday to Friday, while Animal Control Customer Services hours at the Dartnall Road facility are 9 a.m. to 7:00 p.m., Monday to Friday, and 10:00 a.m. to 2:00 p.m. Saturday and Sunday (closed on holidays). Services delivered to the public during these hours
include dog licence sales and renewals, animal intake and release, lost and found services, etc.

Staff observations reveal that the public expects the office to be open at 8:30 a.m. as customers regularly arrive between 8:30 a.m. and 9:00 a.m. expecting the doors to be open. Customer activity after 4:30 p.m. is very low, especially in the quieter months November – March. Therefore, effective January 1, 2011, the Dartnall Road facility’s hours will change to; Monday to Friday 8:30 a.m. to 4:30 p.m., while weekend and holiday hours will remain the same. Staff will continue to review and monitor activity levels to determine if the hours of operation need to be extended in the summer months, or otherwise adjusted.

With respect to call dispatching, currently all calls are dispatched 24 hours a day, 7 days a week regardless of priority level. Other City operations respond only to emergency calls, after hours, and research indicates that the standard practice in other municipal Animal Control Services is to deal only with emergency calls after hours, in an effort to control costs and to use staff resources effectively. Effective January 1, 2011, emergency calls only will be dispatched from Monday to Friday, 6:00 p.m. to 8:30 a.m. and 24/7 on weekends and holidays. This change will reduce overtime costs and allow the Animal Control Officers to direct more attention to calls related to public safety, enforcement, park patrols (which are virtually non existent now), and public education.

Both of the above staff initiatives are intended to improve the efficiency and effectiveness of the City’s Animal Control operations, and to better serve the public.

SO/dt