

File No.: 04-1000-20-2024-046

February 27, 2024

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of January 20, 2024 under the *Freedom of Information and Protection of Privacy Act* for:

**The following records regarding Animal Services from January 1, 2023 to January 19, 2024:**

- 1. Animal Services request call volumes:**
  - a) How many calls total;
  - b) How quickly calls are handled; and
  - c) How calls are assigned to task forces;
- 2. Animal Services officer deployment statistics and records, including shift times, staffing numbers, response times, completed tasks, type of responses, and follow-up of cases; and**
- 3. Breakdown of budget for Animal Services, including total budget for call responses and total cost of call responses.**

All information responsive to your request can be found below. Animal Services has provided the following information:

**Point one a), b), and c)**

Animal Services had 5,030 Calls in the prescribed time line, and calls are dispatched to the Animal Control officers as they come in. The department works to ensure the complainant has been contacted and the call is indicated within 72 hours. The majority of calls are responded to on the same day. Vancouver Animal Services does not have any taskforces, but they do have three regular fulltime officers which are dedicated to responding to dog bite and aggression complaints. These complaints require more thorough investigations and collection of evidence.

**Point two**

Animal Services has officers on duty seven days a week, 365 days a year. In the summer months they are operational between 7:00 am and 9:00 pm, and in winter between 8:00 am and 8:00 pm. Vancouver Animal services has nine regular fulltime officers, seven auxiliary officers, and two supervisors.

Scheduling is generally split with half the daily work force starting at opening and half the workforce closing. Scheduled numbers vary by day with a range between six to ten officers scheduled per day.

Calls are assigned as they come in and Animal Services' mandate is to make contact with the complainant within 72 hours of the call coming in, most of which are responded to and completed on the same day.

Vancouver Animal Services conducted 4,755 patrols of parks and schools during the requested period.

Call types are broken down into the following various categories:

- Aggressive dog not muzzled;
- Animal attack;
- At Large;
- At Large aggression;
- Barking;
- Bylaw inquiry;
- Chickens;
- Containment Aggression;
- Court Breach;
- Aggressive Dog Follow up;
- Welfare;
- Grow op/ Drug lab;
- Holding Stray;
- Human Attack;
- Licencing follow up;
- Multiple dog;
- Off Leash;
- Off Leash aggression;
- Off Leash Parks and Beaches;
- Off Leash Waste not picked up;
- Police Assist;
- Waste not picked up; and
- Wildlife feeding.

Enforcement outcomes are more accurately reported for the previous year since many of the enforcement actions for 2023 are pending court appearance in 2024. Having noted that, in 2022 there were 2,444 Enforcement actions recorded.

Financial Services has provided the following information:

**Point three**

From January 1, 2023 to January 19, 2024 Animal Services' budget was \$2,341,100 including call responses. In the same period, the total call response budget was \$629,600 while actual call responses costs were \$571,600.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2024-046); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

*[Signed by Cobi Falconer]*

**Cobi Falconer, MAS, MLIS, CIPP/C**  
**Director, Access to Information & Privacy**  
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If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

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